

Support in Safe Accommodation Strategy for Norfolk 2022-2025

**In accordance with Part 4 of the
Domestic Abuse Act 2021**

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Foreword

No one should feel unsafe in their own home, yet the police recorded 844,955 cases of Domestic Abuse across the country in the year ending March 2021. All forms of Domestic Abuse are unacceptable in any situation, and the effects of it can be devastating for victim-survivors and their children.

Domestic Abuse is a leading cause of homelessness for adult and child victim-survivors. Norfolk has both a moral and statutory duty to help victim-survivors and this strategy sets out how we will do that.

We have recently undertaken a needs assessment in relation to the prevalence of Domestic Abuse in Norfolk and what services there are to support victim-survivors across Norfolk.

From this data analysis and working with both Domestic Abuse service providers and victim-survivors, we can present the Support in Safe Accommodation Strategy for Norfolk.

This strategy outlines how Norfolk County Council, as a Tier 1 authority, will work with Tier 2 authorities, and key stakeholders (including victim-survivors) to meet the new duties to provide support in safe accommodation for both adults and children in Norfolk. We will work to ensure that victim-survivors living in Norfolk are supported to remain safe in their own home if they wish, or access alternative safe accommodation and support.

Although Domestic Abuse is a gendered issue, mainly experienced by women, we recognise in Norfolk that men do experience it too, as the Needs Assessment has highlighted that 28% of all referrals to Domestic Abuse services are male. This figure is higher in national crime statistics, suggesting there is more work to be done to help men access the right support.

We know that in Norfolk, over the pandemic period in particular, the prevalence of Domestic Abuse has increased, and we need to better understand whether this is because victim-survivors are better able to report, feel safer to report, or indeed there is a substantive 19% increase in Domestic Abuse in 2020 compared to 2019.

From the survey we undertook with victim-survivors who have experience of receiving support in safe accommodation, they stated they felt they were listened to and most had a positive experience. One victim-survivor said, "It helped me realise (sadly) that I wasn't alone, and it gave me that wider support network I needed".

In Norfolk, we do not believe that homelessness, inappropriate and/or unsafe accommodation, or having to remain in a home where a person is experiencing Domestic Abuse, is a choice that any victim-survivor should be faced with. The Support in Safe Accommodation Strategy for Norfolk outlines how all agencies will work collaboratively to provide victim-survivors with a range of flexible options, that

enable them to remain safe at home or access suitable alternative safe accommodation and support if that is what is needed and wanted.

This strategy will be vital in ensuring there is cross departmental and sector working about support in safe accommodation. This strategy will be part of a wider Domestic Abuse strategy framework that will work together to ensure there are preventative Domestic Abuse support measures that provide intervention within the community, and that we listen and act to the voices and experiences of victim-survivors.

By doing this together, we will be able to improve our overall service offer and improve outcomes for victim-survivors including children, with the aim of breaking the cycle of Domestic Abuse.



**Cllr Bill Borrett, Cabinet
Member for Adult Social Care**



**Giles Orpen-Smellie, Police
and Crime Commissioner
for Norfolk**

Executive summary

The Support in Safe Accommodation Strategy for Norfolk 2022–2025 outlines how Norfolk County Council will implement the statutory duties associated with the provision of safe accommodation, as required by the Domestic Abuse Act 2021 (“the Act”). The purpose of the Act is:

- To protect and support victim-survivors and their families; transform the justice process to prioritise victim-survivors’ safety and provide an effective response to perpetrators; and to drive consistency and better performance in the response to Domestic Abuse (DA) across all local areas, agencies, and sectors.
- Recognising the devastating impact on victim-survivors of all genders, and children of DA - and introduces a statutory duty on Tier 1 authorities to assess and meet support needs in safe accommodation.

We welcome the Act for its explicit recognition that the children of victim-survivors are also victim-survivors of DA. That is why Adults and Children’s Services in Norfolk are working jointly to provide a seamless response to victim-survivors.

This strategy demonstrates how support in safe accommodation for DA victim-survivors will be provided over the next three years and outlines five objectives identified because of the DA Accommodation Needs Assessment (“the Needs Assessment”). This will initially be the focus of delivery. These will include:

1. **Increase the amount and flexibility of safe accommodation:** As identified by the Needs Assessment, there is an unmet need for safe accommodation of 38 bedspaces in Norfolk. Flexible accommodation options with support that can meet the differing needs of male victim-survivors, children (including older male children), those with protected characteristics, and what are considered more complex needs are required.
2. **Improve engagement with victim-survivors of DA:** The Needs Assessment has identified a gap in relation to how Norfolk works to improve their DA services. It is vital that we hear an authentic voice from all members of our different communities who are victim-survivors of DA.
3. **Improve the quality of support and safe accommodation:** Ensure that DA safe accommodation and support is of the same quality and standard across Norfolk, and services are driven by monitoring, review, and improvement.
4. **Support children in safe accommodation:** The Needs Assessment shows that therapeutic support etc is not available in all safe accommodation and this needs to be levelled up across Norfolk.
5. **Improved intelligence:** The Needs Assessment identifies that the data used is often aggregated and there is risk of duplication. Data needs to improve to better understand the level of prevalence and demand, especially in relation to male victim-survivors, children, those who are 75+ and those with protected

characteristics. There is also the need to better understand the demand from victim-survivors having their needs met outside Norfolk, and who may wish to return, and those seeking refuge from outside the county.

This strategy looks to ensure we improve what we are doing and will complement existing work that is taking place across the County to address the health and wellbeing, community safety and housing needs of those who experience DA in Norfolk. It is part of a wider framework of strategy documents which include:

- Norfolk County Community Safety Plan
- Better Together, for Norfolk 2021-2025
- Greater Norwich Homelessness Strategy 2020-2025 (Broadland District Council, Norwich City Council & South Norfolk District Council).
- South Norfolk and Broadland Rough Sleeper Statement 2020-2022
- North Norfolk Homelessness & Rough Sleeping Strategy 2019-2024
- Great Yarmouth Homelessness Strategy
- The Borough Council of King's Lynn & West Norfolk Homelessness Strategy 2015-19
- Broadland Homelessness and Rough Sleeping Strategy 2020-2025
- North Norfolk District Council Housing Strategy 2021-2025
- Joint Health and Wellbeing Strategy 2018-2022.

This strategy in addition to the strategies listed above, will underpin future strategies such as:

- Domestic Abuse and Sexual Violence Group (DASVG) - Domestic Abuse Strategy 2021-2024 (including delivery plan)
- Domestic Abuse Communications Strategy
- Norfolk Domestic Abuse Perpetrator Prevention Strategy
- No Homelessness in Norfolk Strategy.

The aim of this Support in Safe Accommodation Strategy is to support the lives of victim-survivors and their children by ensuring there are safe accommodation options and appropriate support when needed. Having the right kind of accommodation and support will provide opportunities for people and their children to start living their own, safe independent lives now and importantly for children, in the future.

This strategy has been produced by Norfolk County Council through the Norfolk Domestic Abuse Partnership Board (NDAPB) with oversight of its Council Members as well as the DASVG. The strategy has also received support from the Norfolk Community Safety Partnership Board, whose remit is to create safer communities through the reduction of crime and the promotion of safety. The Terms of Reference in relation of NDAPB is included in Appendix 1 and membership of the Norfolk Community Safety Partnership Board is included in Appendix 2.

A structure of the framework in Norfolk that demonstrates how the different boards and groups relate and support each other is included in Appendix 3.

A delivery plan that includes budget commitments is part of the strategy and this will be monitored on a quarterly basis and monitored by NDAPB. Each year the strategy will be reviewed within the context of a refreshed Needs Assessment, and the delivery plan reflecting any changes will be provided to the Department of Levelling Up, Housing and Communities (DLUHC). Both the Needs Assessment and the Strategy will be fully reviewed and may be altered or replaced every three years.

1. Why is a Support in Safe Accommodation strategy required?

Context – Purpose of this Strategy

1.1 The scope of the Domestic Abuse Support in Safe Accommodation Strategy for Norfolk

The Support in Safe Accommodation Strategy for Norfolk 2022-2025 outlines how we will implement our statutory duties as outlined in the Domestic Abuse Act 2021 (Part 4: Safe Accommodation and Support).

The Act seeks to:

- Raise the awareness and understanding of the devastating impact of domestic abuse on victims and their families
- Further improve the effectiveness of the justice system in providing protection for victims of domestic abuse and bringing perpetrators to justice
- Strengthen the support available to victims of abuse by statutory agencies.

The overarching aim across Norfolk in relation to DA will be:

- Early intervention and prevention
- Accessible services
- Appropriate safe accommodation
- A multi-agency approach
- Support to safely return home or move on to alternative permanent accommodation.

In our aim to achieve these overarching objectives, the purpose of this Strategy will, as evidenced by the Needs Assessment, demonstrate how we will look to provide support in safe accommodation over the next three years.

Norfolk's DA and Sexual Violence Group (DASVG) will be developing a document over Autumn 2021 which will outline the holistic approach that all key agencies will be taking, to improve our joint approach and support to those who are victim-survivors of DA. This Support in Safe Accommodation Strategy for Norfolk will help underpin that document. The DASVG strategy will articulate the broader partnership responses to DA support for victim-survivors (including carers) as well as accommodation support in the form of refuge supply and demand and flexible use of safe accommodation, including sanctuary and target hardening measures in accommodation. In addition to

this, the DASVG Strategy will include our collective response in relation to prevention and how we will end the cycle of DA in all its forms, including the rehabilitation and education of perpetrators of DA.

Whilst this Support in Safe Accommodation Strategy for Norfolk covers a three-year period, the Needs Assessment will be refreshed on an annual basis and the strategy will reflect any new demands or pressures being identified at that time and which Norfolk needs to respond in relation to the commissioning of new or improvement of services. Any identified changes in demand or trends that emerge on an annual basis will be reflected in the delivery plan. In addition to this, the communications will be updated alongside the delivery plan over the three-year period.

The delivery plan is included in this strategy to demonstrate how solutions to the gaps in service delivery can be met and how our response looks to provide a seamless DA service offer across the different sectors and organisations operating across the County.

1.2 The Domestic Abuse Act 2021 (“The Act”)

The Domestic Abuse Bill was passed and became an Act in law on 29 April 2021. Additional information in relation to the Act can be found on [the Government's overarching factsheet on the Domestic Abuse Act 2021](#).

The Act will help transform the response to DA, helping to prevent offending, protect victim-survivors and ensure they and their children have safe accommodation and support when they need it.

One of the key measures introduced by the Act is the new duties on Tier 1 and Tier 2 authorities in England found in Part 4. These authorities now must provide support to victim-survivors of DA and their children in safe accommodation.

This strategy is in response to this new duty on us as a Tier 1 authority and is in conjunction with other existing statutory requirements including (but not limited to) those set out below:

- [Equality Act 2010](#)
- [Human Rights Act 1998](#)
- [Housing Act 1996](#)
- [Homelessness Act 2002](#)
- [Crime and Disorder Act 1998](#)

The new duties on Tier 1 and Tier 2 authorities sit alongside the following existing list of guidance:

- [Improving access to social housing for victim-survivors of DA](#) in refuges or other types of temporary accommodations: statutory guidance on social housing for local authorities in England
- [Homelessness Code of Guidance](#)
- [Keeping children safe in education 2021](#): Statutory guidance for schools and colleges
- [Working together to safeguard children](#): A guide to inter-agency working to safeguard and promote the welfare of children
- [Violence against women and girls](#) (including men and boys): national statement of expectations.

Definition of domestic abuse

The Act has a cross-government definition of DA and is in two parts. Having a precise definition means we all understand what is meant and what is considered unacceptable in relation to DA. This means we can all actively challenge collectively, our behaviour and attitudes in relation to DA. The definition of DA can be found in [Section 1 of the Domestic Abuse Act 2021](#).

The definition of DA is:

“(2) Behaviour of a person (“A”) towards another person (“B”) is “domestic abuse” if:

- (a) A and B are each aged 16 or over and are personally connected to each other, and
 - (b) the behaviour is abusive.
- (3) Behaviour is “abusive” if it consists of any of the following:
- (a) physical or sexual abuse
 - (b) violent or threatening behaviour
 - (c) controlling or coercive behaviour
 - (d) economic abuse...
 - (e) psychological, emotional, or other abuse

and it does not matter whether the behaviour consists of a single incident or a course of conduct.”

The definition also encompasses what is called ‘Honour’-Based Abuse (“HBA”), Female Genital Mutilation (“FGM”) and Forced Marriage and is clear that victims are not confined to one gender, ethnic group, or socio-economic group.

While the definition above applies to those aged 16 or above, ‘Adolescent to parent violence and abuse’ (“APVA”) can equally involve children under 16 as well as over 16.

There is currently no legal definition of adolescent to parent violence and abuse. However, it is recognised as a form of DA.

Further information on the new statutory definition of DA can be found in the [Statutory Guidance - Delivery of support to victims of domestic abuse in domestic abuse safe accommodation services](#).

Definition of safe accommodation

Under Part 4, Tier 1 authorities must assess, or decide for the assessment of, the need for accommodation-based support in their area, prepare and publish a strategy for the provision of support in its area, and monitor and evaluate the strategy.

The duty requires that support is provided to victim-survivors who reside in “relevant accommodation”. The [Domestic Abuse Support \(Relevant Accommodation and Housing Benefit and Universal Credit Sanctuary Schemes\) \(Amendment\) Regulations 2021 \(legislation.gov.uk\)](#) sets out the definition of relevant accommodation.

“Relevant accommodation” is referred to as “safe accommodation throughout the statutory guidance and this is adopted in the Support in Safe Accommodation Strategy for Norfolk.

Accommodation which is considered safe accommodation is:

- **Refuge accommodation:** a refuge offers accommodation and intensive support which is tied to that accommodation. Victims, including their children, must be refuge residents to access expert emotional and practical support.
- **Specialist safe accommodation:** specialist refuges for ethnically diverse communities, LGBTQ+ communities, and disabled victims and their children. These may provide single-sex or gender accommodation with dedicated specialist support to victims who share a protected characteristic/s. This includes services that are led by those that also share the protected characteristics and/or have complex needs.
- **Sanctuary Schemes:** properties with local authority installed Sanctuary Schemes or other similar schemes, which provide enhanced physical security measures within a home. A Sanctuary Scheme is a survivor centred initiative which aims to make it possible for victim-survivors of DA to remain in their own homes, where it is safe for them

to do so, where it is their choice, and where the perpetrator does not live in the accommodation.

- **Move-on and/or second stage accommodation:** these are interchangeable terms for projects temporarily accommodating victim-survivors, including families who no longer need the intensive level of support provided in a refuge, but would still benefit from a lower level of DA specific support for a period before they move to fully independent and permanent accommodation. There is no expectation that every victim-survivor will require this. Many victim-survivors are ready to move straight to a permanent new home from refuge. However, move-on and/or second stage accommodation may be helpful in some cases. At the present time there are no reciprocal arrangements between districts across the county.
- **Dispersed accommodation:**
 - Safe (secure and dedicated to supporting victims of DA), self-contained accommodation with the same level of specialist DA support as provided within a refuge, but which may be more suitable for victim-survivors who are unable to stay in a refuge with communal spaces due to (for example) complex support needs or for families with teenage sons.
 - Safe (secure and dedicated to supporting victim-survivors of DA), self-contained 'semi-independent' accommodation which is not within a refuge but with support for victim-survivors who may not require the intensive support offered through refuge and are still at risk of DA from their perpetrator(s).
- **Other accommodation (other housing authority, registered charity etc):** ie a safe place with support. To give victim-survivors an opportunity to spend a temporary period to make decisions in an environment that is self-contained and safe. This would include access to wrap around support and specialist support for victims with complex needs (including mental health needs and substance misuse).

Definition of types of support in a safe accommodation

The [delivery of support in safe accommodation statutory guidance](#) describes DA support within safe/relevant accommodation as:

- **Overall management of services within relevant safe accommodation:** including capacity building, support and supervision of staff, payroll, financial and day-to-day management of services and maintaining relationships with the local authority (such functions will often be undertaken by a service manager).
- **Support with the day-to-day running of the service:** for example, scheduling times for counselling sessions, group activities (such functions may often be undertaken by administrative or office staff).

- **Advocacy support:** development of personal safety plans, liaison with other services (for example, GPs and social workers, welfare benefit providers).
- **DA prevention advice:** for example, support to assist victim-survivors to recognise the signs of controlling and coercive behaviour, and to help them remain safe (including online), and to prevent re-victimisation.
- **Specialist support for victim-survivors designed specifically for those with relevant protected characteristics** (including ‘by and for’), such as faith services, translators and interpreters, immigration advice, interpreters for victim-survivors identifying as deaf and/or hard of hearing, and dedicated support for LGBTQ+ victim-survivors (not limited to).
- **Services designed specifically for victim-survivors with additional and/or complex needs** such as, mental health advice and support, drug and alcohol advice and support [not limited to], including sign posting accordingly.
- **Children’s support:** including play therapy, child advocacy or a specialist children worker (for example, a young people’s violence advisor, Independent Domestic Violence Advisor (“IDVA”) or outreach worker specialised in working with children).
- **Housing-related support:** providing housing-related advice and support, for example, securing a permanent home, rights to existing accommodation and advice on how to live safely and independently.
- **Advice service:** including financial and legal support, including accessing benefits, support into work and establishing independent financial arrangements.
- **Counselling and therapy:** for both adults and children, including emotional and group support.

1.3 New Burdens Funding

The Ministry of Housing, Communities and Local Government (MHCLG) – now the Department of Levelling Up, Housing and Communities (DLUHC), committed a three-year settlement for the delivery of the Part 4 duty for both Tier 1 and Tier 2 authorities. Norfolk County Council and the district and borough councils across Norfolk each received additional funding and there may be the potential for this to be pooled in the future. For 2021/22 the amount is outlined in Table 1, along with details of how much each district and borough council has been allocated.

Table 1: MHCLG funding allocation to local authorities in Norfolk

Local authority	Funding allocation
Norfolk County Council	£1,806,177

Local authority	Funding allocation
Borough Council of King's Lynn and West Norfolk	£32,863
Broadland District Council	£33,077
Breckland District Council	£31,450
Great Yarmouth Borough Council	£32,365
North Norfolk District Council	£32,138
Norwich City Council	£32,679
South Norfolk District Council	£33,335
Total	£2,034,084

It is not clear whether the financial allocation awarded in 2021/22 will be the same each year and/or whether there is the opportunity for funding to be rolled over from one year to the next. However, both years 2 and 3 are tied to a Central Government spending review. As such, these points will be considered when looking at financial planning.

1.4 Needs Assessment

DLUHC published clear guidance on the scope of the Needs Assessment – it is comprehensive and includes:

- Local population make up, including DA prevalence
- Safe accommodation mapping
- Identification of victim-survivors and referrals, including understanding their journeys into safe accommodation
- Demand for, and barriers in accessing support within DA safe accommodation
- Housing options
- Victim-survivor experiences.

NODA were commissioned by Norfolk County Council to undertake the needs assessment. They gathered data at a national and local level including:

- Crime Survey data
- Multi-Agency Risk Assessment Conference (“MARAC”) data
- National police DA incident and crime data
- Local police crime data
- Housing/Homelessness Case Level Collection (“H-CLIC”) data
- Accommodation and support data
- Published research.

NODA identified the only data available is aggregated and recorded in isolation. Each piece of data can only be looked at independently of a service or organisation and there is a risk of duplication. **For data provided and**

analysed within the last three years, it is likely that Covid-19 has had an impact on services and service users.

The DA Needs Assessment key findings

- In the year ending March 2020 there were 11,498 recorded DA crimes in Norfolk (a 19% increase on the previous year). Male survivors make up approximately a quarter of recorded DA crimes across all Norfolk districts
- Not all support providers record gender of victim-survivors. Where a gender breakdown is available (six services), most referrals are for females with an average of 122 per week, but there is an average of 34 referrals per week for males. Males make up 28% of all referrals to DA services that data is available for
- Great Yarmouth and Norwich had a higher rate of DA crimes per 1000 population compared to the other five local authority areas
- Local Police data (where age is recorded), identified age groups 25-34 followed by 19-24 are the highest across Norfolk
- Referrals for all forms of accommodation-based services for year ending March 2021 averaged 92 referrals per month
- There is an average of 26 referrals to refuge each week (Female only) but on average there are only 13 spaces available; demand therefore outstrips supply by 50%
- Children in refuges are younger (a sample showed the majority are under five), however support providers reported that children are older
- The data shows that on average the stay in a refuge is approximately five months, but support providers have told us it is approximately one year
- From a sample of 134 victim-survivors entering refuge, 72% achieved independent living on leaving the accommodation
- From a sample of those entering refuge, 47% had self-reported mental health issues
- Of the survivors leaving refuge in Norfolk during the 2020/2021 financial year:
 - 20% took up Registered Social Landlord tenancy
 - 19% moved to another refuge
 - 19% returned to their previous home. It is unknown if this is the same location as the perpetrator
- Reason for declined referrals are often recorded as 'Other' (68%) indicating potential improvements could be made in data recording; 'No available room' was the second most common reason for declined referrals (15%)
- The outcomes of declined referrals are mostly unknown (52%)
- 28% of all referrals are out of County (but this was skewed due to the restrictions relating to COVID-19).

The Needs Assessment also identified the following in relation to the number of victim-survivors who presented themselves as homeless.

Table 2: Number of households owed a homelessness relief duty due to DA

District	Prevention	Relief	Total
Breckland	17 (2018-19) 23 (2019-20) 18 (2020-21)	25 (2018-19) 43 (2019-20) 83 (2020-21)	42 (2018-19) 66 (2019-20) 101 (2020-21)
Broadland	7 (2018-19) 14 (2019-20) 1 (2020-21)	18 (2018-19) 34 (2019-20) 7 (2020-21)	25 (2018-19) 48 (2019-20) 8 (2020-21)
Great Yarmouth	10 (2018-19) 12 (2019-20) 5 (2020-21)	20 (2018-19) 19 (2019-20) 29 (2020-21)	30 (2018-19) 31 (2019-20) 34 (2020-21)
KLWNBC	2 (2018-19) 0 (2019-20) 8 (2020-21)	32 (2018-19) 0 (2019-20) 29 (2020-21)	34 (2018-19) 0 (2019-20) 37 (2020-21)
North Norfolk	4 (2018-19) 1 (2019-20) 3 (2020-21)	29 (2018-19) 31 (2019-20) 27 (2020-21)	33 (2018-19) 32 (2019-20) 30 (2020-21)
Norwich	100 (2018-19) 64 (2019-20) 25 (2020-21)	60 (2018-19) 61 (2019-20) 47 (2020-21)	160 (2018-19) 125 (2019-20) 72 (2020-21)
South Norfolk	11 (2018-19) 5 (2019-20) 2 (2020-21)	22 (2018-19) 29 (2019-20) 22 (2020-21)	33 (2018-19) 34 (2019-20) 24 (2020-21)
Norfolk	151 (2018-19) 119* (2019-20) 62 (2020-21)	206 (2018-19) 203* (2019-20) 244 (2020-21)	357 (2018-19) 322* (2019-20) 306 (2020-21)

Source: H-CLIC homelessness statistics – most recent years are officially recorded

*Norfolk total excluded data from King's Lynn and West Norfolk.

The DA Accommodation Needs Assessment estimates that the current shortfall in bedspaces is 38.

There is known to be a cost nationally in relation to DA and this can be categorised into three areas:

1. Anticipation (expenditure on protective and preventative measures)
2. Consequence (property damage, physical and emotional harms, lost output, health, and victim-survivor services)
3. Response (police and criminal justice system)

Table 3: Total costs of DA in England and Wales for 2016-17 (in £ millions)

Cost type	Amount
Costs in anticipation	£6m
Physical and emotional harm	£47.287m
Lost output	£14.098m
Health services	£2.333m
Victim services	£724m
Police costs	£1.257m
Criminal and legal	£336m
Civil and legal	£140m
Other	£11m
Total	£66.192m

Table 4: Unit costs of domestic abuse in England and Wales for 2016-17¹

Cost type	Amount
Costs in anticipation	£5
Physical and emotional harm	£24,300
Lost output	£7,245
Health services	£1,200
Victim services	£370
Police costs	£645
Criminal and legal	£170
Civil and legal	£70
Other	£5
Total	£35,015

However, at the present time it is not possible to give the same level of detail at a local level.

Gaps identified by the Needs Assessment

NODA have identified the following gaps in intelligence and/or provision in relation to DA and our ability to determine the types of services that may be needed:

- There is no specific safe accommodation provision for male survivors but as there is an under-recording of demand, either in terms of support or use of safe accommodation, we are unable to determine the amount of safe accommodation that may be required for male victim-survivors.

¹ Rounded to the nearest £5. The total figure may not sum because of this rounding.

