

# Lambeth Domestic Violence Strategy

2006-2008

**“We intend to work together to reduce the incidence of domestic violence in Lambeth and increase the safety of those experiencing domestic violence”**

This strategy was produced by statutory and voluntary sector organisations working together in Lambeth.

“It’s devastating. Your confidence has gone. Your self-worth has gone. You totally lose everything and anything. You don’t feel that you’re worth help and you have no ‘get-up-and-go’ to find it anyway.”

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## Foreword

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We are taking domestic violence seriously in Lambeth.

The overall aim of Lambeth's domestic violence strategy is to reduce the incidence of domestic violence in Lambeth and to increase the safety of those experiencing domestic violence.

In this, Lambeth's first domestic violence strategy, we have made a clear commitment to bring about real and sustainable improvements to services in the borough. We will do this by taking an integrated approach to domestic violence – working together to fully support the people that need our services.

The principles behind Lambeth's strategy have been signed up to by all the organisations involved – confirming that domestic violence is unacceptable, that the safety of survivors and their children is paramount, that we will listen to survivors when they tell us what they need from services, that services will be sensitive to Lambeth's diversity, and that, most importantly, it is the responsibility of all of us, not survivors, to address domestic violence and its causes.

Lambeth's Domestic Violence Forum and Domestic Violence Strategy Group would like to thank everyone who has contributed to the development of this strategy. We look forward to working with you to make a real difference.



**June Pilgrim**  
Chair  
Lambeth Domestic Violence Forum



**Andrew Webster**  
Chair  
Lambeth Domestic Violence Strategy Group

# Domestic violence affects everyone in Lambeth

# Executive Summary

## Lambeth has the highest rate of domestic violence of any London borough.

One in four women will experience domestic violence at some point in their lives. <sup>1</sup>

Domestic violence will feature in the lives of 3/4 of children on the child protection register. <sup>2</sup>

Domestic violence accounts for 16% of all homelessness acceptances. <sup>3</sup>

15% of women report violence during pregnancy. <sup>4</sup>

Between January and June 2005, the National Domestic Violence helpline received 322 calls from Lambeth women – the highest of any London borough and 100 more calls than the second highest. <sup>5</sup>

In 2004/05 there were 5460 reported cases of domestic violence in Lambeth. Due to under reporting, this represents only a fraction of the total number of cases. <sup>6</sup>

25% of murders in London are domestic violence related. <sup>7</sup>

Domestic violence in Lambeth costs almost £30 million per year: <sup>9</sup>

- £6.26m in physical health costs
- £0.9m in mental health costs
- £5.22m to criminal justice budgets
- £1.17m to social services budgets
- £0.81m to housing budgets
- £1.6m in civil legal costs, around half of which is paid from Legal Aid
- £13.71m in lost economic output

Domestic violence accounts for approximately a quarter of all reported violent crime and has the highest rate of repeat victimisation of any crime. <sup>8</sup>

**These costs exclude the pain and suffering caused to those experiencing domestic violence and their families.**

Domestic violence is a widespread social problem in Lambeth that causes huge amounts of suffering. Our definition of domestic violence includes threatening behaviour; violence; psychological, sexual, financial or emotional abuse; forced marriage, female genital mutilation and so called 'honour killings'.

A recent domestic violence audit and consultation on this strategy revealed that, although Lambeth has made good progress in recent years, there is still much work to be done to ensure the safety of those experiencing domestic violence, and to bring perpetrators to account.

This strategy sets out our priorities and action plan for the two years from April 2006. Our priorities are organised around four key themes:

### Access to services

Domestic violence initiatives will fail if victim safety is not the overriding priority at all times. We aim to increase safe choices for people experiencing domestic violence so that they may plan safer futures without compromising their quality of life.

### Prevention

It is vital that abusers are held to account for their behaviour in a way that not only acts as a future deterrent for them, but also as a deterrent to other and potential abusers. Lambeth's strategy focuses on increasing arrests and convictions where possible, and where it is safe to do so; undermining the social tolerance or approval of domestic violence; and raising awareness and understanding of domestic violence and its unacceptability amongst all communities and age groups, including young people.

### Strategy, policy and resources

Working together is core to the success of the strategy. We will ensure an effective response through co-ordinated and adequately resourced joint action across agencies, based on consistent and well informed policy, leadership and systems.

### Service information and planning

We can only plan services that meet needs, if we know what those needs are. We will ensure that data is collected by all key agencies to gain a more reliable picture of the incidence of domestic violence in the borough and the extent of unmet need. We will use this data to feed into service planning. We will also review existing services to identify areas for improvement and to ensure that resources are targeted where they will be most effective.

To develop this strategy, we have listened to the views of women who are experiencing or have experienced domestic violence, and to the views of organisations working with those women. This strategy has been developed and will be delivered in partnership with the statutory and voluntary sector agencies that are working together in Lambeth to address domestic violence.

*You turn up with your documents over and over again. They don't take time out to explain to people the process that they need to go through*

<sup>1</sup> Second Greater London Domestic Violence Strategy

<sup>2</sup> National figures taken from 'Into the mainstream', Department of Health 2003

<sup>3</sup> National figures taken from 'Increasing safe accommodation choices', Women and Equality Unit 2003

<sup>4</sup> Women at risk: domestic violence and women's health, E Stark and A Flitcraft 1996

<sup>5</sup> Based on calls to the helpline

<sup>6</sup> MPS figures

<sup>7</sup> Domestic violence, TP Crime, Policy Strategy Committee Sept 2005

<sup>8</sup> Homelessness and domestic violence, ODPM 2002

<sup>9</sup> Figures provided by the GLA based on 'the cost of domestic violence', Sylvia Walby 2004

“You turn up with your documents over and over again. They don't take time out to explain to people the process that they need to go through. The people don't know what the issues are, and they don't explain it to them.”

### **The need for a strategy**

Domestic violence is a widespread social problem in Lambeth that causes huge amounts of suffering.

Lambeth has a statutory obligation to work in partnership with other agencies to reduce crime and disorder – including domestic violence. Additionally it has a moral obligation to tackle the suffering and distress caused by domestic violence.

Ensuring the safety of those experiencing or at risk of domestic violence, and ensuring that perpetrators are held to account for their behaviour, requires joint working across a wide range of statutory and voluntary sector agencies.

Lambeth council's partners in effectively addressing domestic violence include the Police Service, Crown Prosecution Service, Probation Service, Primary Care Trust, Safeguarding Children Board, a wide range of voluntary and community groups including Lambeth Women's Aid, Refuge, Solas Anois, ASHA, Victim Support, Crime Prevention Trust and many others.

This strategy sets out our priorities and action plan for the two years from April 2006. It identifies the national, regional and local policy context within which joint working to address domestic violence will take place, identifies what we have achieved to date, and the ground we still have to cover.

### **The definition**

Domestic violence includes threatening behaviour; violence; psychological, sexual, financial or emotional abuse – and is often a combination of all of these. It includes forced marriage, female genital mutilation and so called 'honour killings'.

Domestic violence is any incident of these behaviours characterised by the exercise of control and misuse of power by one person, usually a man, over another, usually a women, within the context of an intimate or family relationship. It can involve family members as well as partners. Domestic violence also occurs in same sex relationships and can be perpetrated by women against men.

Children and young people are traumatised by the domestic violence that they witness or overhear. In addition, there is frequently direct child abuse occurring alongside domestic violence.

Following feedback from local organisations, Lambeth has included services for under 18s as part of this strategy, to ensure that the interests of children and young people are considered. When reporting on a national or London-wide basis, we will include figures for people aged 18+, so that our reporting is consistent with other authorities.

Domestic violence may be viewed or experienced differently in different communities, but it is always unacceptable.

