

STANDING TOGETHER AGAINST DOMESTIC ABUSE

# Resources to Develop an Effective Sanctuary Scheme

**STANDING  
TOGETHER**  
against domestic abuse

May 2023



# CONTENTS

**SANCTUARY SCHEME REFERRAL FORM 3**

**SANCTUARY SCHEME MONITORING  
GUIDANCE 9**

**SANCTUARY SCHEME COORDINATOR  
TEMPLATE JOB DESCRIPTION 17**

# SANCTUARY SCHEME REFERRAL FORM

## Referrer Details

Full name	
Job title	
Organisation name	
Email	
Contact telephone	

## Client Details

Full name	
Date of birth	
Address where Sanctuary installations are required	
Contact telephone	
Times when it is not safe to contact	

## Gender

Female
  Male
  Prefer not to say

Prefer to self-describe:

Is the client's gender identity the same as the sex they were assigned at birth?
  Yes
  No

## Sexual orientation

Bisexual
  Gay Man
  Gay Woman / Lesbian

Heterosexual / Straight
  Prefer not to say

Prefer to self-describe:

## Ethnicity

Indian
  Pakistani

**Asian or Asian British**
 Bangladeshi
  Chinese

Other Asian background

<b>Ethnicity (continued)</b>			
<b>Black, Black British, Caribbean or African</b>	<input type="checkbox"/> Caribbean	<input type="checkbox"/> African	
	<input type="checkbox"/> Other Black, Black British, or Caribbean background		
<b>Mixed or multiple ethnic groups</b>	<input type="checkbox"/> White and Black Caribbean	<input type="checkbox"/> White and Black African	
	<input type="checkbox"/> White and Asian	<input type="checkbox"/> Other Mixed or multiple ethnic background	
<b>White</b>	<input type="checkbox"/> English, Welsh, Scottish, Northern Irish or British	<input type="checkbox"/> Irish	
	<input type="checkbox"/> Gypsy or Irish Traveller	<input type="checkbox"/> Roma	
	<input type="checkbox"/> Other White background		
<b>Other ethnic group</b>	<input type="checkbox"/> Arab	<input type="checkbox"/> Other ethnic group	
<input type="checkbox"/> Prefer to self-describe:		<input type="checkbox"/> Prefer not to say	
Interpreter needed	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If yes, please specify language:			
<b>Disability</b>			
<input type="checkbox"/> Physical	<input type="checkbox"/> Learning disability	<input type="checkbox"/> Mental illness	<input type="checkbox"/> Mental impairment
<input type="checkbox"/> No disability	<input type="checkbox"/> Prefer not to say		
Please provide any information on adjustments that may need to be made to best support the client			
<b>Additional support needs</b>			
No Recourse to Public Funds	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Pregnant	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

<b>Household Details</b>			
<b>Accommodation type</b>			
<input type="checkbox"/> Bungalow	<input type="checkbox"/> Flat	<input type="checkbox"/> Maisonette	<input type="checkbox"/> Semi-detached

<input type="checkbox"/> Terraced	<input type="checkbox"/> Other (please specify):		
<b>Tenure type</b>			
<input type="checkbox"/> Council housing	<input type="checkbox"/> Housing Association	<input type="checkbox"/> Privately rented	<input type="checkbox"/> Privately owned
Other (please specify):			
Name(s) on tenancy or mortgage:			
Number of children:		Ages of children:	

## Client Safety

<b>Name of perpetrator</b>			
<b>Whereabouts of perpetrator</b> (where do they live? Local authority / have they attempted to gain entry to the property?)			
<b>Brief description of recent domestic abuse incidents and risks</b> (e.g. risk of arson, breaking and entering, police involvement)			
<b>DASH risk assessment completed</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If yes, please provide the RIC score:			
<b>Client referred to MARAC</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If yes, please provide the date of the MARAC meeting:			
<b>Police involvement</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If yes, please provide details			
<b>Risk of arson</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If yes, please provide details			

--

**Any other concerns regarding the risk from the perpetrator or those connected to the perpetrator** (e.g. access to weapons, their occupation)

--

**Has the client been referred to a specialist domestic abuse service?**

Yes

No

Please provide details

--

**Interim measures required for the client's safety** (e.g. emergency lock changes / emergency accommodation while they wait for installation)

--

**Any concerns that the perpetrator may find out about the installation** (e.g. from neighbours, children etc.)

--

**Any concerns that the perpetrator may be let into the property** (consider risks for housing in multiple occupation, blocks of flats etc. Does the perpetrator attend the property as part of ongoing child contact?)

--

**Civil order in place to restrict the perpetrator from the property**

Yes

No

If yes, please include the expiry date:

--

## Installation details

**Specific requests from the client / additional needs that may affect the installation** (e.g. restricted mobility, property type)

**Requests or concerns from the client regarding the installation of works** (e.g. a man entering the property, would like someone present for support, requesting that the installer use a password)

## Information sharing and consent

The information contained on this form will be passed to [include list of relevant agencies e.g. the organisation providing administration/coordination, IDVA service, security contractor].

You will be contacted by the security contractor who will carry out an initial visit to your home to assess your property type to identify what security devices are safe and appropriate to install. The installations will then be carried out on the same day if safe and practical to do so. If additional security devices are needed, an installation appointment will be made for another day that is convenient for you.

The personal data that we collect will be stored securely by all agencies involved, and identifiable information will not be shared with anyone who is not involved in the scheme. Anonymised and collated data will be shared with the scheme's funders (for example, the number of people supported who are female, or the number of people supported who have a disability).

If you are not already being supported by a specialist domestic abuse service, you will be offered a referral which is completely voluntary and is not a requirement of having the Sanctuary Scheme installed in your home.

[insert organisation name] would like to contact you 3 to 6 months after the installation to gather feedback on how well the scheme is working. Again, this is voluntary and is not a requirement of having the scheme installed in your home.

You can withdraw your consent to any part of the scheme at any time by letting the professional who referred you know or by telling [insert name of IDVA service] once you're in contact with them.

### **I consent to have Sanctuary Scheme installed in my home**

Yes       No

### **I consent for an agency involved in administering this scheme to contact my landlord (if applicable) for permission for Sanctuary Scheme installations to be carried out**

Yes       No

### **I consent to have my information shared with the organisations involved in delivering the Sanctuary Scheme**

Yes       No

### **I consent for a female member of staff from [insert organisation name] to contact me 3 to 6 months after the Sanctuary Scheme is installed to gather feedback on the works**

Yes       No

# SANCTUARY SCHEME MONITORING GUIDANCE

For the delivery of Sanctuary Scheme, your organisation should aim to report on progress against the following outputs:

- Number of referrals received
- Source of referrals
- Number of referrals accepted
- Number of referrals not accepted and reasons for non-acceptance
- Number of Sanctuary Scheme installations completed and details on specific measures installed
- Number of installations cancelled and reasons for cancellation
- Number of working days between referral and installation
- Cost of measures installed

Alongside this, you should aim to collect the following information from all victim/survivors who are receiving a Sanctuary Scheme installation. This is crucial to enabling deeper analysis of the above information and allows for better understanding of exactly who is accessing Sanctuary Scheme. Collecting demographic and household data also allows us to better identify the needs of particular groups.

- Victim/survivor demographics, including:
  - Age
  - Gender identity
  - Sexual orientation
  - Ethnicity
- Victim/survivor additional support needs, including:
  - Language
  - