

Breckland Council Community & Tenant Protocol

Contents Page

- 1.0 Introduction
- 2.0 What is Domestic Abuse
- 3.0 Support from Breckland Council
- 4.0 Perpetrator Management
- 5.0 Prevention and Awareness
- 6.0 Equality and Diversity
- 7.0 Information Sharing
- 8.0 Conclusion of Community Guidance

Latest Release: 30 October 2024

1.0 Introduction

We understand that domestic abuse is a serious issue that has a widespread impact on individuals and families in our community. If you or someone you know is currently experiencing domestic abuse, this information will inform you about the support available and how you can get in touch.

Please remember, if you are ever in immediate danger, contact 999.

Breckland Council is committed to providing the support needed to create a safe environment for individuals and families. We will listen to your experiences with empathy and understanding, without any judgement. We have professionals who are ready to help you through the challenges and create a positive impact on you and your family's life.

2.0 What is domestic abuse?

Breckland Council recognises and acknowledges the legal duties and obligations under legislation relating to domestic abuse and the importance of ensuring that support services for those experiencing domestic abuse are accessible.

Legal definition of domestic abuse

Domestic abuse involves any single incident or pattern of conduct where someone's behaviour towards another is abusive, and where the people involved are aged 16 or over and = are, or have been, personally connected to each other (regardless of gender or sexuality).

The abuse can involve, but is not limited to:

- psychological
- physical
- sexual
- financial
- emotional
- violent
- threatening
- controlling
- coercive behaviour. 'Personal connection' means the individuals concerned:
 - are due to be, are currently, or have been, married or civil partners to each other
 - are, or have been, in an intimate personal relationship with each other
 - are, or have been, parents (or had a parental relationship) to the same child
 - are relatives (the Act gives further definitions of 'relatives')

Reference: Sections 1 and 2 of the Domestic Abuse Act 2021

Children are recognised as victims of domestic abuse in their own right if they see, hear or experience the effects of abuse between two personally connected

individuals who are aged 16 or over. However, abusive behaviour directed at a person under the age of 16 is child abuse rather than domestic abuse.

Reference: Section 3 of the Domestic Abuse Act 2021

Further information is shown below on the types of domestic abuse. If you recognise any of these then get in touch for support.

Physical abuse
Includes: assault, hitting, slapping, pushing, kicking, misuse of medication, being locked in a room, inappropriate sanctions or force-feeding, inappropriate methods of restraint, and unlawfully depriving a person of their liberty.
Controlling Coercive Behaviour
Coercive Control is a form of domestic abuse that became a criminal offence in 2015. It is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used by perpetrators to harm, punish, or frighten their victim. These behaviours are designed to make the victim dependent on the perpetrator, removing their independence, isolating them from support networks, and controlling their everyday behaviour and activity.
Sexual Abuse
Includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
Image Based Abuse (Revenge Porn)
Distribution or threat of distribution of private images/videos without consent with the intention of causing embarrassment and distress.

Psychological, Emotional or other abuse
Involves the regular and deliberate use of a range of words and non-physical actions used with the purpose to manipulate, hurt, weaken, or frighten a person mentally and emotionally; and/or distort, confuse or influence a person's thoughts and actions within their everyday lives (Gaslighting).
Economic abuse
Economic abuse is and can include restricting access to essential resources such as food, clothing and transport. Creating a dependency by denying the means to improve a person's economic status – for example through education, employment, access to benefits or training.

If you need further information on types of abuse and support, please visit:

<https://nidasnorfolk.co.uk/domestic-abuse/>

3.0 Support from Breckland Council

Contact Breckland Council:

If you are experiencing domestic abuse or need further guidance, our Communities Team can help you find the right support for your individual situation.

You can contact us on

Email: Communitysupport@breckland.gov.uk

Phone: 01362 656870

Online Form: [RMM - Public Form \(ecdesk.org\)](https://ecdesk.org/RMM)

We treat all reports of domestic abuse with respect, sympathy, and in confidence. We understand that reaching out for help in cases of domestic abuse can be an immensely challenging step and we are here to provide a safe environment for all individuals affected by or experiencing domestic abuse.