## Our principles

We have based Lambeth's domestic violence strategy on a number of principles:

- Domestic violence is unacceptable wherever and however it occurs
- The safety of survivors and their children is paramount
- The voices of survivors should inform prioritisation and delivery of services
- Services should be sensitive to Lambeth's diversity, including race, language, culture, age, sex, sexuality, faith, and disability
- It is the responsibility of all of us, not survivors, to address domestic violence and its causes

## Our aim

The overall aim of Lambeth's domestic violence strategy is to reduce the incidence of domestic violence and increase the safety of those experiencing domestic violence. Our ultimate goal is a world where domestic violence does not exist. However, in current circumstances, this strategy will seek to achieve the following outcomes:

### For survivors and their children:

Increased safety; a valuing of their voices; accessible, high quality and comprehensive support services; coordinated responses of a consistent standard; specialist support for children; reduced isolation

### For perpetrators:

Held accountable by effective and early interventions; appropriate penalties; clear messages that domestic violence is wrong; support to change behaviour

### For practitioners and commissioners of services:

Commitment to make domestic violence a high priority; allocation of sufficient resources; improved efficiency through coordination and information sharing; more aware and better equipped staff; higher standards and better services

### For the people of Lambeth:

Safer, more aware, communities; information on services; a shared responsibility to challenge the tolerance or acceptability of domestic violence and take action; a reduction of cost to the borough

We will achieve these outcomes through:

1. Ensuring that domestic violence maintains a strong, visible presence across agencies and that addressing domestic violence remains a high priority issue in the borough
2. Providing a framework for a coordinated response to domestic violence
3. Identifying priorities for development of services and structures
4. Identifying responsibilities and resources for action
5. Setting explicit targets and measures of success.

## Developing the strategy

This strategy has been developed in consultation with a wide variety of statutory and voluntary sector agencies within the borough and with survivors of domestic violence.

Whilst developed with national and regional standards in mind, it has a Lambeth focus rooted in feedback from people and organisations in the borough.

We would like to thank all of those individuals and agencies for giving their time to contribute to the development of this strategy and action plan.

## Monitoring delivery

Lambeth's Domestic Violence Strategy Group has committed to monitor progress against the action plan on a quarterly basis.

Each member of the Strategy Group will take a lead for their organisation in ensuring that agreed actions are implemented.

Working with Lambeth's Domestic Violence Forum will ensure that needs and priorities are identified, and successes and failures highlighted, to keep the strategy and action plan live.

The achievement of all the actions in our plan will ensure that Lambeth fully meets the requirements set out in Best Value Performance Indicator 225 (see appendix two). It will also enable us to achieve level one of the Assessment Framework for Crime and Disorder Reduction Partnerships (see appendix three), and a substantial number of the requirements within level two.

Within the life of this strategy we will be developing our plans to fully meet level two. The action plan will be updated in April 2007 and fully reviewed by March 2008.

## Comments and suggestions

We invite you to comment on Lambeth's strategy and our ongoing progress in delivering the identified actions. All your comments will help with ensuring the full delivery of the current strategy and with future developments. A feedback form for comments is included in appendix five.

The people don't know what the issues are and they don't explain it to them.

If it was not for the key worker, nothing would have been done. I am being passed from pillar to post.

“At first I didn’t know what to do, I was too scared to leave him. I ended up in a psychiatric hospital. I spoke to my mum first, but I returned with him the next day. The last time I didn’t contact the police. I went straight to a refuge.”

### The national picture

Domestic violence has always existed in all social, geographical and cultural groups. In the past it was viewed as a private matter. Indeed in many spheres it was encouraged and upheld. Later, it was thought to be something for the victim to be ashamed of, or something that only happened in certain sorts of family or relationship.

National statistics demonstrate the extent and seriousness of domestic violence:

- One in four women will experience domestic violence in their lifetime
- Two women are killed every week by a current or former partner <sup>10</sup>
- 75% of domestic violence cases result in physical injury or mental ill health <sup>11</sup>
- 70% of children living in UK refuges have been abused by their father <sup>12</sup>

Domestic violence has a profound effect on the lives of those who experience it. In the most serious cases, domestic violence can result in murder or suicide. Other effects include homelessness; loss of income and displacement; severe impacts on mental and physical health including depression, miscarriage or pregnancy complications, eating disorders, substance misuse, and physical injury; significant impacts on children including physical harm, poor educational performance, anxiety, psychosomatic illness, asthma, enuresis, withdrawal and fear.

The Crime and Disorder Act 1998 requires local government (and other key agencies) to plan, implement and deliver a three year Community Safety Strategy, to exercise their functions with regard to the effect on and need to prevent crime and disorder, and to form local Crime and Disorder Reduction Partnerships (CDRPs). The Home Office has made it clear that these partnerships should address domestic violence. Home Office guidance on multi agency working published in 2000 recommended that every

authority publish a clear policy on domestic violence, which is understood and complied with by all staff. Amongst other issues this policy should provide a framework for coordinated and measurable responses to domestic violence.

The Domestic Violence Crime and Victims Act 2004 made a number of changes to the Family Law Act 1996. One change means that cohabiting couples, including lesbian and gay couples who live together, will be associated persons for the purposes of applying to the court for a non-molestation order. Some other aspects of the Act have yet to be implemented. A breach of a non-molestation order continues to be dealt with in the civil courts and is not yet a criminal offence. The Domestic Violence Crime and Victims Act 2004 had intended to make common assault an arrestable offence. However from 1st January 2006 the Police have new powers under the Serious Organised Crime and Police Act 2004 and the new PACE Code of Practice on Arrest. These powers mean that police officers will be able to arrest suspects for domestic violence related offences, including common assault, where they consider it to be necessary to do so.

The Children Act imposes duties on local authorities to ensure local co-operation to improve well being, make arrangements to safeguard children and promote welfare as well as to improve information sharing. The Adoption and Children Act 2002 amended the Children Act to define ‘significant harm’ as including forcing a child to witness violence and abuse.

The National Domestic Violence Strategy Reduction Delivery Plan 2005 set out what the Government intends to do to reduce the prevalence of domestic violence, increase reporting rates, increase conviction rates, and ensure that victims are adequately protected and supported.

In April 2005 a revised Best Value performance indicator on domestic violence (BVPI 225 – see appendix two) came into force. The indicator measures 11 activities ranging from the production of a service directory through information sharing protocols, and sanctuary schemes to eviction of perpetrators.