- LGBTQ+ groups are poorly represented in the data, and it is recognised that many providers did not routinely collect the data. However, data provided by one refuge provider reports that 94% of survivors self-identify as heterosexual or straight.
- Complex needs (including mental health and/or drug and alcohol dependency) are recognised as being an issue in DA survivors and refuge service providers do not routinely collect this data. It is acknowledged that not all support providers of refuge accommodation are able to support those with high and complex needs, and such referrals are declined on this basis. There is no data available to be able to say where these survivors are then supported.
- There is little information available for child and adult victim-survivors of DA in relation to physical or mental health and learning disabilities both from local police data and accommodation service data. It is recognised that data is not routinely collected by service providers.
- Norfolk has an older population compared to England. National data from the crime survey only samples individuals up to the age of 75, so there is a potential that older age groups are under-reported in both local and national estimates.
- There is a lack of data and/or regular recording of the types and amount of support children receive because of DA, whether living in the community or within safe accommodation, as often different services and/or providers can be involved. Data that is available is from ad hoc audits.
- There is a lack of data on support services offered to children that have had to enter refuge accommodation. Qualitatively, one provider reports that the support needs of children can be varied, and support provided can be limited, and depends on the type of accommodation and its location.
- There is some understanding around the reason for repeat referrals to MARACs in Norfolk, but further research is required.
- Norfolk is a largely rural county. Current data is aggregated and varies in robustness; this being the case, it is not possible to determine if there is a high level of unmet need in terms of accommodation and support in rural areas compared to urban areas (for example).
- It is recognised that many of the providers do not routinely collect some of the data that was requested as part of the Needs Assessment.
- Because data in relation to DA is not detailed enough, it is not possible to make any meaningful conclusions in relation to cost and evaluation either to the public purse and/or social return on investment.

It is also acknowledged in the Needs Assessment that the refuges are unlikely to meet the needs of all that may require safe accommodation, including:

- Larger families
- Males
- Families with several children (both male and female victim-survivors) including those with older male children

- Victim-survivors with specialist and/or protected characteristics
- Victim-survivors with high complex needs eg mental health, drug and/or alcohol misuse
- Victim-survivors in recovery from addiction
- Not all the refuges can provide therapy or other forms of support for children (postcode lottery)
- Not all the refuges have self-contained units (some have shared facilities including bathrooms and kitchens for example).
- The cost of safe accommodation to a victim-survivor and whether this is a barrier in terms of accessibility.

Table 4: Key gaps in intelligence which will be improved in future

Topic	Gap
Area	<ul style="list-style-type: none"> • Parish/ward information is not available – if available it may show those where there is a prevalence and resources could be targeted. Such information would also provide urban/rural comparison. • Not enough is known about survivors seeking out of county refuge.
Survivor information	<ul style="list-style-type: none"> • Improved data recording of LGBTQ+ as numbers are likely to be underrepresented. • Improved data recording of ethnically diverse communities as numbers are likely to be underrepresented. • Improved data recording of male victim-survivors. • Improved data recording of children as victim-survivors of DA. • Lack of data in relation to older people (75+). • Lack of data in relation to MH/LD/PD (both adults and children). • Lack of data in relation to outcomes for those unable to access a refuge place. • Lack of data in relation to those that have no recourse to public funds. • Consistent feedback on services from victim-survivors.
Service provision	<ul style="list-style-type: none"> • Little is known about whether refuges are fit for purpose (eg accessibility). • Provision of services for older male children and children more generally. • Service provision is not just about those at high risk; we need to better understand how lower risk survivors are provided for (some people decide to stay with the perpetrator). • Provision of support in refuge eg counselling, substance management support • Provision of services for male victims – no specific refuges.

In summary:

- Data around DA is limited and therefore the prevalence may be higher than that recorded.
- Because data is limited, we currently have little knowledge about:
 - Rural/urban divide or whether there is a postcode lottery where little support may be available
 - How accessible our support and accommodation are, including financial, those with protected characteristics, male victim-survivors and victim-survivors aged 75+
 - The pathway into support and/or safe accommodation, including risk of homelessness and move-on accommodation
 - Perpetrator engagement and consideration of perpetrator housing options
 - The needs of children.

The Needs Assessment highlighted several services available in Norfolk and Nationally that provide support in the community. However, data is not routinely collected or reported for all services to inform as to the quality of the services or how impactful. Support provided within safe accommodation is anecdotally well received by those that use it, but refuges are not audited and the level of data that is recorded is not in the detail that is sufficient to inform potential service improvements at the present time. The Needs Assessment has revealed what collectively we must do to improve the offer for victim-survivors and their families. It has also highlighted some inconsistencies in the way agencies collect and record demand for services and safe accommodation.

Voices of victim-survivors

As identified in the Needs Assessment, there is a gap in relation to hearing about what victim-survivors say about support in safe accommodation in Norfolk.

Although it is outlined in our delivery plan that we will be working on designing a future framework to improve our engagement with victim-survivors, we have undertaken a small survey to ensure that some voices are heard within this strategy.

A smart survey of 11 questions was made available on-line for a period of 3 weeks. 22 survey responses were received.

The survey questions and responses are included in Appendix 4.

Some victim-survivors said the following about their experiences:

- “It helped me realise (sadly) that I wasn’t alone and gave me that wider support network.”
- “I’d be lost without the help I’ve finally received. It’s helped me manage life and realise that things are not my fault.”
- “Just because the abuse wasn’t physical it was still terrifying.”
- “You don’t know who to trust, and sadly, you don’t know if you will be believed due to the perpetrator’s gaslighting and abuse over the years. You’re made to feel as if you are crazy and can’t look after your children. I find lack of knowledge and education around domestic abuse from other professionals is a huge barrier in getting the support you need”.

In relation to services in Norfolk, some of the comments received highlight:

- “I found it hard getting help because my life was in Norfolk, and I didn’t want to move to another area so stayed with my sister in Suffolk which then made it hard to get help and support. I also found it hard to get the help and support for my children, as when we did move back to Norfolk, we lived the wrong side to get them the help they needed.”
- “It would [have] been helpful for me to be accommodated in a local refuge rather than being advised this wasn’t possible for safety reasons and that I needed to go out of county which I couldn’t do because of the children’s school.”

This mirrors some of the findings in the Needs Assessment, which shows there is an inconsistency in the services that are provided across Norfolk.

2. What will this Support in Safe Accommodation Strategy achieve?

2.1 What services are there in Norfolk (including those from out of the county) for victim-survivors of DA?

22% of all crime reported to Norfolk Constabulary is DA related and reports have been increasing annually, including through the pandemic. During the pandemic, DA support services experienced an increase in demand during the lockdown and victim-survivors faced difficulties in safely seeking support under these conditions. A significant amount of DA remains unreported, with estimates suggesting 5.5% of adults in England and Wales aged 16 to 74 years experienced DA in the last year².

Norfolk has 7 refuges, one in each district. These refuges combined have 54 bed spaces but can only accommodate female victim-survivors. The accommodation is a mix of self-contained and communal accommodation and is available to all residents within Norfolk and out of the county. The refuges are owned by 4 housing associations/Registered Providers (RPs).

Norfolk County Council has funded support in the refuges for many years and these are commissioned with 2 providers, Leeway and Orwell. These contracts are in the process of being extended until March 2023 (and as part of the ongoing improvement plan outlined in this strategy, any renewal will be based on our Needs Assessment at that time). Support can include:

- DA Advocacy
- Practical and emotional advice and support
- Housing options advice, re-settlement support including advice on how to live safely and independently (move-on)
- Counselling and therapy for adult and child victim-survivors (in some refuges)
- Dedicated specialist support for children (in some refuges).

Further details of the refuges including wheelchair accessibility is included in Appendix 5.

In addition to the seven refuges there are two safe houses (Norwich and North Norfolk) and one safe house due to be leased shortly in King's Lynn. These safe houses are leased by Leeway and rely on rental income, sometimes provided through the benefit system. The King's Lynn safe house has also received some funding for an additional support worker. Further information in relation to the safe houses can be found in Appendix 6.

² As shown in the [Domestic abuse in England and Wales overview – Office for National Statistics](#)

Covid funding provided temporary spot accommodation provided by Leeway, but this funding ended in November 2021. The funding enabled 49 victim-survivors (including one male victim-survivor) and 54 children to be accommodated (July 2020 - August 2021). The type of accommodation being provided through this route are hotels, bed and breakfast accommodation, or self-contained or shared houses acquired by Leeway. Leeway can also provide short term emergency accommodation for victim-survivors with no recourse to public funds, but the funding of this ends in February 2022.

DA support in the community is available to those not living in DA accommodation and can be accessed through several organisations across Norfolk. These are:

- **Leeway DA & Violence Service** – for women and children. Support includes refuges, community services, outreach services, power to change programmes, IDVAs
- **The Pandora Project** – a women’s centre (King’s Lynn), children’s services, group programmes, LGBTQ support
- **South Norfolk Early Help/Orwell** – includes housing support, debt advice, mental health and support plans.
- **Daisy Programme** – support men and women in the Breckland area with courses and counselling.
- **One Voice Traveller** – support Gypsy Traveller and Roma Communities across East Anglia.
- **Restitute** – specialist support service for those who care for survivors of sexual or violent crime.
- **Sue Lambert Trust** – support for victim-survivors of sexual and/or DA
- **Norfolk Community Law Services** – legal advice for victim-survivors.

The organisations listed above provide different services but can include:

- Support for females only, female, and male and some third-party (eg parents, grandparents) and child on parent violent programmes.
- Advice lines (some 24-hr support) and some are for male advice lines staffed by specialist male workers.
- Women’s outreach service
- Face to face support and counselling
- Residential services including emergency accommodation for females only, short term emergency accommodation for people with no recourse to public funds.
- Therapeutic support, peer mentoring, recovery groups and courses such as the Freedom Programme and My Confidence.

The DA Act classifies any child who “sees or hears, or experiences the effects of the abuse” as a victim of DA. Although specific support for children is not available in all safe accommodation currently, support can be sought for any child or young person in Norfolk through a dedicated emotional health

pathway where they can receive low-level emotional health need support of around 6-8 sessions of resilience- based work; if needed, the Team are able to refer on to more appropriate onward support. All referrals to the Emotional Health Pathway are made through [Just One Norfolk](#). There is also a plan to develop a one-single referral route for children and young people with mental health needs, but this is unlikely to begin until Autumn 2022.

Norfolk County Council also provides the Community, Information and Learning Service which offers the following within local communities:

- Both short- and long-term help in relation to financial support, rent support and referral to wider support services. The digital inclusion offer specifically references those fleeing DA to ensure victim-survivors are digitally included.
- The Digital Team in Customer Services provide web offer comprising information, advice and signposting online for those affected by or wanting to know more about DA.
- All staff in library settings are trained in safeguarding and part of the Early Help Hubs offer is to local refuges to promote family activities and ensure digital inclusion. Staff can identify need through open conversations and can refer to the Norfolk Community Advice Network (NCAN).

In addition to this there are national DA support services such as Mankind, GALOP, Age UK and many more.

If you need help in relation to DA please refer to Appendix 7.

In terms of DA training in Norfolk there is the DA Change Champions training (“The Champion Training”) that is currently administered by Norfolk County Council. The Champion Training is available to any organisation that wants to improve their response to DA, this course is in line with level 3 the Social Care learning pathway. There is also the opportunity to top this up with additional training such as DA, Stalking and Harassment (“DASH”) Refresher’ and a new course ‘Understanding the Domestic Abuse Act 2021’.

The Champion network aims to enhance knowledge in frontline organisations and therefore reducing risk of serious harm, in the belief that such training will decrease the human and organisational cost if risk is identified and managed early. Champions are supported by DA change coordinators who provide opportunities for Champions to network, increase good practice knowledge, be kept up to date with information to take back to their organisations, and provide specialist advice to Champions. The Champion Training Network will shortly transfer to the new Norfolk Integrated Domestic Abuse Service (NIDAS).

Social workers have a critical role to play in not only identifying signs of DA but being confident in their response to it. Within Norfolk County Council

practitioners have access to various training opportunities such as DASH Risk Assessment training, Safeguarding Courses and Safeguarding Development Sessions such as 'Domestic Abuse and Older People'.

There is also a shorter 'Understanding DA' course for organisations (including for internal staff); this is level 2 on the pathway. A level 1 course for all County Council staff is in development and will be available online.

Some DA support providers such as Leeway do offer training for a fee. Currently there are no districts or housing providers with DA Housing Alliance's accreditation (DAHA).