The safety and well-being of those affected by or experiencing domestic abuse is our top priority. Breckland Council works with partner agencies to provide

support and ensure that contact can be made safely. We can arrange for a safe time, place, or communication method that is convenient and accommodate any special measures that might be required.

Housing Support and Guidance

Our team can provide you with both support and guidance. We have invested into our staff with training to be able establish the risks and challenges that could be faced. We recognise that each person will require different support throughout their journey away from domestic abuse.

Breckland Council Sanctuary Scheme

We understand that some people may wish to remain in their current home, and where appropriate to do so, Breckland Council can support this. The Sanctuary Scheme aims to improve home security and safety for those affected by domestic abuse by making physical changes to the property.

[Find further information on the Breckland Council Sanctuary Scheme.](#)

Housing Options and Safe Accommodation

We understand that domestic abuse is different for everyone, and some options may not be suitable for all individuals. Our team will explain decisions and will ensure that the safety of those affected by or experiencing domestic abuse is our top priority.

There are different types of housing support available, and if suitable, these will be explained and explored.

Temporary Accommodation / Safe Accommodation: Provided by Breckland Council if a person or family becomes homeless and urgently need a home.

Refuge Accommodation: Refuges offer accommodation and intensive support. If this is suitable, this will be discussed with you.

Move-on and / or Second Stage Accommodation: These are interchangeable terms for projects temporarily accommodating 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 domestic abuse specific support for some time, before they move to fully independent and permanent accommodation.

Specialist Safe Accommodation: Specialist refuges for ethnically diverse communities, Lesbian, Gay, Bisexual, Transgender Questioning and other (“LGBTQ+”) communities, and disabled survivors and their children. These may provide single sex or gender accommodation with dedicated specialist support to survivors 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.

Further Help from Breckland Council

If you are receiving support from other departments within Breckland Council, and if appropriate, our teams can work together to provide you with the best possible support. We are able to make a number of referrals to both external and internal professionals who can assist with debts, financial guidance, legal aid, and emotion and well-being support.

Further Help from Professional Partners

Breckland Council works closely with a variety of different professional services that can offer specialist support. Those partners often offer self-referrals, guidance and contact information on their websites.

The Daisy Programme & Rowan Project

Website: <https://www.daisyprogramme.org.uk/>

Phone: 01953 880903

Email: help@daisyprogramme.org.uk

Norfolk Integrated Domestic Abuse Service

Website: <https://nidasnorfolk.co.uk/>

Self-referral: <https://nidasnorfolk.co.uk/self-referral/>

Free phone for confidential advice: 0300 561 0555

Text number only: 07860 063464

Leeway Domestic Abuse & Violence Service Website:

<https://www.leewaysupport.org/>

Domestic abuse helpline: 0300 561 0077

Live chat available via website (service times available on Leeway website)

Sue Lambert Trust

Website: <https://www.suelamberttrust.org/>

Phone: 01603 622406

Email: info@suelamberttrust.org

Family Support and Children

Under the Domestic Abuse Act 2021, children who have seen, witnessed or experienced the effects of domestic abuse will also be considered survivors of domestic abuse. This recognises the long-lasting impacts of domestic abuse and aims to ensure that specific support for children and young people is available.

We acknowledge the impact that domestic abuse can have on a family and understand that there can be concerns about having to leave support networks, friends and schools. This can also be a significant barrier preventing someone leaving an abusive relationship.

Breckland Council understands that each person may have different preferences and circumstances. These are some of the things that we will do to help support families and children:

Breckland Council Sanctuary Scheme for those that wish to review the possibility of remaining in their own property. [Find further information on the Breckland Council Sanctuary Scheme.](#)

- Referrals for family members for appropriate support and options to review different courses focused on recovery for survivors of domestic abuse.
- We offer explanations of housing options and provide debt advice services. These can be discussed with the Housing Options Team if required. Our team will also consider the needs of children and young

people when exploring housing options and any additional support that may be needed.