<sup>10</sup> Criminal statistics, Home Office 1999

<sup>11</sup> British Crime Survey, Home Office 2001

<sup>12</sup> Domestic violence factsheet, Women’s Aid 1998

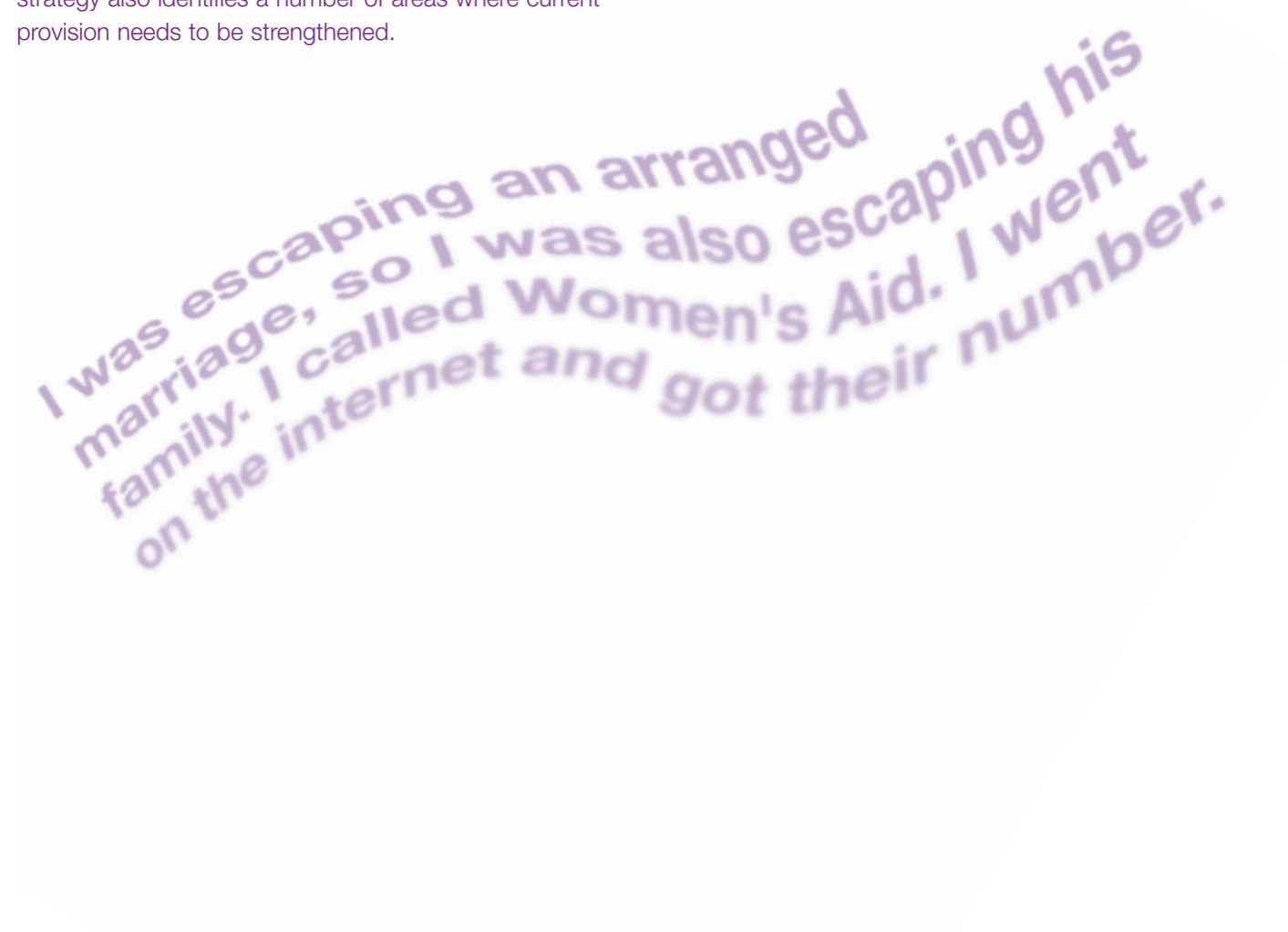
### The regional picture

The Second London Domestic Violence Strategy 2005 identifies a series of baseline minimum standards for all agencies providing domestic violence services (see appendix one) and introduces an assessment framework based on an annual audit of all Crime and Reduction Partnerships (CDRPs). This audit proposes to assess each partnership's performance against standards on three levels. At present Lambeth does not fully meet the level one standard (the lowest level).

The strategy has four key aims focusing on increasing safe choices for those experiencing domestic violence and their children; holding abusers to account so as to reduce risk and deter future abuse; challenging social tolerance or approval of domestic violence; and providing children and young people with the knowledge and skills to build relationships based on mutual respect and a commitment to non-violence. The strategy also identifies a number of areas where current provision needs to be strengthened.

Many of the areas identified as needing further action and strengthening across London mirror areas of identified weakness in Lambeth.

Project UMBRA is a Metropolitan Police led initiative to improve service delivery across all sectors by co-ordinating a range of options available to both victims and perpetrators.



### The local policy context

Domestic violence is covered in a number of key strategies and plans in Lambeth, including:

**The Community Strategy 2004-10** – This strategy sets out Lambeth's vision and action plan to promote social, economic and environmental sustainability and the well-being of residents. It recognises that the incidence of domestic violence in Lambeth is unacceptably high and that the cycle of domestic violence must be broken.

**The Community Safety Strategy 2005-8** – This strategy draws from the 2004 community safety audit, which showed a need for a focus on violent crime including domestic violence, and to do more to support the victims of crime. Several targets and a number of actions relate directly or indirectly to addressing domestic violence.

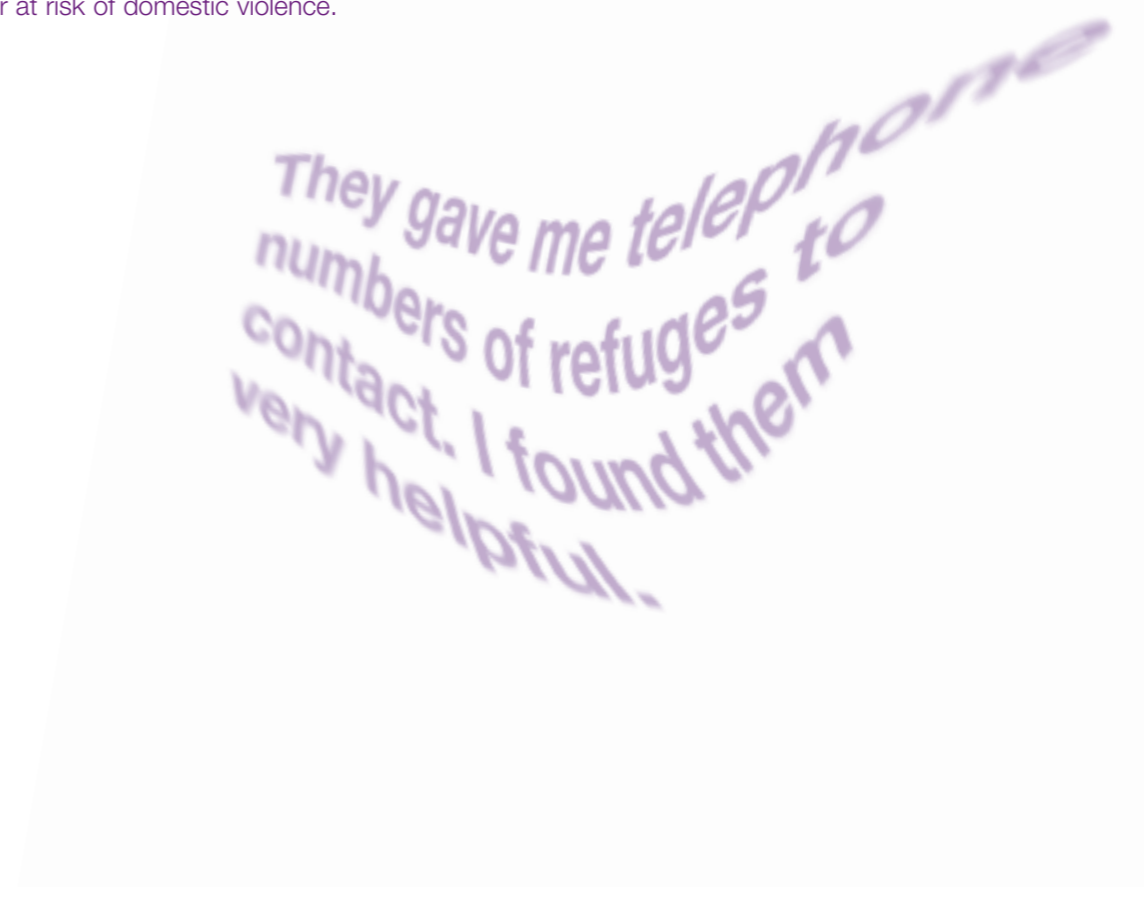
**Housing Domestic Violence Policy** – A specific housing domestic violence policy was introduced in 2004, setting out how the council and registered social landlords will respond to people in housing need who are experiencing or at risk of domestic violence.

**Supporting People Strategy 2005-10** – This strategy includes a needs analysis for people escaping domestic violence which identifies some support limitations and unmet needs.

**Homelessness Action Plan 2004/5** – This plan includes an action to increase multi-agency support for those experiencing domestic violence.

**Safeguarding Children involved in Domestic Violence** – This protocol and practice guidance was produced by Lambeth Area Child Protection Committee in January 2005 to advise professionals working with children on the procedures to follow when domestic violence is suspected or disclosed.

**Lambeth Inter-Agency Adult Protection Procedure** – This procedure, produced in November 2005, recognises the need for statutory agencies to support adults experiencing domestic violence, in particular to take any action that can help to protect and increase the safety of victims.



“When you’ve had 10 years of control, you’ve lost your life skills, you’re stripped of any self-esteem and you’ve lost everything. Then you’re away from your home in complete isolation. It’s like being a child - you feel so stupid, you are so vulnerable and open to exploitation.”

Although there is much to do, Lambeth does have structures in place to help guide and develop the domestic violence strategy for the borough. We can also highlight some good work and areas where weaknesses have been identified.

### Lambeth’s Domestic Violence Forum

Lambeth’s Domestic Violence Forum is a multi agency partnership which was re-launched in 2003 to raise awareness of the issue and improve partnership responses and services. It includes wide representation from statutory and non-statutory agencies working in Lambeth. It has developed a number of working groups for specific projects, including the domestic violence one stop shop.

### Lambeth’s Domestic Violence Strategy Group

In addition to the Forum, Lambeth has a Domestic Violence Strategy Group made up of senior managers, chaired by Lambeth’s Chief Executive. This group is charged with leading and monitoring the delivery of this strategy.

### Lambeth’s Domestic Violence Co-ordinator and Trainer

Lambeth has a Domestic Violence Co-ordinator and Domestic Violence Trainer who are employed by and based in Lambeth Crime Prevention Trust.