Since August 2021, two provider events have been held and another will be held in February 2022. These events highlight the work being undertaken to ensure providers of DA accommodation and support can assist in the shaping and onward delivery of this strategy, as well as helping us to continue to engage with victim-survivors to help shape this strategy. An overview of the findings of the engagement is included in Appendix 8. The following key points were made:

- A priority for providers was an increase in flexible accommodation
- It was generally agreed that the Needs Assessment was a good start, but there were significant gaps in relation to those with protected characteristics. It was noted there appeared to be a lack of emotional/psychological understanding and represented factual (quantitative) data – it was missing the voice of the victim-survivor.
- Most providers wished for further events to be held (perhaps quarterly)
- Greater consideration of victim-survivors with more complex needs and those that wished to remain at home close to support networks.
- More needed to be considered in relation to those who do not progress beyond a referral.
- The Needs Assessment does not capture what longer term support is required (outreach).
- Solutions to some points included:
 - A Norfolk wide pledge in relation to DA
 - Robust staff training
 - Raising awareness of DA in the community
 - DAHA accreditation
 - Satellite accommodation service
 - Mentor programme
 - Additional services for children in terms of specific therapeutic support
 - More bespoke services for victim-survivors with complex mental health needs
 - Transitional support when moving on from safe accommodation
 - Different methods for victim-survivors to participate in engagement.

There are services that can be accessed and used by residents of Norfolk in neighbouring authorities such as Cambridgeshire, Suffolk, and Lincolnshire:

- Cambridge (with Peterborough) has 4 refuges (all of which are for women and children)
- Suffolk commission 3 separate refuge accommodation providers offering communal living in locations across the county (31 spaces in total). Suffolk also commissions several satellite units which provide flexible accommodation for victim-survivors who are male and/or those with mental health and/or substance dependency needs – where communal refuge is not always suitable.
- Lincolnshire – At this time it has not been possible to establish the level of safe accommodation provision in the Lincoln County Council's area.

2.2 Service achievements in Norfolk

Norfolk now has a Single Point of Contact – NIDAS – so that those who need to can be offered advice and guidance in relation to their options. **Any victim-survivor or professional can call NIDAS to seek advice and support in Norfolk.**

The new service is commissioned by the Office of the Police and Crime Commissioner Norfolk (OPCCN) and is partly funded by Norfolk County Council (Adults and Children's Services), Norwich City Council, Broadland District Council and South Norfolk District Council.

A range of support to all victim-survivors over the age of 16, at all levels of risk. NIDAS can support people living within their own home through:

- A helpline/single point of contact for anyone requiring advice and support
- Multi-agency partnership working
- Digital support
- Signposting to other community support networks
- Contact with trauma informed person centered, trained and skilled staff
- Specialist support around stalking
- Sanctuary support for high-risk victims
- Support to access safe accommodation including refuge and satellite accommodation
- Improved community response through a dedicated coordinator.

NIDAS ensures that the referral pathway for victim-survivors of DA is improved as previously there have been many different routes to seek advice; Norfolk will now have a single point of access for all needs. NIDAS will also be able to provide a Norfolk-wide service for medium and high-risk victims,

direct support for children (parent supported by IDVA), a dedicated IDVA resource in help hubs for districts who are funding partners, management and development of the Norfolk DA Champion network and enable direct access to recovery Adolescent to Parent Violence and Abuse (APVA) programme for funding partner districts only. NIDAS will also need to engage with mental health social work and other Adult Social Service teams. NIDAS will ensure an improved service to male victim-survivors and those with protected characteristics. Through a single referral pathway, it will provide help and support that is more widely accessible across Norfolk, ending the postcode lottery.

97% of Norfolk schools and colleges are currently signed up to the Operation Encompass scheme. Norwich has the highest proportion of notifications across the county. More information can be found on the [Operation Encompass website](#).

To ensure victim-survivors can move on from safe accommodation and have their housing needs highlighted as a priority, the districts have been drafting an Accommodation Protocol which will mean that all councils will be able to offer victim-survivors a homeless priority that is consistent across Norfolk and provides the ability for people to move-on from safe accommodation into permanent homes.

Multi-agency delivery and partnership approach

Norfolk has strong partnership arrangements in place to share information and develop joint plans. For example the MARAC is an integral part of the Coordinated Community Response model to DA in Norfolk. It is linked to the Independent Domestic Violence Advocacy (IDVA) service and the Specialist Domestic Violence Court (SDVC).

The main aim of the MARAC is to reduce the risk of serious harm or homicide for a victim and their families and to increase the safety, health, and wellbeing of victims. In a MARAC, local agencies will discuss the highest risk victims of DA in their area and discuss information about the risks faced by those victims and the actions needed to ensure safety. The resources available locally are shared and used to create a risk management plan involving all agencies.

Norfolk County Council's Children's Services department provides a range of support to families to recognise and respond to the early signs of DA and provide support to families in need. This includes support by the Early Help team to facilitate and respond to disclosures of DA. There is also the expansion of the DA Team in Children's Services and the development of multi-disciplinary teams (DA Social Workers, Mental Health and Drug and Alcohol services) to better support families where DA is occurring. These

teams will need to draw on/in with adult mental health social work and other adult services.

Norfolk County Council Adult Social Services: As part of the Homelessness and Capital Housing Team, the Service has a commitment to ensuring that alongside Children's Services there is a commitment to ensuring that victim-survivors of DA have the right accommodation and level of support that is needed. The Team has commissioned the Needs Assessment and recently appointed a DA Commissioning Manager to oversee the implementation of the Support in Safe Accommodation Strategy for Norfolk and the Tier 1 duties under the Act. The Team works closely with all partners of the DASVG and leads on the NDAPB.

Domestic Abuse Perpetrator Partnership Approach (DAPPA) is a new approach in Norfolk, led by Norfolk Constabulary and supported by OPCCN. DAPPA is a multi-agency approach to addressing DA within Norfolk, managing perpetrators of DA and thereby protecting the most vulnerable victims. DAPPA will identify perpetrators who present the most serious or repeated risk of harm and these cases are discussed at monthly partnership meetings for ongoing management. DAPPA will seek to develop robust multi-agency risk management plans around perpetrators using a problem-solving approach with a full menu of tactical options. It will feature two pathways – those that are adopted onto the diversion pathway, including intensive targeted support, and those that are adopted onto the pursue pathway.

Key agencies in Norfolk use existing duties and powers to hold perpetrators to account. Norfolk Police and other criminal justice agencies deploy a range of tools and powers, which includes but is not limited to DA Protection Orders and Notices, Non-Molestation Orders, Integrated Offender Management, and promotion of Clare's Law (DA Disclosure Scheme). By deploying these duties, victim-survivors can be supported to remain in their own homes.

Norfolk Safeguarding Adult Board and Norfolk Safeguarding Children Partnership are the formal arrangements which bring together statutory agencies such as Norfolk County Council, police, health and non-statutory organisations to actively promote effective working relationships between different organisations and professional groups to address the issues of abuse and harm.

Norfolk has strong partnership arrangements in place to share information and develop joint plans to protect victim-survivors and to manage and monitor perpetrators. MARACs are held regularly in Norfolk to reduce the risk of serious harm or homicide for a victim and to increase safety, health and wellbeing of victims, both adults and children. In MARAC local agencies will meet to discuss the highest risk victims of DA in their area. Information about the risks faced by those victims, the actions needed to

maximise safety, and the resources available locally are shared and used to create a risk management plan involving all agencies. Agreed actions can include a range of measures such as police surveillance, alarms/CCTV being fitted, Clare's Law disclosure, Children's Services referral, child contact/care plans provision, management of perpetrator and joint visits to engage with victim. Agencies will report to the MARAC co-ordinator when these are completed.

Department of Work and Pensions (DWP): The DWP continues to work with local partnerships (such as NDAPB) and organisations across Norfolk to ensure vulnerable people are supported. The DWP can help victim-survivors of DA by providing safe spaces in Jobcentres, signpost to local experts and support networks. DWP can suspend any work-related requirements for 13 weeks and can extend this period if required. DWP can also support victim-survivors by helping them to open a new Universal Credit claim and provide guidance on eligibility for a DWP Universal Credit Advance for a new claim, benefit transfer or a change of circumstance.

2.3 What commissioning intentions will Norfolk make to meet the gaps identified and improve DA services?

Reflecting the outcome of the Needs Assessment the following key areas will address the gaps identified:

1. **Increase the amount and flexibility of safe accommodation:** As identified by the Needs Assessment there is an unmet need for safe accommodation of 38 bedspaces in Norfolk. Flexible accommodation options with support that can meet the differing needs of all victim-survivors, those with children (including older male children) and those with protected characteristics and victim-survivors with more complex needs.
2. **Improve engagement with victim-survivors of DA:** The Needs Assessment has identified a gap in relation to how Norfolk works to improve their DA services. It is vital that we hear an authentic voice from all members of our different communities who are victim-survivors of DA.
3. **Improve the quality of support and safe accommodation:** Ensure that accommodation and support in safe accommodation is of the same quality and standard across Norfolk and the monitoring and engagement with victim-survivors encourages quality improvement.
4. **Support children in safe accommodation:** The Needs Assessment shows that therapeutic support etc., is not available in all safe accommodation currently, and this needs to be levelled up across Norfolk. Any new safe accommodation will provide such support to children in the future.

5. **Improved intelligence:** The Needs Assessment identifies that the data used is often aggregated and there is risk of duplication. Data needs to be improved to better understand the level of prevalence and demand especially in relation to male victim-survivors, children, those who are 75+ and those with protected characteristics. There is also the need to better understand the demand from victim-survivors having their needs met outside of the County, and who may wish to return to Norfolk, and those seeking refuge from outside of the County. Other gaps include our understanding of affordability and whether this is a barrier to safe accommodation.

Our commissioning intentions to implement the above improvements are considered in the delivery plan on page 28.

The Needs Assessment identified and made recommendations that are not covered within this Support in Safe Accommodation Strategy for Norfolk, as this is a specific response to Part 4 of the Act. It is the intention of Norfolk County Council to ensure that the DASVG Strategy encompasses the approach to:

- Prevention and reduction of DA
- Responding to perpetrators
- Sanctuary accommodation
- Homelessness in relation to DA
- Use of temporary accommodation
- Move-on accommodation (permanent as a priority and step-down temporary accommodation if that is the best option for the victim-survivor)
- Increase referral rates from partner organisations to MARAC.

2.4 Delivery plan

Objective: We will increase the amount of safe flexible accommodation with appropriate support.

Action 1

Continue to support to 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 indicators of improvement?** Existing and improved KPIs.
- **How much will it cost (New Burdens funding or otherwise)?** £590,000
- **When are we planning to do it?** Ongoing

Action 2

Work with RPs, Districts and Homes England to investigate opportunities to deliver more (flexible) accommodation and involve support providers. This could be through re-purposing of existing buildings, leases for spot-purchase or new-build refuges.

- **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.
- **How will we monitor indicators of improvement?** 38³ additional bedspaces required - ideas that result in more flexible approaches to DA accommodation to meet data demand led intelligence.
- **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. Estimate Support per unit c. £11k p.a. – this will increase as needs of young people and children are considered. Total approximately £418,000 (once 38 units + increase once inflation is known).
- **When are we planning to do it?** Year 1: instigate development group; Year 2: 16+ additional bedspaces; Year 3: 22+ additional bedspaces

Action 3

Pilot a satellite accommodation offer.

- **How will we do it?** Explore safe satellite accommodation in areas of demand and limited supply.

³ Please note that in the draft copy of this strategy it cited 26-36 bedspaces, but the Needs Assessment was updated to reflect new data which identified a more accurate and slightly higher number – 38 bedspaces.

- **How will we monitor indicators of improvement?** Flexible accommodation to meet all needs especially those of males and those with protected characteristics including older people.
- **How much will it cost (New Burdens funding or otherwise)?** Leases to be paid by rental income –support through New Burdens funding, Considered £110,000 p.a. (once an additional 10 units achieved; this may increase once inflation is known)
- **When are we planning to do it?** Year 1: 4 units; Year 2: 3 units; Year 3: 3 units

Action 4

Approach the four RPs who own existing refuge accommodation to look at whether modifications can be made to increase PD accessibility.

- **How will we do it?** Support and champion the need for accessible accommodation.
- **How will we monitor indicators of improvement?** Additional units accessible to those with a physical disability – meetings to be held quarterly with RPS
- **How much will it cost (New Burdens funding or otherwise)?** Work with districts and RPs in terms of a joint approach to funding adaptations that cannot be funded as DFGs.
- **When are we planning to do it?** It is envisaged 1-2 units of existing accommodation could be adapted to meet wheelchair compliance.