[View other support that Breckland Council could help with.](#)

No Recourse to Public Funds (NRPF) Support & Options

Breckland Council will support all survivors of domestic abuse and ensure that the right help and guidance is provided in managing any risks. If you require information on No Recourse to Public Funds (NRPF) then please review the information below:

- [UK Government – Guidance Public Funds](#)
- [Norfolk County Council - Support & Guidance](#)
- [Citizen Advice – No Recourse to Public Funds](#)
- [Shelter – Guidance for NRPF](#)

Regardless of circumstances there is support for survivors of domestic abuse. Please use the information below if required or speak with your local authority. In an emergency always dial 999 and for any non-emergencies 101:

Services within the County of Norfolk:

The Daisy Programme & Rowan Project

Website: <https://www.daisyprogramme.org.uk/>

Phone: 01953 880903

Email: help@daisyprogramme.org.uk

Norfolk Integrated Domestic Abuse Service

Website: <https://nidasnorfolk.co.uk/>

Self-referral: <https://nidasnorfolk.co.uk/self-referral/>

Free phone for confidential advice: 0300 561 0555

Text number only: 07860 063464

Leeway Domestic Abuse & Violence Service

Website: <https://www.leewaysupport.org/>

Domestic abuse helpline: 0300 561 0077

Live chat available via website (service times available on Leeway website)

Nationwide Services:

- Women can call [The Freephone National Domestic Abuse Helpline, run by Refuge](#) on [0808 2000 247](#) for free at any time, day or night. The staff will offer confidential, non-judgemental information and support.
- Men can call Men's Advice Line on [0808 8010 327](#) or visit the webchat at [Men's Advice Line](#) for non-judgemental information and support. Contact can also be made with [ManKind](#)
- LGBT+ advice can be found at [Galop](#) for any practical and emotional support. Contact can also be made on [0800 999 5428](#)
- Anyone can also contact [Karma Nirvana](#) on [0800 5999 247](#) for concerns around forced marriage and honour crimes. Further information is also available at [GOV.UK Forced Marriage Unit](#) or on [020 7008 0151](#)

Alternative Methods of Contact for Support:

There are many support services that offer self-referrals or can be contacted by telephone, email, or text message when it is safe to do so. It is important that you specify when and if it is safe for them to respond to you.

helpline@womensaid.org.uk (Women's Support) info@menadviceline.org.uk

(Men's Support) help@galop.org.uk

(LGBT+ Support)

Further information and support available at the [NHS Getting help and support for domestic violence](#)

4.0 Perpetrator Management

Breckland Council is committed to ensuring that communities and families are safe and will take a number of measures to ensure that correct procedures are followed and upheld when managing cases of domestic abuse. We understand that not all people who speak with us will wish to have information shared with or reported to the police and may wish to remain in a relationship with the perpetrator. Our decisions regarding support will be based on the specific risks identified by professionals using risk assessment tools and information from any historical incidents. Breckland Council will also be guided by any safeguarding concerns that Independent Domestic Abuse Advisory Services may have regarding a person's situation or judgement.

Breckland Council aims to respect the wishes of survivors and any information that is shared with us, we have a responsibility to report and act upon all cases of abuse, regardless of the survivors wishes, in situations where:

- a) There are any concerns for the safety of a child.
- b) There are concerns for the safety of an adult.
- c) There are immediate safety concerns.
- d) There are identifiable indicators of risk of serious harm; potential event could happen at any time and the impact would be serious.
Risk which is life threatening and/or traumatic.

We acknowledge that Breckland Council will work with perpetrators of domestic abuse regarding housing advice and options. We will also ensure that information and support are available to perpetrators who wish to address their behaviour and offer to review services and provide signposting for each individual circumstance.

Breckland Council will work closely with specialist domestic abuse and partner agencies when counter-allegations of abuse are made, to assist with identifying the primary perpetrator and to ensure the right support is put in place for the survivor.