### Lambeth’s current services

Lambeth has a number of agencies providing specialist services to those experiencing domestic violence, including:

- **Nine refuges** providing emergency accommodation for women experiencing domestic violence and their children. One is generic and eight are culturally specific. All offer outreach services and two provide specific children’s services.
- **A witness service**, based at the courts, operated by Lambeth Victim Support.
- **An advocacy service** based at St Thomas’ and Guys Hospitals.
- **A new domestic violence centre** opened in May 2006, to provide a range of services including housing advice, legal advice, advocacy, and support.
- **A range of other agencies** also come in contact with, and provide services for, people experiencing or perpetrating domestic violence.

One of the priorities of this strategy is to ensure the safety of those experiencing domestic violence, and to hold perpetrators to account for their behaviour, by embedding appropriate responses to domestic violence into the work of all relevant agencies.

### Findings from the audit and strategy consultation

In 2005, an audit of domestic violence services in Lambeth mapped statutory and voluntary sector provision for domestic violence survivors and their families, and for perpetrators. It evaluated services against standards set by the Greater London Authority's Domestic Violence Strategy.

At Lambeth's first domestic violence conference in October 2005, people who attended workshops made a range of recommendations on the key areas that needed to be developed in Lambeth.

Prior to this, consultation took place on the development of a number of Lambeth strategies and policies, including the Supporting People strategy and the Housing Domestic Violence Policy.

Additional feedback was gathered during the consultation on this strategy. All of these sources revealed similar findings.

#### The audit and consultation found a number of significant achievements and strengths including:

- a dedicated, fulltime Domestic Violence Co-ordinator
- a dedicated Domestic Violence Trainer providing training to agencies across the borough
- the introduction of Lambeth Housing's Domestic Violence Policy and training programme
- the development of a domestic violence centre
- the production of a protocol and practice guidance for safeguarding children involved in domestic violence
- all Housing Associations have domestic violence policies
- there is a valued advocacy service run in Guys and St Thomas' hospitals
- good partnership working
- recognition of the voluntary sector
- recognition of diversity
- the Domestic Violence Murder Review Group

#### The audit and consultation identified key weaknesses including:

- only three statutory agencies or departments that responded to the audit currently have a domestic violence policy (the Metropolitan Police Service, Crown Prosecution Service and Lambeth Council Housing Services Department)
- no common monitoring scheme, and frequently no monitoring at all, to enable future service planning
- widespread concerns by referral agencies about access to social services and housing services
- a need for more support around child protection
- a low level of service provision for children and young people – both as victims and perpetrators
- concern about the lack of services for people with no recourse to public funds, and for those women with insecure immigration status
- need for more work in schools and with young people
- issues regarding risk assessment undertaken by and quality of support provided by the police
- lack of a personnel domestic violence policy in most agencies
- a need for a more co-ordinated approach to the needs of women experiencing domestic violence with substance misuse and/or mental health issues
- inadequate service provision for people with complex needs
- the need to introduce more stable and adequate funding for domestic violence services

#### Feedback from women with complex needs

In addition to the wide consultation carried out, we also sought to consult with hard to reach groups. 14 women with complex needs linked to substance misuse, prostitution and mental ill health took part in the consultation. They highlighted a number of specific needs:

- not to be judged
- the same rights as other women
- Social Services to help rather than simply taking your children
- outreach on the streets – friendly women who listen but also give you ideas of what to do
- a refuge just for working women that is fully staffed 24 hours
- to feel safe, cared for and protected
- a drop-in for working girls where you can go to have a shower, get some peace and quiet and have someone to talk to
- to be helped by people who understand and who are interested in helping

- workers who understand the effect on you of isolation and dependency
- to have a worker who can escort you to the homeless persons unit and support you through it
- a women-only detox unit
- more 'in-the-community' support for women to be able to make the change
- a service that can be contacted during the night
- better information and publicity about existing services
- services which are immediate and reactive
- a specialist service which is well connected with other services such as substance misuse and mental health services
- services which are located in a safe place
- a drop in service that enables access without appointments

*They were very helpful. I felt that they took domestic violence seriously.*

Discussions with women with complex needs and experience of domestic violence revealed little knowledge of support for those experiencing domestic violence and an almost total lack of belief in being taken seriously, hence in gaining any support from, statutory sector agencies.

“It’s devastating. Your confidence has gone. Your self-worth has gone. You totally lose everything and anything. You don’t feel that you’re worth help and you have no ‘get-up-and-go’ to find it anyway.”

“I have used a refuge in the past when I was not involved in drugs and prostitution but would not want to use services now because of the attitudes towards women in my position.”

“I was living in a housing association property but I did not approach them about the domestic violence that I was experiencing.”

Survivors expressed a need for specialist services delivered by women who have knowledge and understanding of the realities of their lives.

“A place for working girls – I wouldn’t go to a place for all women as they look down on you. You need workers who don’t treat you differently because of the drugs and all, and who understand the effects on you of isolation and dependency. You don’t see it when you’re there.”

“You need to know that you won’t get in trouble (for drugs) if you go for help. Not to be judged.”

“You need workers on the streets – they talk about homelessness but not abuse. That would be good and also drop-ins where you can talk to women who have been through it and understand.”

“Services need to provide a safe place for you whilst you are waiting to be seen – or even better send someone to where you are.”

“Specialist drop ins are good or a drop in with a specialist worker – it would be important that the service linked in to existing services such as drug and alcohol services.”

The complex routes and linkages between experiences of prostitution, homelessness, domestic violence, abuse from clients and drug use were highlighted. Several women described how their experience of domestic violence, lack of support and consequent isolation was the start of a descent to somewhere ‘even lower’.

“When you’ve had 10 years of control, you’ve lost your life skills, you’re stripped of any self-esteem and you’ve lost everything. Then you’re away from your home in complete isolation. It’s like being a child - you feel so stupid, you are so vulnerable and open to exploitation. I was extremely vulnerable, I was bullied and that’s when I got into drugs and prostitution.”

There was an expressed need for more positive and appropriate responses from social services, which recognise the impact of domestic violence.

“Social services had absolutely no awareness of what it’s like.”

“I lost the kids because they were at risk of violence – I was too scared to take them to school because that’s when he would always find me.”

“He (violent ex partner) has my son. I have to see him in order to see my son.”

*I suffered a nervous breakdown and ended up in hospital. When I left the hospital I went back to my council but they didn't do anything, they didn't provide help or support.*

“If it was not for the key worker, nothing would have been done. I am being passed from pillar to post.”

### Key themes

The overall aim of Lambeth’s domestic violence strategy is to reduce the incidence of domestic violence and increase the safety of those experiencing domestic violence. In order to achieve this, we have identified four key themes.

#### Access to services

Domestic violence initiatives will fail if victim safety is not the overriding priority at all times. We aim to increase safe choices for people experiencing domestic violence so that they may plan safer futures without compromising their quality of life.

#### Prevention

It is vital that abusers are held to account for their behaviour in a way that not only acts as a future deterrent for them, but also as a deterrent to other and potential abusers. Lambeth’s strategy focuses on increasing arrests and convictions where possible, and where it is safe to do so; undermining the social tolerance or approval of domestic violence; and raising awareness and understanding of domestic violence and its unacceptability amongst all communities and age groups, including young people.

#### Strategy, policy and resources

Working together is core to the success of the strategy. We will ensure an effective response through co-ordinated and adequately resourced joint action across agencies, based on consistent and well informed policy, leadership and systems.

#### Service information and planning

We can only plan services that meet needs, if we know what those needs are. We will ensure that data is collected by all key agencies to gain a more reliable picture of the incidence of domestic violence in the borough and the extent of unmet need. We will use this data to feed into service planning. We will also review existing services to identify areas for improvement and to ensure that resources are targeted where they will be most effective.

They just kicked me out. I found a refuge place through the Citizens Advice Bureau.

## Access to services

### Access

There continues to be a widespread lack of knowledge of the services available to people experiencing domestic violence. We will address this through two routes. The first will be to ensure a continuing campaign of awareness raising and publicity about the services currently available. The second will be to ensure that the wide range of agencies that come into contact with people experiencing domestic violence are able to identify and respond to their needs, through referral onto specialist services where appropriate.