Action 5

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, Children's Services and Central Government to ensure that victims of DA can access and receive advice and support.
- **How will we monitor 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)?** N/A
- **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.

Action 6

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 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 and engaging; Year 2: improved data; Year 3: strategic direction on need/response included in future strategy.

Action 7

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 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

Action 8

Where new provision is about to be provided, enable the necessary support to be provided (eg new safe accommodation in King's Lynn).

- **How will we do it?** Work with providers that are involved at a local level, providing level of funding required is within procurement guidelines.
- **How will we monitor indicators of improvement?** We will set-up as part of the contractual requirements and with input from NODA a data intelligence gathering framework with KPIs that clearly identify the impact of any pilot for example.
- **How much will it cost (New Burdens funding or otherwise)?** Planned £50,000 (Year 1 and 2) and further £25,000 for Year 3) currently for King's Lynn and West Norfolk if agreed.
- **When are we planning to do it?** ASAP in Year 1

Action 9

Increase in refuge capacity by improving access to permanent accommodation.

- **How will we do it?** Accommodation protocol that prioritises the need for move-on accommodation for victim-survivors of DA.
- **How will we monitor 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 specifically to social housing.

Objective: We will improve engagement with victim-survivors of DA.

Action 10

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

- **How will we do it?** Develop a comprehensive, targeted, rolling communications and marketing plan as part of the DASVG strategy.
- **How will we monitor 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 OPCC, LHAs, Community providers and NCC.
- **When are we planning to do it?** Years 1-3

Action 11

Better understand people's experience (including those with protected characteristics, no recourse to public funds (NRPF), 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 co-produce new services, improve existing services and such engagement is sustained.
- **How will we monitor 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 5.1.22 and Year 1. Framework designed and co-produced Year 2.

Objective: We will improve the quality of support and safe accommodation.

Action 12

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 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 £91,000 to fund up to March 2024.
- **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.

Action 13

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 indicators of improvement?** Quality indicators collated and reported to NDAPB – areas of concern acted upon (including any reference to children Action 17).
- **How much will it cost (New Burdens funding or otherwise)?** £43,800 (Year 1 – 2) approximation only and may be required for Year 3.
- **When are we planning to do it?** Year 1 – design; Year 2-3 – projection for a part-time post required.

Action 14

Develop a set of measures that will be able to monitor the impact of this and the DASVG strategy.

- **How will we do it?** Victim voice membership on the NDAPB – development of a countywide approach to victim-survivor feedback.
- **How will we monitor indicators of improvement?** Annual survey and victim/survivor feedback – annual conference.
- **How much will it cost (New Burdens funding or otherwise)?** Existing staff resource.
- **When are we planning to do it?** Year 1 ongoing.

Action 15

There is a question as to whether refuge staff also require therapeutic support services.

- **How will we do it?** Reinforce existing support measures in place in employment contracts.
- **How will we monitor indicators of improvement?** Feedback from safe accommodation staff through Quality Assessment Framework (QAF) process.
- **How much will it cost (New Burdens funding or otherwise)?** Potential to include survey of providers to seek evidence of whether sufficient support to staff is currently being met. If not, this may increase current funding of commissioned services within safe accommodation in the future.
- **When are we planning to do it?** Year 1 ongoing.

Objective: We will improve support for children in safe accommodation.

Action 16

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 indicators of improvement?** Standard KPIs and QAF.
- **How much will it cost (New Burdens funding or otherwise)?** Number of young people/children in safe accommodation varies so commissioning model will need to be flexible – current estimates £130,000 p.a. (based on £5,000). Year 1 (January-March) = £34,000.
- **When are we planning to do it?** Year 1 ongoing – please note that the amount is for existing accommodation, however we are looking to increase our safe accommodation by 38 units and the number of children may vary of children than the current average may need be supported = a maximum of £95,000 pa additional to £130,000 pa = £225,000 approximation.

Action 17

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 5 above).
- **How will we monitor indicators of improvement?** Refer to Action 5.
- **How much will it cost (New Burdens funding or otherwise)?** Refer to Action 5.
- **When are we planning to do it?** Refer to Action 5.

Action 18

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 13).
- **How will we monitor indicators of improvement?** Refer to Action 13.
- **How much will it cost (New Burdens funding or otherwise)?** Refer to Action 13.
- **When are we planning to do it?** Refer to Action 13.

Action 19

Bespoke support for young people aged 16+ fleeing DA in their own right.

- **How will we do it?** Ensure safe accommodation specification encompasses those who are 16+.
- **How will we monitor indicators of improvement?** Increase in intelligence as part of the ongoing requirement for NODA to refresh Needs Assessment.
- **How much will it cost (New Burdens funding or otherwise)?** Part of existing specification no additional cost.
- **When are we planning to do it?** Y1-Y2 refresh

Action 20

Legal assistance for those going through the court process.

- **How will we do it?** Future ambition that may be identified as a requirement following engagement with victim-survivors.
- **How will we monitor indicators of improvement?** To be evidenced.
- **How much will it cost (New Burdens funding or otherwise)?** Not known currently
- **When are we planning to do it?** Not known currently

Objective: Improved intelligence

Action 21

NODA to implement improvements to data capture and recording of the Accommodation Needs Assessment.

- **How will we do it?** Commission NODA to accomplish.
- **How will we monitor 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)

Action 22

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

- **How will we do it?** Commission NODA to accomplish.
- **How will we monitor 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)

Objective: Health

Action 23

Support the development of a contemporary dual diagnosis strategy.

- **How will we do it?** Ensure involvement of Domestic Abuse Commissioning Manager
- **How will we monitor indicators of improvement?** Overview only
- **How much will it cost (New Burdens funding or otherwise)?** Part of work under separate directorate
- **When are we planning to do it?** Planned but no fixed timescale as far as is currently known.

Action 24

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 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.

Action 25

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 indicators of improvement?** This will be part of the NODA refresh of Needs Analysis.
- **How much will it cost (New Burdens funding or otherwise)?** Included in Action 20.
- **When are we planning to do it?** Included in Action 20.

Action 26

Therapeutic support for those with mental health illness (more bespoke service) for Adults (children included in Action 16).

- **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 indicators of improvement?** Included in Action 16.
- **How much will it cost (New Burdens funding or otherwise)?** Included in Action 16.
- **When are we planning to do it?** Included in Action 16.

Action 27

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 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 11 and 20.
- **When are we planning to do it?** Included in Actions 11 and 20.

2.5 Our ambition

Our future ambition will be determined by engagement with DA support and accommodation providers as well as engagement under our emerging framework with victim-survivors.

Norfolk develops a model of satellite refuge/safe accommodation across Norfolk to address current gaps which can be sustained and increased if needed over time. The accommodation will be:

- Open to male and female, LGBTQ+ victim-survivors over the age of 16 and their children. Ensure accessibility to ethnically diverse communities.
- Open to Norfolk and non-Norfolk residents as per requirements of the Act
- Self-contained
- Single gender accommodation
- Of varying sizes to accommodate families with multiple children
- Accessible for individuals with a disability and/or for older victim-survivors
- Include pet friendly accommodation (a proportion of units will welcome pets)
- Compliant with minimum standards (include white goods, curtains, beds etc.)
- Accessible to amenities and public transport
- Accessible due to affordability.

Sanctuary Scheme provision is widened and victim-survivors where they wish can remain safely in their own home. At present we understand that adaptations are usually carried out by workmen and we would like to find a way to train victim-survivors of DA to become handy people that can assist in the Sanctuary Scheme but also provide paid help within a handy person service in the future.

Victim-survivors of DA routinely present as homeless to district and borough housing teams and are housed in temporary accommodation. Victim-survivors of DA are considered a priority for accommodation and their need for temporary and/or permanent accommodation. The temporary accommodation provided would not meet the Act's definition of "Safe Accommodation" as it is not dedicated to DA victim-survivors however, victim-survivors would be able to access DA support from NIDAS.

Norfolk residents can access refuge provision including out of county, preferably via a single point of access. By doing so, there is the ability to record data which is currently missing from our Assessment.

Norfolk will look to enhance the DA support available to victim-survivors with complex needs, including high dependency on alcohol/substance misuse and those with complex mental health needs (both adult and children).

Norfolk will ensure that responsive and effective DA Support is delivered alongside safe accommodation, which will include provision of specialist support to address specific needs. This includes but is not limited to:

- Male victim-survivors
- Female Genital Mutilation (FGM) and/or modern-day slavery
- Victim-survivors who have no recourse to public funds (NPRF)
- Victim-survivors who are older (over the age of 65)
- Victim-survivors with a disability
- Victim-survivors from the Gypsy and Traveller communities
- Victim-survivors who identify themselves as LGBTQ+
- Victim-survivors with learning difficulties (including children)
- Victim-survivors who are younger (16-21)
- Victim-survivors who have experienced honour-based violence, faith-based abuse, modern day slavery and exploitation, forced marriage and/or harmful practices.
- Victim-survivors who have drug and/or alcohol dependencies
- Victim-survivors with mental health needs
- Victim-survivors with experience of homelessness and rough sleeping
- Victim-survivors who are carers or the cared for
- Victim-survivors of child-to-parent DA.

Norfolk will ensure that all victim-survivors of DA in social housing are provided with a secure lifetime tenancy as required under the Act (where tenancy has been granted). We will work close with RPs and Tier 2 authorities through the progression of the Accommodation Protocol.

Updating/reinstating the Dual Diagnosis policy and strategy: Support the development of a Dual Diagnosis strategy and of more accessible Dual Diagnosis services. The lack of a contemporary strategy and services to support people who have serious mental health acuity and who may also be struggling with alcohol/substance dependency, is reported as a gap by several providers for people experiencing or perpetrating DA, plus wider needs cohorts including rough sleepers.

Specialist advice is given to support victim-survivors in relation to NPRF, honour-based violence, FGM, modern slavery, forced marriage and faith-based abuse.

Norfolk will work with neighbouring local authorities to consider options to jointly commission safe accommodation and support services where appropriate.

3. How will the Support in Safe Accommodation Strategy be delivered?

3.1 Successful delivery of the Support in Safe Accommodation Strategy for Norfolk

The NDAPB will develop further a set of measures that will be able to monitor the impact of the strategy, and this is included as an action in the delivery plan. The Needs Assessment is refreshed annually, and any changes will be reflected in the strategy which will be reviewed quarterly by the Norfolk DASVG Board as the overseer of progress. By doing this Norfolk will be able to make changes based on the needs that have been identified and from the involvement and coproduction of victim-survivors of DA under the new engagement framework. This will ensure that our short-term and longer-term goals are reviewed and where still applicable, implemented.

A joint financial plan will be developed and agreed via the DASVG Board in relation to the New Burdens Funding across the County. This will be spent on “safe accommodation” and accompanying DA support. This will be annually refreshed and may include options to pool resources.

Norfolk will continue to raise awareness of DA and communicate the safe accommodation and the broader DA offer to residents of Norfolk. This will be published as part of the new communications plan that is included in the delivery plan objectives.

Norfolk will monitor progress of the delivery plan so that the strategy intentions can be report to DASVG on a quarterly basis and a more formalised set of measures will be agreed by the Board to measure the impact of the strategy.

3.2 When we will know the Strategy has made an impact

The following points would indicate that the commissioning intentions are achieving their objectives:

- Additional bedspaces are available, and capacity has increased
- Fewer victim-survivors are refused refuge
- There is more diversity and flexibility in the type of safe accommodation
- The safe accommodation is provided in areas of greatest need
- The length of stay in a refuge has decreased because there is greater access to social housing

- The 'revolving door' of DA reduces because the support provided to adults ensures victim-survivors recover and can live independently
- There is the right support available to children, so they are not exposed to witnessing violence which can impact their development and understanding of healthy relationships into adulthood⁴.
- The voices of victim-survivors are heard, and they know what they say will help improve DA services through actions
- Those that wish to stay in their own home are safe to do so.

We do however acknowledge that along the way there could be barriers to our success such as:

- Lack of funding where Providers & victim-survivors believe priority should be made
- COVID-19 impacts
- Lack of support staff
- There are barriers to implementing the type of system changes required in relation to data collation – perhaps because of GDPR for example.
- Government policy changes.