Perpetrator Accountability

Breckland Council has duty to ensure the safety of those within the community and this can include monitoring any risks that a person might present.

In cases of domestic abuse in which information has been shared by the police, health service or other professionals indicating that domestic abuse has taken place, Breckland Council must consider the safety of the survivor and any other persons. This could include when reviewing housing options or temporary accommodation, as we have a duty to safeguard residents.

If you need further guidance, then please do get in touch. You can find further support below on perpetrator management and accountability:

[The Change Project](#)

[Respect Phonenumber – Do you recognise yourself?](#)

5.0 Prevention and Awareness

Breckland Council is committed to supporting those affected by or experiencing domestic abuse and will not tolerate this behaviour from perpetrators. Breckland Council works closely with its partner agencies to promote and raise awareness of domestic abuse and also has different schemes that are created to support survivors and their families. Further information on the current schemes can be found at [Breckland Council Domestic Abuse Advice](#) and below you can review what else we are doing in our prevention and awareness commitment:

- [Sanctuary Scheme](#) – If it is safe and your choice, and your partner no longer lives with you, we can help make your home more secure.
- [Daisy Programme](#) – Breckland Council proudly supports The Daisy Programme and all their fantastic work in supporting those effected by or experiencing Domestic Abuse through safety planning and trauma recovery.
- [Housing Advice and Information](#) – Our Housing Solutions Team will be able to assist with all housing queries, whether you require housing advice or information on our housing register. Our teams are trained in domestic abuse, stalking and honour-based violence as well risk identification and are supported by domestic abuse specialists.

As part of our commitment to Prevention and Awareness:

- We will continue to work closely with our professional partners in domestic abuse to ensure that we are providing the best possible support and services.
- We will continue to raise awareness within our organisation and maintain events in which all staff members can learn more about the impacts of domestic abuse, as well as recognising and preventing it.
- We will continue to maintain and monitor the domestic abuse training provided to our staff, ensuring that the organisation receives ongoing domestic abuse awareness training and that refresher courses are completed by those already working for Breckland Council.
- We will continue our partnership with the [Daisy Programme](#), a local charity which supports people who have experienced domestic abuse.
- We will continue to meet our statutory safeguarding requirements in line with our existing policies and procedures whenever there are safeguarding concerns about a resident or family.

6.0 Equality and Diversity

Breckland Council is fully committed to eliminating discrimination and actively promoting equality of opportunity for everybody who lives in, works in, or visits Breckland. The council believes that its performance and achievements will be enhanced in an environment where equality of opportunity exists, and prejudice and discrimination are not tolerated.

The council will work with its partners and the local community to challenge discrimination, celebrate diversity, and promote cohesion. We will ensure it complies with race, disability, gender, and wider equality legislation.

For more information on our approach on Equality and Diversity please see below:

[Breckland Council – Equality and Diversity](#)

[Breckland Council – Corporate Plan](#)

7.0 Information Sharing

Breckland Council aims to respect the wishes of survivors and any information that is shared with us, we have a responsibility to report and act upon all cases of abuse, regardless of the survivors wishes, in situations where:

- a) There are any concerns for the safety of a child.
- b) There are concerns for the safety of an adult.
- c) There are immediate safety concerns.
- d) There are identifiable indicators of risk of serious harm; potential event could happen at any time and the impact would be serious.
Risk which is life threatening and/or traumatic.

Sharing information at the right time and within a professional format is fundamental to preventing harm and ensuring that all parties are safeguarded.

You can find further details on information sharing and privacy here:

[Norfolk County Council – Information Sharing](#)

[Breckland Council – General information privacy and management of data](#)

8.0 Conclusion of the Breckland Council Community Guidance

We hope that you have found information within the Community Guidance that encourages you to get in contact with Breckland Council or one of our partners so that support can be provided.

We will continue to review and update our Community Guidance, as well as our webpage, with any future schemes and other types of support.