During 2006/7 we will prioritise the development of domestic violence policies by all statutory agencies and relevant council departments, and the incorporation of training around domestic violence into the mainstream training programmes of those agencies. The domestic violence co-ordinator will support the development of these policies and seek to ensure that they are consistent, complementary and in line with good practice. We will encourage all agencies to consider the introduction of routine enquiry by staff. Domestic violence policies will be brought to the domestic violence forum for members to comment on before their introduction.

The domestic violence trainer will work with statutory and key voluntary sector agencies to develop appropriate training for all relevant staff. Key groups of staff for early training will include GPs and other health staff.

During 2006 the Council's Human Resources department will develop a personnel policy for domestic violence that can then be adapted by other agencies working in the borough.

### Service gaps

A number of service gaps have been identified by agencies working with people experiencing domestic violence. It is important that we now quickly establish the level and type of need in each area so that we can work with our partners to identify the required resources and develop appropriate services to fill those gaps where possible. In the context of finite resources and increased pressure on public sector budgets, it is important that we have a strong evidence base upon which to argue for and secure increased funding to develop new services or remodel existing working practices. The reported service gaps are:

- services for women with no recourse to public funds
- more emergency safe accommodation for women and children fleeing domestic violence
- housing for women without children
- Lambeth-based perpetrator programmes, including young people's services
- co-ordinated service provision for women with complex needs that include mental ill health and/or substance misuse
- services for children who are affected by domestic violence
- services for young people who are experiencing domestic violence
- support for victims/survivors who wish to remain in the borough

One of the priorities for Lambeth is to increase the range of choices for people experiencing domestic violence so that they may plan safer futures without compromising their quality of life. This will include offering options to stay in the borough as well as move out.

In 2006 we intend to develop a 'Sanctuary' scheme that will offer additional security, advocacy and support to those who wish to remain in their own home. We will also work with the Association of London Government (ALG) and others to ensure that there is access to a range of refuges and other services outside of the borough that Lambeth residents can access where necessary.

We will also review the adequacy of existing service provision and ensure that services that are commissioned from the independent sector, as well as those provided by statutory agencies, are covered by policies that recognise and have documented procedures for responding to domestic violence.

### Responding to diversity

Lambeth is a diverse borough, with a rich mix of languages, cultures and religions. It is essential that domestic violence services are able to work across the full range of communities within Lambeth in a culturally sensitive way, and that information about services is available in a range of community languages as well as other formats. This should include work with and materials targeted at groups that may be unlikely to approach mainstream services, including the lesbian, gay, bisexual and transgender community.

A number of agencies that commented on this strategy identified the need for work with community agencies and leaders within Lambeth to encourage the development of community, peer and neighbour support, and to undermine social tolerance of domestic violence in all communities. There was widespread concern about the lack of services for women who have no recourse to public funding and the inability to help them access safe housing and appropriate support. We intend to work with the ALG and others to better document the plight of women in this position and develop appropriate responses.

Lambeth is a relatively deprived borough and has a high number of people with complex needs which existing mainstream services find difficult to meet. This includes a high number of women with problems related to substance misuse, homelessness, mental health and prostitution. We will develop ways for existing agencies, including hostels, other homelessness agencies and statutory agencies, to work together better to meet the needs of this marginalised group, as well as fund new services for them.

## Prevention

Unlike many other crimes, domestic violence often takes place behind closed doors, within the family or relationship, and is not publicly visible. Continuing stigma means that domestic violence is under-reported and under-recorded. Nevertheless, domestic violence accounts for a large proportion of reported crime in Lambeth.

### Publicity campaigns

Many of those who responded to the strategy consultation emphasised the importance of investment in preventative work in order to send a strong message that domestic violence is not acceptable and that perpetrators will be held to account. Several of the people and organisations consulted felt that publicity campaigns should be targeted in particular at young people and men, and should include details of cases where effective action has been taken against perpetrators to deter other abusers. This would need to happen in a way that did not compromise safety or stigmatise any of the people involved.

Consultation also highlighted the need to work with local community groups to emphasise the unacceptability of domestic violence and to raise awareness of the remedies and support that exists.

### Criminal justice

The Police and other criminal justice agencies are crucial to the achievement of a higher number of convictions of perpetrators. Our action plan includes a number of targets for increasing the number of arrests and sanctioned detections for domestic violence and supporting victims to testify against their abusers. The action plan includes a target for increasing the numbers of perpetrators referred into perpetrator programmes, and steps to increase the support given to victims using the criminal justice system. It is important that work on prosecutions encompass both supporting victims and effective evidence gathering by the police to affect a prosecution with or without victim testimony.

**Young people**

Professionals working with young people in Lambeth reported a high incidence of domestic violence perpetrated and experienced by young people together with high levels of tolerance of domestic violence amongst these groups. Local professionals estimate that as many as one in three teenage parents are experiencing domestic violence. As routine police statistics do not include domestic violence amongst under 18s, this is likely to be a significant area of unrecognised and unmet need at present. We will aim to provide young people with the knowledge and skills to build relationships based on respect, shared power and a commitment to non-violence.

**Strategy and resources**

If this strategy is to be successful we need to ensure that it is resourced and that action is co-ordinated across all of the relevant agencies.

**Policies and strategies**

Domestic violence is already embedded in some key local policies and strategies but there is a need for further work in this respect. In particular we will want to see a much stronger focus on domestic violence in Lambeth's strategies, policies and service delivery for: Youth; Older People; Mental Health; Substance Misuse; and Lesbian, Gay, Bisexual and Transgender (LGBT). We will build upon and strengthen the links already made between domestic violence and the Adult Protection Procedure.

We will work with the Local Strategic Partnership to argue for domestic violence targets to be included in the Safer Communities block of Lambeth's Local Area Agreement.

**Lead officers**

Key to achieving the objectives set out in this strategy is to ensure that there is a senior level lead identified within all key agencies, and appropriate representation at the domestic violence forum and strategy group. We will ensure that any gaps are filled during 2006.

A new domestic violence lead will be established for the Safeguarding Children Board to ensure that domestic violence is embedded into the work of that group.

We will also identify an elected member to champion domestic violence in the borough and make efforts to ensure that elected members are aware of domestic violence service gaps as well as progress made under this strategy to respond to them.

**Funding**

We are aware of the need to ensure that the delivery and co-ordination of domestic violence services in the borough are based on long term adequate funding. We aim to ensure that funding for the domestic violence co-ordinator, trainer, domestic violence centre, and information resources budget is incorporated into mainstream budgets by April 2008.

**Service information and planning****Data collection**

In order to argue successfully for resources to address domestic violence and to ensure that available funding is targeted where it will have most impact, it is imperative that we develop more effective data collection and monitoring systems that work across key agencies.

During 2006/7 we will finalise an audit of current data collection and monitoring systems and assess the feasibility of introducing a common system across key agencies. We will link into work being carried out by other London and national agencies in this area.

**Service planning**

We will work with providers – including statutory agencies – to ensure that they have systems in place to monitor their responses to domestic violence and the need for service improvements.

The development of the domestic violence centre provides us with an opportunity to gather information on needs from the range of agencies operating from the centre and feed this into future service planning and commissioning.

During the life of this strategy we will devote some resources to research and analysis of available information to feed into the development of proposals to fill the service gaps identified.

*The police were very sympathetic. I dealt with their community unit, which was very much on my side.*

“I was escaping an arranged marriage, so I was also escaping his family. I called Women’s Aid. I went on the internet and got their number. They gave me telephone numbers of refuges to contact. I found them very helpful.”