⁴ [Domestic violence and abuse: the impact on children and adolescents](#) – Royal College of Psychiatrists

Acknowledgements

We would like to thank our partners, specifically the OPCCN, and our Tier 2 authorities: Breckland District Council; Broadland District Council; Great Yarmouth Borough Council; the Borough Council of King's Lynn and West Norfolk; North Norfolk District Council; Norwich City Council and South Norfolk District Council. We are also most grateful for the advice and involvement of DA accommodation and support providers alongside the victim-survivors of DA across Norfolk who gave their time to add their voice to help shape the direction and content of this strategy. We also acknowledge the helpful advice from other Tier 1 authorities and also the Local Government Association.

We know Norfolk has more to do in hearing the voices of victim-survivors and their families – it is not just about them telling us their story, we must also act to improve their lives. We want to involve those who have lived experience of DA so that if there are areas of service delivery that fell short, we can start making those improvements.

We know that through improving our services, we can ensure that all sectors of our communities are reassured of the support available and where needed, there is accommodation that is safe and able to meet their needs.

We would like to thank members of the NDAPB and DASVG for their commitment and work to assist in the development of this strategy and to wider stakeholders within our Community Safety Partnership who provided their knowledge and expertise to help inform its objectives.

We would also like to thank both local and national advocates for victim-survivors of DA who took part in the Provider Engagement event and who will continue to be involved in the further implementation of this strategy.

List of acronyms

CYP	Children and Young People
DA	Domestic Abuse
DAHA	Domestic Abuse Housing Alliance (and Accreditation)
DAPPA	Domestic Abuse Perpetrator Partnership Approach
DASH	Domestic Abuse Stalking and Harassment
DASVG	Domestic Abuse and Sexual Violence Group
DLUHC	Department of Levelling Up Housing and Communities
FGM	Female Genital Mutilation
FM	Forced Marriage
H-CLIC	Homelessness Case Level Collection
IDVA	Independent Domestic Violence Advisor
LGBTQ+	Lesbian, Gay, Bisexual, Transgender, Queer/Questioning (and any other sexuality/gender)
MARAC	Multi-Agency Risk Assessment Conferences
MASH	Multi-Agency Safeguarding Hubs
MHCLG	Ministry of Housing, Communities and Local Government
NCAN	Norfolk Community Advice Network
NDAPB	Norfolk Domestic Abuse Partnership Board
NIDAS	Norfolk Integrated Domestic Abuse Service
NODA	Norfolk Office of Data and Analytics
NRPF	No Recourse to Public Funds
ONS	Office of National Statistics
OPCCN	Office of the Police and Crime Commissioner for Norfolk
SV	Sexual Violence
VAWG	Violence Against Women and Girls

Appendix 1: Norfolk Domestic Abuse Partnership Board – Terms of Reference

1. Purpose of the group

The group exists to provide strategic leadership and direction for the implementation of the accommodation and support elements of the Domestic Abuse Act 2021. Working in partnership to ensure the requirements of the Act are met and that multi-agency commissioning and management of services for those suffering domestic abuse are victim focused, efficient and effective.

The group will bring together key agencies with responsibility for domestic abuse. Members will be committed to effective partnership working based on trust and open communication. Members will need to be aware of and understand the organisational frameworks within which colleagues in different agencies work.

The group will focus on the arrangements and actions needed to implement the housing and support elements of the Domestic Abuse Act 2021 and ensure a multi-agency approach to the understanding of accommodation and support needs of all victims of domestic abuse (male, female and children).

Key purposes of the group include:

- Delivering the actions and outcomes within the DA Act and ensuring the statutory duties are discharged
- Overseeing the development and undertaking of the needs assessment and analysis for accommodation and support needs of all victims of domestic abuse including children
- Advising on available data sources and providing practical support in accessing information
- Overseeing and guiding the development of the DA Accommodation and Support Commissioning Strategy
- Supporting the implementation of the Commissioning strategy including reviewing and advising on existing and new accommodation and support services needed
- Providing guidance and support on training for staff, providers and commissioners
- Developing reporting frameworks from key agencies to inform annual priority setting for the stakeholders and commissioners
- Consider outcomes and experiences from victims and perpetrators of domestic abuse, including complaints and compliments, and ensuring they influence service improvements.

- To ensure that responses to domestic abuse link effectively with safeguarding children and adults at risk policies and procedures.
- To work with the Domestic Abuse & Sexual Violence Group and Norfolk Strategic Housing Partnership to effectively co-ordinate and manage communications relating to domestic abuse.
- To be cognisant of any learning from Domestic Homicide Reviews from Norfolk or nationally which can help inform and support the work of this board
- Disseminating learning and ensuring integration of recommendations into appropriate partnership and organisational plans

Members will be asked to declare any conflicts of interest and absent themselves when those areas are discussed or determined.

2. Membership of the Norfolk Domestic Abuse Partnership Board

Members represent the key partners on the Norfolk Domestic Abuse Community and are able to make decisions and have links to resources for Domestic Abuse. Members need to share outcomes from this group with their relevant work streams.

Member	Department(s) and/or role(s)
Norfolk County Council	Assistant Director Housing and Capital Developments Senior Commissioning Manager Children's Services
Norfolk Adults Safeguarding Board	Board Manager/Business Lead
North Norfolk District Council	AD People Services
South Norfolk District Council/Broadland District Council	Housing and Wellbeing Senior Manager
Borough Council of KL and West Norfolk	Housing Enabling Manager
Great Yarmouth Borough Council	Director of Housing
Norwich City Council	Housing and Partnerships Manager
Breckland District Council	Housing Manager
Norfolk & Waveney Clinical Commissioning Group	Advanced Nurse Practitioner – clinical lead for Prevention, addressing inequalities, Children and Young People and Maternity
Office of Police and Crime Commissioner/Norfolk Constabulary	Commissioning Manager

Member	Department(s) and/or role(s)
Provider representative	Operations Manager Orwell Housing Association
Housing Association	Assistant Director Housing Operations Saffron Housing Association

It is anticipated that other members will be co-opted onto the group and any working groups as and when specific needs are identified.

3. Accountability

The group will take direction, carry forward, and report progress of its work plan to Norfolk County Council Cabinet and through the Norfolk Domestic Abuse Partnership Board Members' own organisational structures.

The group will also report progress of its work plan to, and ensure information is shared both ways, with the Domestic Abuse and Sexual Violence Group and Housing Advice and Allocations Officers Group.

4. Quorum

As a minimum, the meetings will be deemed quorate when at least four member organisations are present (one to be an NCC officer).

5. Attendance

It is expected that each agency will send a representative (or nominated deputy) to every meeting.

6. Terms of Reference review date

The group's Terms of Reference will be reviewed annually in January each year (or sooner if warranted).

7. Administration of the group

Norfolk County Council Adult Social Services has a lead coordinating role and will therefore provide administration for the meeting. They will organise dates,

times and venue for the meeting and will organise the agenda. Timescales to include:

- Agendas will be sent at least one week in advance of meetings
- Notes of the last meeting will be circulated with the agenda for the next meeting
- Work plan will be updated and circulated with the agenda for the next meeting.

8. Chairing of the group

The group will be chaired by the AD of Housing and Capital Programme and this will be reviewed annually.

9. Regularity and length of meetings

Meetings will be held on a monthly basis initially and will normally be booked for two hours.

10. Venues for meetings

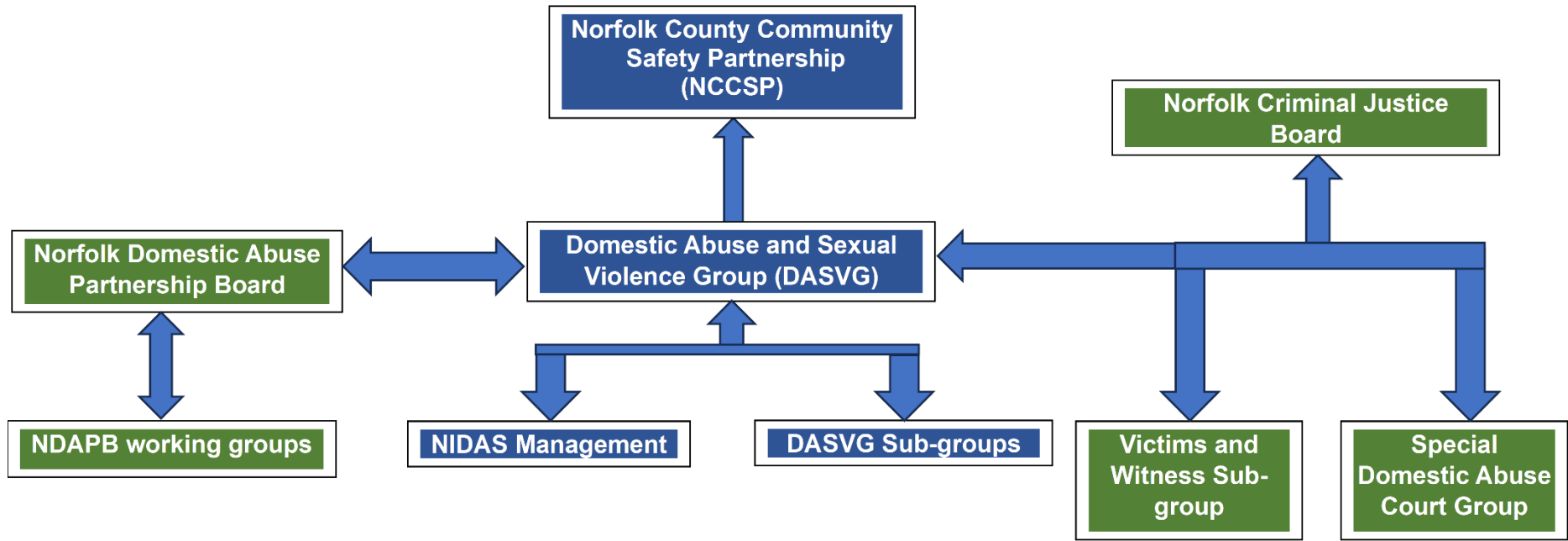
Meetings will be held remotely.

Next review due: January 2022

Appendix 2: Community Safety Partnership membership

- Norfolk County Council
- Norfolk Fire and Rescue Service
- Norfolk Police
- Office of the Police and Crime Commissioner
- Breckland District Council
- Broadland District Council
- Great Yarmouth Borough Council
- King's Lynn and West Norfolk Borough Council
- North Norfolk District Council
- Norwich City Council
- South Norfolk Council
- NHS Norfolk and Waveney Clinical Commissioning Group
- Norfolk Probation Service
- Norfolk Youth Offending Team
- Victim Support
- Norfolk Safeguarding Adults Board
- Norfolk Children Safeguarding Board
- Registered housing providers

Appendix 3: Norfolk DASVG Partnership structure



Key:

- Blue boxes = Inside NCCSP governance
- Green boxes = Outside of NCCSP governance

Key boards and groups inter-relate and support each other in relation to domestic abuse and sexual violence in Norfolk:

- Norfolk County Community Safety Partnership (NCCSP) – interlinked with Domestic Abuse and Sexual Violence Group (DASVG)
- DASVG - interlinked with NDAPB/NCCSP/DASVG sub-groups and Norfolk Criminal Justice Board
- Norfolk Domestic Abuse Partnership Board (NDAPB) – interlinked with DASVG and NDAPB working groups
- Norfolk Criminal Justice Board – interlinked with DASVG, Victims and Witnesses sub-group and Special Domestic Abuse Court Group
- NIDAS Management Board – interlinked with DASVG
- DASVG sub-groups – interlinked with DASVG

Inside NCCSP governance:

- NCCSP
- DASVG and sub-groups
- NIDAS Management Board

Outside of NCCSP governance:

- NDAPB and working groups
- Norfolk Criminal Justice Board
- Victims and Witness sub-group
- Special Domestic Abuse Court Group

Appendix 4: Domestic Abuse Survivor Survey Results

What kinds of information did you find helpful when you were first seeking help or guidance in relation to your situation?

Respondents reported finding a wide variety of information and advice types helpful, including **websites (7)**, **helplines (4)**, **leaflets (3)**, **posters (2)**, **social media (1)**, a **'service user information pack' (1)**, **information on where to get a food parcel or voucher (1)**, and **advice from Social Workers (1)**, **Early Help Teams (1)**, and **School Teachers (1)**.

One respondent commented that websites were most helpful, as access to these was easier to hide. One respondent also commented that they called the National DA helpline after finding their number on an Avon brochure. Discreet forms of information such as these were preferable, as several respondents reported that they were worried about repercussions should their abuser discover their attempts to reach out:

'I was very worried about my perpetrator finding out that I had rung or looked up websites.'

In other sections of the survey respondents pointed to a lack of information and guidance surrounding **finances and legal aid (4)**.

Other services/information formats mentioned:

- Gingerbread: for single parent help (1)
- Duluth's Wheel (1)
- A card left by the police (1)
- Family Focus (1)
- Harbour Centre (1)
- Norfolk Community Law Service (1)

Do you feel that the support you eventually received was helpful? Please tell us why.

Over 90% of respondents said the support they eventually received was helpful. The comments on support received were overwhelmingly positive, with many respondents stating that the support had changed their lives:

‘It helped me realise (sadly) that I wasn’t alone and gave me that wider support network.’

‘I’d be lost without the help I’ve finally received. It’s helped me manage life and realise that things are not my fault.’

In many cases, **Leeway (8)** was reported as the first service they were referred to after reporting the abuse. All respondents said the support received here was very valuable, with one respondent stating the staff there ‘would go above and beyond to try and help’.

Many respondents reported helpful support from **The Daisy Program (5)** – Specifically The Freedom Program, which offered ‘multi agency working and above all caring staff who understand the dynamics of domestic abuse’. However, survivors reported that they were not aware of the program until they reported the abuse. Some respondents reported being referred or seeking help after involvement with **the police (4)**, with a couple commenting that the police were ‘very helpful’ (2). However, some respondents said that assistance from **the police (4)** was not sufficient and at times deterred them from seeking further help. One respondent commented ‘I felt [let] down by them and the whole set of systems they had in place.’

Some respondents were grateful to have received **counselling (4)** and felt this was helpful.

Did you have to use several different organisations to meet your needs, and did you have to tell your story lots of times to get the help you needed?

42% of respondents said they **did not** have to tell their story lots of times – the support received was efficient and “*professionals communicated with each other*”.

58% of respondents said they **did** have to use several organisations and did have to tell their story lots of times: ‘Unfortunately yes, lots of organisations needed and had to tell story lots of times to different groups [and] different people from the same organisations.’

Respondents reported telling their stories to many different professionals and organisations, including their **GP (3)**, their **solicitors and/or the courts (3)**, their place of **work (2)**, **social services (2)**, their **housing officer (2)**, the **police (2)**, staff at **Leeway (2)**, staff at the **Daisy Programme (2)**, **CAFCASS (1)**, their child’s **school (1)**, and the **wellbeing service (1)**.

However, one respondent ultimately felt that the repetition was therapeutic, stating ‘I was happy to tell my story over as it helped with my recovery’.

Do you feel there was anything that made it difficult for you to get the support you needed? Please tell us about any barriers you faced.

Many respondents reported no barriers to support, other than their own anxieties and the behaviour of their abuser.

Where there were difficulties, the most commonly cited barrier to support was **not being believed (7)** or **anxiety about the prospect of not being believed (2)** by the professionals that victim-survivors sought help from. For example, one respondent felt that professionals 'minimised or ignored [their] concerns', while another reported that there was a lack of understanding about less tangible forms of abuse: 'just because the abuse wasn't physical it was still terrifying'. One respondent stated:

'You don't know who to trust, and sadly, you don't know if you will be believed due to the perpetrators gaslighting and abuse over the years. You're made to feel as if you are crazy and can't look after your children. I find lack of knowledge and education around domestic abuse from other professionals is a huge barrier in getting the support you need.'

Geographical barriers (7) were another impediment to effective support that was consistently mentioned across all questions. Some respondents stated that support was limited to certain catchment areas, meaning that receipt of professional support would mean moving away from the safety of family, friends, and/or their child's school. This included problems co-ordinating support over the Norfolk/Suffolk boundary, a reported lack of services in South Norfolk, and feelings of isolation and anxiety when respondents did move to accommodation that was out of area. Respondents stated:

'I found it hard getting help because my life was in Norfolk and I didn't want to move to another area so stayed with my sister in Suffolk which then made it hard to get help and support. I also found it hard to get the help and support for my children, as when we did move back to Norfolk we lived the wrong side to get them the help they needed.'

'It would [have] been helpful for me to be accommodated in a local refuge rather than being advised this wasn't possible for safety reasons and that I needed to go out of county which I couldn't do because of the children's school.'

Other barriers to support mentioned include **financial difficulties** or a **lack of advice surrounding finances (5)** and, relatedly, **finding and paying for legal aid (2)**; the respondent's own **fears and doubts (3)**; their **child's mental health or**

disability (2); transport and placement (1); and the number of documents required (1).

If you have children, were their needs considered? If not, what would have made things better for you and your children?

Some respondents reported that services were very **considerate and supportive of their children (13)**, with one commenting that ‘social services, school teachers, police and Norwich Connect/Spurgeons were all excellent and supportive.’ Those who moved into accommodation (including **100% of paper respondents**) gave especially positive feedback about support given to their children in hotels and refuges. One respondent commented that it was especially ‘great for my son to have his own room. Great to have the garden, [which] helped him settle in better.’

However, many respondents cited a **lack of emotional and psychological support for their children (11)**. One respondent commented that ‘there is little provision for children and where there is, the waiting lists can be up to a year long.’ Similarly, one respondent stated that ‘I’m still trying to get counselling for my 9-year-old son and I left in April 2020.’

Some respondents also reported that **catchment areas for support services (3)** negatively impacted their children. This was either because the children were not eligible for support until they moved to a certain area or school, or because victim-survivors were encouraged to move to a different area, where the child was removed from familiar surroundings, people and routines. Respondents commented:

‘The only stability my children had was school and leeway pushed me to move to another area as there [were] no refuges in the area. I felt no one listened to me when I said I didn’t want to move due to everything my children went through.’

‘Wanting to place us out of county [...] meant we would not have a support network and the children would have to leave their school. I wasn’t prepared to do this after what they experienced, as they needed their familiar routine and people around them.’

Did you need accommodation to get away from the Domestic Abuse you experienced? If yes, what type of accommodation was provided?

Please bear in mind, some respondents needed more than one type of accommodation. Percentage points have been rounded.

Option	Respondents by %	Respondents by number
I did not need accommodation	32.6%	16
Refuge (own self-contained flat)	30.6%	15
Refuge (shared house/shared kitchen etc)	20.4%	10
Room in a hotel	12.2%	6
Flat not in a refuge with outreach support	0%	0

What was your experience of this accommodation? Did it meet your needs or were some things difficult for you (please mention what was difficult)?

Of those who did need accommodation, many respondents reported that it met all of their needs (12) and was, as one respondent put it, 'somewhere safe to stay and support myself to get better'. Several respondents reported that they felt **happier after being moved to a self-contained flat (4)**, as this meant that they could 'have their own space' and receive visitors (including their children).

Geographical constraints (1) were again cited by one respondent, who commented 'it was okay but my mental health, being so far away from my family, suffered'.

Where respondents had problems with their accommodation, this was mostly due to **practical insufficiencies (2)** such as broken cupboards or lightbulbs, and radiators that were not hot enough. **Lack of Wi-Fi (2)** was also a problem for some, which also meant a lack of online education materials for their children.

How long did you stay in the accommodation?

Option	Respondents by %	Respondents by number
3-6 months	35%	7
0-3 months	25%	5
6 months-1 year	25%	5
Over 1 year	15%	3

What did you do when you left the accommodation?

Option	Respondents by %	Respondents by number
Move into a Housing Association property	40%	4
Move into private rented accommodation	20%	2
Move into council accommodation	20%	2
Move in with friends or family	10%	1
Own property	10%	1
Find yourself without accommodation (homeless)	0%	0

If you moved into new accommodation, was support still provided to you?

Option	Respondents by %	Respondents by number
Yes	70%	7
No	30%	3

If you did receive support in your new accommodation, was this sufficient?

Option	Respondents by %	Respondents by number
Yes	71%	5
No	29%	2

Appendix 5: Refuge information

Unit details	Target groups	Disability access?	Child facilities?	Child support offered
5 rooms in a shared house	Women and children	No	Spaces for up to 4 children	None
5 self-contained flats	Women and children	1 unit has an adapted wet room but would not support a wheelchair	Spaces for up to 8 children	Limited one -one support for children Kids club once a week -5 years to 17 years Once a week support for 0- 5 years Currently funded by Children's Services
6 rooms in a shared house	Women and children	No	Spaces for up to 8 children	None
12 self-contained flats	Women and children	1 fully adapted unit	1 unit (can take up to 6 children) Space up to 26 children	Limited one -one support for children Kids club once a week -5 years to 17 years Once a week support for 0- 5 years Currently funded by Children's Services
8 self-contained flats	Women and children	1 unit has an adapted wet room but would not support a wheelchair	Spaces for up to 14 children	Limited one -one support for children Kids club once a week -5 years to 17 years Once a week support for 0- 5 years Currently funded by Children's Services
12 self-contained flats	Women and children	1 fully adapted unit	1 unit (can take up to 6 children) Space up to 26 children	Limited one -one support for children Kids club once a week -5 years to 17 years Once a week support for 0- 5 years Currently funded by Children's Services
6 units	Women and children	Would not be able to support a wheelchair	Space for up to 8 children	None

Appendix 6: Safehouse information

Number	Status	Target groups	Disability access?	Max capacity	Lease details	Other notes	Numbers supported (March 2020 – Sep 2021)
1	Current provision	Women and children	No wheelchair access	4 women, 3 children	6-year lease	Would consider complex needs. Support is offered on a floating support model; no staff are based at the safehouse	15 women, 7 children
2	Current provision	Women and children	No wheelchair access	3 women, 2 children	3-year lease from Victory Housing Association	Would consider complex needs. Support is offered on a floating support model; no staff are based at the safehouse	20 women, 12 children
3	Provision being commissioned	Women and children	Disabled access	5 women, 3 children	5-year lease from Freebridge	1 staff member funded for one year to support complex needs	N/A

Appendix 7: Finding help in relation to DA

Get help now

If you, or anyone else, is at immediate risk of harm, phone the police on 999. The silent solution: If you can't speak or make a sound when calling 999, listen to the operator's questions, then tap the handset. If prompted, press 55. Your call will be transferred to police who will know it's an emergency.

There is support available to help you whether you are currently experiencing domestic abuse or have recently left an abusive relationship. See also the Council's web page [Help to move on](#) for help with the longer term impact.

Local organisations

Norfolk Integrated Domestic Abuse Service (NIDAS)

Contract awarded – further details to follow in relation to contact information.

Leeway Domestic Abuse and Violence Services

Website: [Leeway Support](#)

Email: referrals@leewaynwa.org.uk

Telephone: 0300 561 0077

Web chat service: Monday 10:00–12:00, Tuesday 14:00–16:00, Wednesday 10:00–12:00, Thursday 14:00–16:00, Friday 10:00–12:00

- Refuge and safe house accommodation
- 24-hour telephone support
- Residential services including short term emergency accommodation for people with no recourse to public funds (this funding ends 28 February 2022)
- Specialist DA Support Worker for vulnerable adults
- Male advice line staffed by specialist male workers 10am-12pm every Wednesday
- One-to-one support and group work for children and young people
- Volunteer and training services
- Multi-lingual support across Norfolk and free immigration advice

Orwell Housing Association Ltd

Telephone: 0845 467 4876

Email: havenproject@orwell-housing.co.uk

Area covered: South Norfolk

- Refuge accommodation in South Norfolk
- Telephone support line 10am-4pm Monday-Friday
- Emergency accommodation for females only
- Community support for men and women
- Orwell has a specialist domestic abuse worker in the South Norfolk Early Help Hub. Requests for support into this service can be made on 01508 533933 or via the [South Norfolk Help Hub](#) website.

Norfolk & Suffolk Victim Care Service (facilitated by Victim Support)

Local number: 0300 303 3706 (8am-5pm Monday-Friday)

Local email: nsvictimcare@victimsupport.org.uk

Live chat at any time 24/7: [Live chat | Victim Support](#)

Outside office hours 24/7 support line: 0808 168 9111

Telephone and face to face support for male and female victims.

Pandora Project

Website: [Pandora Project](#)

Email: referrals@pandoraproject.org.uk

Area covered: King's Lynn and West Norfolk

- Advice line: 07526 257857 (10am-3pm Friday only)
- Telephone and face to face support
- Drop-in sessions
- Support for female victims and survivors and child on parent violent programmes.

Daisy Programme

Facebook site: [Daisy Programme](#)

Email: help@daisyprogramme.org.uk

Support for male and female victims.

- Face to face support and counselling
- Survivor courses such as the Freedom Programme and My Confidence
- Drop-in support groups and choir
- Children and Young People's Domestic Abuse Worker (Breckland only)
- Vulnerable Adults Domestic Abuse Worker.