Lambeth Domestic Violence Strategy 2006-2008 – Action Plan

Task	Lead agency	Other agencies	Timescale	Resources	Measure of success
Maximise awareness of domestic violence services through a variety of information resources and media, including a directory of local services, information on websites of all key agencies (PCT, LBL), posters and leaflets at public offices and events – in a variety of languages and formats	DV Strategy Group	DV Co-ordinator Community Safety Communications Manager	Ongoing	Budget to be agreed	Survey reveals increased awareness amongst agencies and potential service users
Develop comprehensive directory of services	DV Co-ordinator	Statutory agencies Voluntary agencies	September 2006	Existing resources	Directory produced and issued
All agencies to embed domestic violence training for customer facing staff and their line managers in their mainstream training programme	DV Strategy Group	LBL PCT GPs Police Hospital Trusts Sure Start Youth Services Schools Voluntary Sector	April 2007	Support from DV Co-ordinator and DV Trainer	Training delivered to relevant staff from 80% of teams/practices
All agencies to have a domestic violence policy in place which includes i) arrangements for monitoring and evaluation of effectiveness and access by disadvantaged or minority groups ii) consideration of the need for routine enquiry	LBL PCT	DV Co-ordinator Registered Social Landlords Voluntary sector providers	By April 2007	Policy advice from DV Co-ordinator	Policy in place for all relevant LBL departments and PCT

Lambeth Domestic Violence Strategy 2006-2008 – Action Plan  
Access to Services continued

Task	Lead agency	Other agencies	Timescale	Resources	Measure of success
All agencies to have a personnel policy on domestic violence for staff experiencing or perpetrating domestic violence	LBL Human Resources	PCT Other voluntary and statutory sector providers	By Nov 2006 for LBL By Nov 2007 for remainder	Existing resources	LBL policy in place which can be adapted by other agencies
Identify need for emergency safe houses for survivors and their families and develop appropriate range of services	LBL Housing	Supporting People	April 2007	Existing resources	Number of out of hours safe houses identified that can be referred to
Ensure that a range of remedies exist to prevent survivors of domestic violence losing their homes, including the establishment of a sanctuary-type scheme that incorporates advice, support and advocacy	LBL Housing	Supporting People	April 2007	Supporting People and Housing funding for new Sanctuary service	Sanctuary service in operation
Develop a co-ordinated and effective response to the needs of women with complex needs experiencing domestic violence	DV Strategy Group	Supporting People Substance Misuse Mental Health LBL Housing PCT	April 2007	Supporting People needs mapping after DV sector service reviews	People with complex needs experiencing domestic violence and agencies working with them report improved service delivery
Ensure domestic violence is considered in the planning and commissioning of family support services	LBL CYPS	Housing Supporting People	April 2007	Supporting People and CYPS priority for funding	Plans and specifications for services which address domestic violence
Work with the GLA, ALG and other boroughs to ensure that survivors and their families are able to access housing and other services outside the borough where necessary.	LBL Housing LBL Supporting People	LBL ACS LBL CYPS	April 2007	Existing resources	People experiencing domestic violence and agencies working with them report improved access to services outside of borough

Lambeth Domestic Violence Strategy 2006-2008 – Action Plan  
Access to Services continued

Task	Lead agency	Other agencies	Timescale	Resources	Measure of success
Identify services being commissioned for adults, children and young people in the borough that require a response to domestic violence, and include these requirements in the commissioning arrangements	LBL Housing LBL ACS LBL CYPS LBL Supporting People PCT	Service commissioners in relevant agencies	April 2007	Existing resources	Need for policy and response to domestic violence embedded into commissioning arrangements
Ensure all Police Officers attending domestic violence incidents complete form 124D	Police		Ongoing	Existing resources	100% completion achieved

Lambeth Domestic Violence Strategy 2006-2008 – Action Plan  
Prevention

Task	Lead agency	Other agencies	Timescale	Resources	Measure of success
Publicise a policy of zero tolerance of domestic violence	DV Strategy Group	DV Co-ordinator Community Safety Communications Manager	Ongoing	Publicity budget (to be identified)	Survey reveals awareness of effective sanctions
Work with schools and out of schools provision to embed domestic violence awareness and prevention in PSHE and SRE programmes, drawing on good practice from elsewhere	LBL CYPS	DV Co-ordinator SRE co-ordinator	April 2007	Production of suitable materials and training for staff	Domestic violence work taking place in at least four schools
Increase percentage of arrests made where power of arrest exists	Police		Ongoing	Existing resources	% achieved

Lambeth Domestic Violence Strategy 2006-2008 – Action Plan  
Prevention continued

Task	Lead agency	Other agencies	Timescale	Resources	Measure of success
Ensure pre-sentence reports (standard delivery) are completed within 15 working days	Probation		Immediate effect	Existing resources	90%
Increase awareness of domestic violence amongst judiciary	Crown Prosecution Service	Police DV Co-ordinator Victim Support	Ongoing - training to start in May 2006		Survey shows increased awareness of: impact of domestic violence, multi-agency policy, and perpetrator programmes
Ensure that Probation propose placement of convicted perpetrators on IDAP programme, except where custody is deemed to be necessary	Probation		Immediate effect	Existing resources	100%
Improve links between Probation and Respect affiliated programmes for perpetrators whose conviction is not for domestic violence but where this is suspected	Probation		June 2006	Existing resources	Numbers of referrals made and taken up
Ensure i) Police complete sufficiently detailed remand application form which identifies and evidences objections to bail ii) victims are notified if defendant is released on bail.	Crown Prosecution Service	Police	Ongoing	Existing resources	Number of objections to bail applied for and granted % of victims notified that defendants have been released on bail
Improve sanctioned detections for domestic violence offences	Police		Ongoing	Existing resources	30% achieved for 2006/7

Lambeth Domestic Violence Strategy 2006-2008 – Action Plan  
Prevention continued

Task	Lead agency	Other agencies	Timescale	Resources	Measure of success
Ensure Special Measures Protocol is implemented at Camberwell Magistrates Court	District Crown Prosecutor	Victim Support Court Witness Service Witness Care Unit Case Progression Officers Judiciary CJU Chief Inspectors DV Strategy Group	May 2006	Existing resources	Protocol established and operated; enhanced knowledge and confidence amongst victims and witnesses (measured by WAVES survey)
Work in partnership to develop Specialist Domestic Violence Court at Camberwell	Crown Prosecution Service	Borough Criminal Justice Group	April 2008	Existing resources, Home Office	Specialist court established, enhanced public confidence, increased reporting/referrals (measured by WAVES survey)
Develop domestic violence MARACS (multi-agency risk assessment conferences) for high risk victims in line with the Cardiff model	DV Co-ordinator DV Strategy Group	DV Forum	April 2007	Existing resources	MARACS established with appropriate senior representation, information sharing protocols and working arrangements

Lambeth Domestic Violence Strategy 2006-2008 – Action Plan  
Strategy and resources

Task	Lead agency	Other agencies	Timescale	Resources	Measure of success
A domestic violence lead to be established for the Safeguarding Children Board to attend DV Forum and ensure domestic violence is embedded into the work of the Board	LBL CYPS	DV Co-ordinator DV Forum	By June 2006	Existing resources	Lead identified Regular attendance at forum
An elected councillor to be identified with lead responsibility to champion the domestic violence strategy across the borough	LBL ACS	DV Forum	By July 2006	Existing resources	Named councillor identified
Establish plan for achieving mainstream funding of domestic violence centre and staffing, co-ordinator, trainer and administrative support by March 2008	DV Strategy Group	DV Forum	March 2008	Resources to be identified	Mainstreaming achieved
Review role, governance and management of the domestic violence co-ordinator	DV Strategy Group	Lambeth Crime Prevention Trust	June 2006	Existing resources	Review completed and arrangements agreed
Agree a budget for information resources to raise awareness of and increase access to domestic violence services	LBL PCT Police	DV Co-ordinator	March 2007	Budget to be agreed	Adequate budget created
Ensure that domestic violence is embedded into the Youth Strategy, Children and Young People's Strategic Plan, LGBT strategy, Substance Misuse strategies and plans, Mental Health strategy; PCT strategy, Older People's strategy	DV Strategy Group	DV Co-ordinator	April 2007	Advice from DV Co-ordinator	Domestic violence embedded in the identified strategies/plans
Further develop and review the links between domestic violence and the boroughs Adult Protection procedure	LBL ACS	DV Co-ordinator	Review by April 2007	Existing resources	Review takes place and recommendations implemented

Lambeth Domestic Violence Strategy 2006-2008 – Action Plan  
Strategy and resources continued

Task	Lead agency	Other agencies	Timescale	Resources	Measure of success
Include targets for domestic violence in the Safer Communities block of the local area agreement (LAA)	Safer Lambeth Partnership working with the Local Strategic Partnership	DV Strategy Group	March 2007	Existing resources	Targets incorporated into LAA

Lambeth Domestic Violence Strategy 2006-2008 – Action Plan  
Service information and planning

Task	Lead agency	Other agencies	Timescale	Resources	Measure of success
Conduct audit of current data collection arrangements for domestic violence and consider feasibility of generic system across key agencies	DV Strategy Group	LBL Police PCT Voluntary Sector	Sept 2006 for review, data sharing in place across six agencies for 2007/8	Resource to be identified	Audit and feasibility study completed by due date, data sharing in place by 2007/8
Consider adoption of 'Safer Lambeth Partnership information sharing protocol' or any alternative developed by GLA for domestic violence to improve data exchange to feed into service planning and commissioning	DV Strategy Group	DV Forum members	Sept 2006	Existing resources	Decision taken on how to improve data gathering and information sharing
Develop system for collecting information on needs by the agencies operating from the domestic violence centre	LBL ACS	DV Co-ordinator	Sept 2006	Existing resources	System developed and agreed by all agencies

Lambeth Domestic Violence Strategy 2006-2008 – Action Plan  
Service information and planning continued

Task	Lead agency	Other agencies	Timescale	Resources	Measure of success
Review adequacy of current advocacy services to meet the diverse needs in the borough and scope to establish additional voluntary advocates. Develop action plan to address any weaknesses or gaps by 2008, including Independent Domestic Violence Advocates model	DV Co-ordinator	Existing advocacy providers	Sept 2006 and March 2008	Existing resources	Review and action plan completed by scheduled date
Review adequacy of current domestic violence services for women with no children, and implications of current service gaps	DV Strategy Group	LBL Housing LBL ACS DV Co-ordinator	September 2006	Resource to be identified	Review completed and proposals developed
Research and evidence the situation of women with no recourse to public funds in the borough who are experiencing domestic violence and work with GLA and others to fill service gaps	DV Strategy Group	LBL Housing LBL ACS	September 2006	Resource to be identified	Research undertaken
Ensure Lambeth Housing Department's policies and procedures take account of the needs of domestic violence survivors through the development of effective monitoring and evaluation arrangements, including housing stock transfers	LBL Housing	DV Forum	September 2006	Existing resources	Monitoring systems in place Annual review takes place
Formalise arrangements for attendance and representation at Blocked Case Review	Police	DV Strategy Group DV Co-ordinator	Under review	Existing	Arrangements formalised and agreed
Analyse data held on victims or perpetrators of assault under 18 to identify prevalence of domestic violence amongst this group to inform prevention and service planning	Police		September 2006	Existing	Analysis complete

Lambeth Domestic Violence Strategy 2006-2008 – Action Plan  
Service information and planning continued

Task	Lead agency	Other agencies	Timescale	Resources	Measure of success
Ensure all domestic violence services comply with the 14 minimum standards recommended by the GLA (see Appendix 1)	DV Strategy Group	DV Forum DV Co-ordinator	April 2007	Existing	All services audited and compliant
Ensure that Safer Lambeth Partnership achieves level one standards (in accordance with the 2nd Greater London Domestic Violence Strategy) by April 2007 and level two by April 2008 (see Appendix 3)	DV Strategy Group	DV Co-ordinator DV Forum	April 2007 and ongoing	Further investment is likely to be needed to achieve level two	Level 1 achieved by April 2007 and Level 2 by April 2008

List of abbreviations

- ACS Adults' and Community Services
- ALG Association of London Government
- CDRP Crime and Disorder Reduction Partnership
- CJS Criminal Justice System
- CPS Crown Prosecution Service
- CYPS Children and Young People's Services
- DV Domestic violence
- GLA Greater London Authority
- GOL Government Office for London
- IDAP Integrated Domestic Abuse Programme
- LAA Local Area Agreement
- LBL London Borough of Lambeth
- LGBT Lesbian, Gay, Bisexual, Transgender
- MARAC Multi-Agency Risk Assessment Conference
- PCT Primary Care Trust
- PSHE Personal, Social and Health Education
- SDVC Specialist Domestic Violence Court
- SRE Sex and Relationship Education

## Minimum standards for domestic violence services

The second London Domestic Violence Strategy set out a revised and streamlined set of standards as the minimum requirement for any statutory or voluntary agency delivering domestic violence services.

All services should:

- Display domestic violence posters in all public areas
- Provide additional domestic violence information (leaflets, crisis cards etc) in at least three community languages or alternative formats such as Braille, on tape, video, large print
- Include domestic violence information of relevance to survivors, children and perpetrators on the agency website
- Ensure relevant staff receive domestic violence training. Agencies should endeavour to ensure that staff at all levels should receive basic training - including managers and other senior staff as well as receptionists and call-handlers - and staff with specialist functions should receive specialist training which fully equips them for their work

- Have in place a specific personnel policy on domestic violence for staff experiencing or perpetrating domestic violence
- Display clear public information on their specific role and responsibilities in relation to domestic violence
- Have a specific individual with lead responsibility for domestic violence work and for this role to be explicitly included within their job description. In the case of local authorities, there should be a specific individual in each directorate
- Have in place mechanisms to monitor their agency's response to domestic violence and to collate data for sharing with other agencies
- Have in place systems to communicate domestic violence developments from partnerships to other staff in the agency

## Best Value Performance Indicator (BV 225)

1. Has the local authority produced a directory of local services that can help victims of domestic violence?
2. Is there within the local authority area a minimum of one refuge place per ten thousand population?
3. Does the local authority employ directly or fund a voluntary sector based domestic violence co-ordinator?
4. Has the local authority produced and adopted a multi-agency strategy to tackle domestic violence developed in partnership with other agencies?
5. Does the local authority support and facilitate a local multi-agency domestic violence forum that meets at least four times a year?
6. Has the local authority developed an information-sharing protocol and had it agreed between key statutory partners?
7. Has the local authority developed, launched and promoted a 'sanctuary' type scheme to enable victims and their children to remain in their own home, where they choose to do so and where safety can be guaranteed?
8. Has there been a reduction in the percentage of cases accepted as homeless due to domestic violence that had previously been re-housed in the last two years by that local authority as a result of domestic violence?
9. Does the council's tenancy agreement have a specific clause stating that perpetration of domestic violence by a tenant can be considered grounds for eviction?
10. Has the local authority funded and developed a domestic violence education pack in consultation with the wider domestic violence forum?
11. Has the local authority carried out a programme of multi-agency training in the last twelve months covering frontline and managerial staff in at least two of the following groups – housing staff, social services staff, education staff, health staff, and frontline police officers?

## Crime and Disorder Reduction Partnership Assessment Framework

The second London Domestic Violence Strategy sets out the performance assessment framework for all Crime and Disorder Reduction Partnerships. Three levels of standards are proposed, with the expectation of year on year improvements.

### Level one

- Independent advocacy service in place, consisting of at least one full-time advocate
- Local authority meeting at least 50 per cent of the government standard BVPI 225
- Local police making arrests in at least 50 per cent of domestic violence incidents where the power exists to do so
- Evidence of survivor consultation
- Domestic violence integrated into at least five of the following:
  - > Local Public Service Agreement
  - > Local Area Agreement
  - > Equality Action Plan
    - > Homelessness Reduction Strategy
  - > Education Development Plan
  - > Anti-bullying Strategy
  - > Crime and Disorder Reduction Strategy
  - > Drug and Alcohol Action Team Treatment Plan
  - > Local Policing Plan
  - > Children and Young People's Plan
  - > Primary Care Trust Local Development Plan
  - > Child and Adolescent Mental Health Strategy
  - > Teenage Pregnancy Strategy
  - > The Healthy Schools Programme Plan
  - > Sure Start Strategy
  - > Neighbourhood Renewal Strategy

- > Vulnerable Adult Protection Strategy
- > Equality standard for local government
- A named individual with responsibility for domestic violence in at least four local statutory agencies/local authority directorates
- Local temporary accommodation hostels have a specific domestic violence policy in place
- An elected local Councillor with specific responsibility for domestic violence
- CDRP allocates an annual budget to the local Domestic Violence Forum
- Domestic violence work taking place in at least two schools
- Inter-agency data collection systems in place involving at least six agencies
- Formal links existing between the Domestic Violence Forum and the Safeguarding Children Board

### Level two

- An independent advocacy service in place, consisting of at least three full time (or equivalent) advocates
- A named individual with responsibility for domestic violence in at least six local statutory agencies/local authority directorates
- A specific domestic violence policy in at least three local housing associations/housing support providers
- All local refuge projects having at least one full time children's worker
- Local police making arrests in at least 65 per cent of domestic violence incidents where the power exists to do so
- Domestic violence fully integrated into at least seven of the following:
  - > Local Public Service Agreement
  - > Local Area Agreement
  - > Equality Action Plan