Dawn's New Horizon

Website: [Dawn's New Horizon | Domestic Violence Support Group](#)

Shop phone: 01603 927717 (Opening hours only)

Mobile: 07854 044680 (9am-5pm 7 days a week)

Email: dawnsnewhorizon@yahoo.com

Social media: [Twitter](#)/[Facebook](#)

Dawn's New Horizon supports male and female victims of domestic violence, providing a 'one stop shop' information and support service over the phone, online and face to face. We service the Broadland district of Norwich and there is always someone available to talk to in the shop.

The support we offer enables, among other things, people to take back control of their lives.

Restitute

Website: [Restitute](#)

Email: support@restitute.org

Social media: [Twitter](#)/[Facebook](#)/[Instagram](#)

Area covered: all of Norfolk and Suffolk.

- Providing support for people who care for survivors of sexual or violent crime (including domestic abuse)
- 1 to 1 support worker, practical support, therapeutic support
- Support men, women, and children.

Sue Lambert Trust

Website: [Sue Lambert Trust – Support for survivors of sexual abuse](#)

Phone: 01603 622406

Email: info@suelamberttrust.org

The Sue Lambert Trust offer a range of services including one to one counselling, support, and group work. These services are available to anybody aged 11+, in most cases for up to 12 months.

National organisations

National Domestic Abuse Helpline

Freephone helpline: 0808 2000 247

Live chat: Mon-Fri 3pm-10pm

Website: [Refuge Against Domestic Violence – Help for women and children](#)

- 24-hour domestic violence helpline (chat, web form, telephone)
- Protection from all types of abuse including tech abuse
- Referral to emergency safe accommodation and information about refuges
- Information about legal rights, housing and welfare rights and protection of children. Referral to the relevant services
- Advice and information for victims, professionals, friends or family.

Galop

Website: [Galop](#)

Telephone: 0800 999 5428

Email: info@galop.org.uk

- Support with lesbian, gay, bisexual and transgender domestic abuse
- Telephone support line open 10am-5pm Monday, Tuesday and Friday, 10am-8pm Wednesday and Thursday
- Transgender specific support line 1pm-5pm Tuesday
- Online chat support available 5pm-8pm Wednesday and Thursday

Women's Aid

Email: helpline@womensaid.org.uk

Live chat (instant messaging service) and forum for women 18+ available.

Respect Men's Advice Line

Website: [Respect Men's Advice Line](#)

Telephone: 0808 801 0327

Email: info@mensadviceline.org.uk

- Advice and support for men experiencing domestic violence and abuse
- Telephone support line 9am-8pm Monday and Wednesday, 9am-5pm Tuesday, Thursday and Friday.
- If you are unable to call you can also receive support from the Helpline Advisors by emailing info@mensadviceline.org.uk and they will aim to reply within two working days
- Online chat support available 10am-4pm Tuesday and Wednesday.

Rights of Women

Rights of Women aims to increase women's understanding of their legal rights and improve their access to justice enabling them to live free from violence and make informed, safe, choices about their own and their families' lives by offering a range of services including specialist telephone legal advice lines, legal information and training for professionals.

Telephone: 020 7251 6577 (family law helpline – other numbers are available on the website)

Website: [Rights of Women](#)

ManKind Initiative

Website: [ManKind Initiative](#)

Telephone: 01823 334244

- Telephone support line for male victims of domestic abuse 10am-4pm Monday-Friday
- Information about reporting incidents, planning an escape and police procedures
- Signposting to support for emergency housing and specialist legal help

National Stalking Helpline (delivered by Suzy Lamplugh Trust)

Website: [National Stalking Helpline](#)

Telephone: 0808 802 0300

- Telephone support line available 9.30am-4pm Monday, Tuesday, Thursday, Friday and 1pm-4pm Wednesday
- Advisors can provide information about the law in relation to stalking and harassment in the UK, reporting stalking or harassment, effective gathering of evidence, ensuring your personal safety and that of your friends and family, and practical steps to reduce the risk

Paladin: National Stalking Advocacy Service

Website: [Paladin](#)

Telephone: 020 3866 4107

Email: info@paladinservice.co.uk

- Provide trauma informed support, advice and advocacy to high risk victims
- Raise awareness of dangers and risks of stalking
- Provide university accredited ISAC training and CPD accredited training to professionals
- Analyse the application of the stalking law
- Campaign on behalf of victims of stalking
- Develop a "Knowledge Hub" – a single port of call for any victim seeking the best support and safety advice, for a professional seeking information about how to respond to stalking and principles of an effective advocacy service

Appendix 8: Feedback from the Domestic Abuse Provider Event – 30 September 2021

Survey results

- 1. Based on the needs assessment, what services/accommodation do you think should be prioritised in Year 1? Please prioritise 1-5 with 1 being the highest priority.**

Based on a weighted calculation, priorities were as follows:

Priority number	Priority	Score
1	Flexible accommodation to meet different demands	48
2	More refuge accommodation	40
3	Support for children	36
4	Additional support in the community	35
5	Sanctuary Service	21

- 2. Have you found this provider event informative? Please let us know what you would like us to hear about.**

100% of respondents said they found the event informative.

Most providers used this comment space to thank the organisers for a beneficial and interesting discussion. Some made comments about which topics they would like to discuss in future. These were:

- Why ethnicity data is not collected in 20% of cases. (“That is a concern of course but also, it would be useful to find out why that is.”)
- Appropriate provision for male victim-survivors and their children. This includes Accommodation, IDVA, Outreach, Recovery and other support such as legal and financial advice.

- 3. We would like to continue to engage with providers of domestic abuse support and accommodation. How often would you like us to hold events or contact you?**

Respondents said they would like to take part in events/consultation as follows:

When asked and when able – 8
Every quarter – 3
Every 6 months – 1
Once a year – 0
Not interested in being contacted – 0

Discussion summary – breakout groups

1. Do you think the Needs Assessment accurately reflects the situation and needs of Norfolk?

Generally, groups felt that the Needs Assessment was a good start, in that it made use of available data and accurately summarises some of the provision gaps that we need to fill. However, there were some key gaps in data, and a lack of emotional/psychological understanding. The Needs Assessment reflects the factual situation, but it does not always capture, for example, the reasons why people do not engage.

Some things are missing from the Needs Assessment:

- No LGBTQT+ prevalence
- Lack of data around the needs of male victim-survivors
- Needs to acknowledge length of stay in refuge can be up to 2 years.
- Data for referrals is counted (only?) when spaces are advertised. Does not give a full picture of continued demand.
- No Recourse to Public Funds (NRPF) not included in current analysis – paucity of data included or available
- Gaps relating to those with complex needs
- How to meet fluctuating demand – smaller groups with more specialist needs?
- No data on those going out of county
- Little data in relation to those from ethnically diverse communities
- Little data both qualitative and quantitative in relation to those that are over 75. This is an emerging as a trend national in an increase in reporting especially during the COVID-19 pandemic lockdowns
- It is refuge-focused; it would be good to see greater information from other types of safe accommodation
- Honour-based abuse is not in the DA Act
- Lack of work being undertaken with perpetrators: this includes prevention work and the possibility of removing the perpetrator from the home instead of the victim-survivor.

2. The Needs Assessment identified some gaps in relation to specific client groups and/or those with complex needs – do you know of any other groups and do you know of any barriers that these groups may be experiencing?

- NRPF and migrant victim-survivors – especially around accommodation (costs)
- Those who are unable to afford to stay in a refuge
- Young people – those 16/17 years old. Young people may not recognise that their relationship is abusive and may be reluctant to move away from family and friends. They may not know how to access support and may not be able to hold a tenancy themselves. Bespoke support for young people is therefore needed.
- Those who wish to stay at home or nearer to support networks
- Those who are already accommodated in social housing or in the private rented sector. There is a lot of red tape surrounding moves/arrears and a need to evidence DA before action is taken. Different approaches within LAs may also make this confusing.
- Complex needs: current provision is struggling to meet the needs of single people who have a history of a severe dependency on substances/alcohol and/or those with severe mental health needs.

3. What facilities/resources would improve survivors' access to support and accommodation?

- More safe accommodation options. This would mean widening the offer to more than refuges as they cannot be a panacea.
- Norfolk does not engage/support those who choose to remain at home in abusive relationships.
- A system wide approach. A more streamlined service that is accessible across the county? Councils could work together to provide a consistent offer.
- A whole family approach is needed
- Offering an option to home occupiers – they face real challenges and often cost gets in the way.
- Better provision for those in rural areas where connectivity to the internet is poor – most services rely on IT in order to access their support.
- Need for very short accommodation options to allow respite (whilst seeking injunctions/breathing space).
- Support to remain in an existing location, for those who want or need to stay close to schools and/or support networks
- A flowchart of available housing/support pathways would help consistency for those seeking or providing advice and guidance.

4. If the Needs Assessment did not accurately reflect the situation/need in Norfolk, what accommodation/support is needed (where this is evidenced)?

- To capture data/conversations with those who don't progress beyond a referral. We need to understand why people don't engage beyond that first conversation.
- Need for standardised data. Could we obtain this through MASH? National Service Providers, eg National Helpline data? Consider the South Tyneside example – DA Coordinator captures data from all South Tyneside agencies. Can this be replicated? What data collection is included as part of the NIDAS contract?
- Greater understanding of geographical barriers is required. Many people do not want to leave their home/support networks in their area.
- The Needs Assessment does not capture what longer term support is required (outreach).

5. If there are specific client groups not identified and/or barriers to service provision, what solutions or services could be provided to meet the gap(s) indicated?

- A Norfolk wide pledge on Domestic Abuse, with robust staff training behind it
- Raising awareness in the community. It is important that victim-survivors can recognise themselves as such and know their rights.
- MARAC referrals are for those at high risk – however, what is needed is a similar approach for those with low-medium risk so that a situation does not escalate to a crisis.
- Access to translation facilities. Statutory services have Intran but what about voluntary and community sector organisations?
- Accommodation needs to be flexible and varied, eg self-contained and communal
- Support and accommodation for those with complex needs who may be rough sleeping or at high risk of rough sleeping. Some victim-survivors may have complex needs/behaviour and as such refuge as accommodation would not be suitable. A solution could be to look at direct lets or a Housing First approach for such situations.
- Multi-agency support. If support is not joined up there is a risk the placement will fail.

6. How can the New Burdens funding be best used to meet the gaps in accommodation/support?

- Address digital poverty
- DAHA accreditation
- Increased training for staff, to ensure consistency of understanding
- Awareness events

- Training and upskilling of the community
- Satellite accommodation service – visiting support service
- Mentors to support people who move on to new accommodation (eg the Home Start model, where mentors have lived experience)
- Funding the journey to accommodation, paying for suitcases and clothing for the next day etc. Such things will minimise barriers to moving.
- Adaptations to temporary accommodation to ensure accessibility. Could DFGs be utilised here?
- Pet fostering. Dogs Trust operate in Norfolk, but they lack capacity. RSPCA offer pet retreat, but it is not currently available in Norfolk.
- Transitional support needed when moving on from safe accommodation into permanent accommodation. This helps victim-survivors and their families to re-settle and break potential cycles of abuse.
- More information about what it will be like going into refuge. Survivors need to know what to expect.

7. How do we ensure that survivor’s voices influence the development of the strategy (and ensuring all client groups are included)? How can they help plan for future service improvements?

- Different methods of participation eg panels, case studies, surveys, stories, artwork.
- A joined-up approach to surveys that would reach a wider audience
- Something like IDVA in Essex and Kent – this is a therapeutic programme which gives victim-survivors a platform to provide feedback, available on their website.
- Important to ask survivors at the right point in their journey, potentially towards the end of their recovery journey.
- Be clear about what is involved. Ensure contributors to research know that they can decide what to tell and can stop the process at any time.
- Capture the experience of those who do not engage. Perhaps focus on clients who have had negative experiences and have subsequently disengaged. Perhaps exit interviews?

Organisations represented

- Norfolk County Council (Adult and Children’s Services) & NODA
- District Councils
- OPCCN
- Norfolk Constabulary
- Daisy Programme
- Leeway Domestic Abuse and Violence Services
- Action for Children
- Orwell Housing

- Saffron Housing Trust
- Places for People
- Spurgeons Children's Charity
- MAP Young People
- Ormiston Families
- Flagship Group
- ManKind initiative
- Clarion Housing Group
- Broadland Housing Group
- Birmingham City Council
- Sue Lambert Trust
- Places for People
- Magdalene Group
- Restitute
- Saffron Housing

Surveys are currently being undertaken with victim-survivors and further engagement is planned.