- > Homelessness Reduction Strategy
- > Education Development Plan
- > Anti-bullying Strategy
- > Crime and Disorder Reduction Strategy
- > Drug and Alcohol Action Team Treatment Plan
- > Local Policing Plan
- > Children and Young People's Plan
- > PCT Local Development Plan
- > Child and Adolescent Mental Health Strategy
- > Teenage Pregnancy Strategy
- > The Healthy Schools Programme Plan
- > Sure Start Strategy
- > Neighbourhood Renewal Strategy
- > Vulnerable Adult Protection Strategy
- > Equality standard for local government
- A contact centre offering supervised handover
- Evidence of readiness for a SDVC
- Local authority meeting at least 75 per cent of BVPI 225
- Employment of at least a part-time Domestic Violence Co-ordinator on a permanent contract or a full time Domestic Violence Co-ordinator on a short-term contract of not less than two years duration
- A senior member of staff with specific responsibility for domestic violence in each of the 'Responsible Authorities'
- Evidence of cross-sector work between domestic violence and substance abuse services or domestic violence and mental health services
- CDRPs allocating an annual budget to the local Domestic Violence Forum comprising at least 15 per cent of monies allocated to violent crime
- Evidence of on-going survivor involvement to shape local strategies and priorities
- Domestic violence work taking place in at least four schools
- A named link person in the local education authority with responsibility for ensuring children who move

into the borough are found a school placement as quickly as possible

- A Snapshot Project operating in at least two surgeries or an A&E Department
- Routine enquiry in place in maternity services
- At least one refuge bed-space fully accessible to a woman with mobility or sensory impairment
- Inter-agency information-sharing protocol in place
- Systems in place for interventions with perpetrators who are not being managed by the CJS

### Level 3

- An independent advocacy service in place consisting of at least four full time (or equivalent) advocates
- A holistic sanctuary scheme in place
- Community-based services for children exposed to domestic violence
- CDRPs allocating an annual budget to the local Domestic Violence Forum comprising at least 25 per cent of monies allocated to violent crime
- Local police division are making arrests in at least 80 per cent of domestic violence incidents where the power exists to do so
- A contact centre offering high vigilance contact services
- Employment of a full-time Domestic Violence Co-ordinator on a permanent contract
- Local authority meeting at least 90 per cent of BVPI 225
- Domestic violence integrated into at least nine of the following:
  - > Local Public Service Agreement
  - > Local Area Agreement
  - > Equality Action Plan
  - > Homelessness Reduction Strategy
  - > Education Development Plan
  - > Anti-bullying Strategy

- > Crime and Disorder Reduction Strategy
- > Drug and Alcohol Action Team Treatment Plan
- > Local Policing Plan
- > Children and Young People's Plan
- > PCT Local Development Plan
- > Child and Adolescent Mental Health Strategy
- > Teenage Pregnancy Strategy
- > The Healthy Schools Programme Plan
- > Sure Start Strategy
- > Neighbourhood Renewal Strategy
- > Vulnerable Adult Protection Strategy
- > Equality Standard for Local Government
- A named individual with responsibility for domestic violence in at least eight local statutory agencies/local authority directorates
- Domestic violence work taking place in at least six schools
- A SDVC in place
- All 'Responsible Authorities' have a domestic violence personnel policy
- Evidence of cross-sector work between domestic violence and substance abuse services and domestic violence and mental health services
- A Snapshot project operating in at least four surgeries or an A & E department
- At least two refuge bed-spaces fully accessible to a woman with mobility or sensory impairment
- Formal referral routes in place for perpetrators to programmes meeting Respect minimum standards

## Useful contacts

### Lambeth Gaia Centre

Centre for women who have experienced or are experiencing domestic violence. The Gaia centre can provide information on a range of domestic violence services in Lambeth, and offer support and other services.  
Tel: 020 7733 8724  
E-mail: administrator@gaia-lambeth.com

### Domestic violence officers

#### Lambeth Domestic Violence Co-ordinator

Lambeth Crime Prevention Trust  
2-6 Atlantic Avenue  
London SW9 8HY  
Tel: 020 7733 0101  
E-mail: dvcoordinator@lcpt.org.uk

#### Lambeth Domestic Violence Trainer

Lambeth Crime Prevention Trust  
2-6 Atlantic Avenue  
London SW9 8HY  
Tel: 020 7733 0101

### Statutory agencies

#### London Borough of Lambeth

Tel: 020 7926 1000

#### LBL Adults' and Community Services

Includes social services for older and disabled people, adults with mental health problems, learning disability or who misuse drugs or alcohol  
Tel: 020 7926 5555

#### LBL Children and Young People's Services

Includes social services for children and young people, including referral and assessment, and family support and child protection  
Tel: 020 7926 5555

### LBL Housing

Includes services such as homelessness services, housing allocations and housing advice  
Tel: 020 7926 6000 – general enquiries  
Tel: 020 7926 4200 - homelessness

### Lambeth Primary Care Trust

Includes information on GPs and other local health services  
Tel: 020 7716 7100

### Metropolitan Police Service

Lambeth Community Safety Unit  
To report incidents of domestic violence and get support.  
Tel: 020 8721 3645  
(in an emergency, phone 999)

### Voluntary sector services

#### Lambeth Crime Prevention Trust

2-6 Atlantic Avenue  
London SW9 8HY  
Tel: 020 7733 0101

#### Victim Support Lambeth

1st Floor, Lincoln House  
1-3 Brixton Road  
London SW9 6DE  
Tel: 020 7820 0007/8  
E-mail: admin@vslambeth.org.uk

#### Lambeth Women's Aid

Tel: 020 8678 6233 and 020 8674 8800

### Helpline

#### National Domestic Violence Helpline

Tel: 0808 2000 247

**Services for women under 18**

**Children and Adolescent Mental Health Service**  
Tel: 020 7411 4140

**The Hide Out**  
Website with help and support for young people  
www.thehideout.org.uk

**Services for women working in the sex industry**

**Streatham Streetlink**  
Tel: 020 8696 0943

**Services for women from Black and Minority Ethnic Communities**

**Asha Project (Asian)**  
Tel: 020 8696 0023

**Jewish Women's Aid**  
Tel: 020 8445 8060

**Muslim Women's Helpline**  
Tel: 020 8904 8193

**Solas Anois (Irish)**  
Tel: 020 8664 6289

**Southall Black Sisters**  
Tel: 020 8571 9595

**Services for men**

**Domestic Violence Intervention Project**  
Tel: 020 7633 9181

**Mankind Initiative**  
Tel: 0870 794 4124

**Men's Aid**  
E-mail: support@mensaid.org

**Other Useful Websites**

**London Borough of Lambeth**  
www.lambeth.gov.uk

**Lambeth Primary Care Trust**  
www.lambethpct.nhs.uk

**Lambeth Crime Prevention Trust**  
www.lcpt.org.uk

**Victim Support Lambeth**  
www.vslambeth.org.uk

**Rights of Women**  
www.rightsofwomen.org.uk

**Safer Lambeth Partnership**  
www.saferlambeth.org.uk

**Feedback form**

Improving Lambeth's domestic violence services and strategy

We have made a commitment to deliver the services and developments contained within this strategy document. We hope that you will provide feedback on our progress.

Please take this opportunity to let us know where we can make improvements, what we are doing well and any suggestions for work in the future.

Name .....

Address .....

Comments .....

**Please send your comments to**

Valerie Dinsmore  
Head of Customer and Community Relations  
Lambeth Adults' and Community Services  
Phoenix House  
10 Wandsworth Road  
London SW8 2LL  
E-mail: vdinsmore@lambeth.gov.uk



If you would like a summary of this information in community languages, or in other formats such as large print, Braille, or on disk, please contact Lambeth Adults' and Community Services on 020 7926 5555.

#### Spanish

Si desea esta información en otro idioma, rogamos nos llame al **020 7926 5555**

#### Portuguese

Se desejar esta informação noutro idioma é favor telefonar para **020 7926 5555**

#### French

Si vous souhaitez ces informations dans une autre langue veuillez nous contacter au **020 7926 5555**

#### Bengali

এই তথ্য অন্য কোনো ভাষায় আপনার প্রয়োজন হলে অনুগ্রহ করে ফোন করুন **020 7926 5555**

#### Twi

Se wope saa nkaeboy yi wo kasa foforo mu a fre **020 7926 5555**

#### Yoruba

Tí ẹ ba fẹ ìmoràn yìí, ní èdè Òmíràn, ẹjǫ, ẹ kàn wà l'ágogo **020 7926 5555**

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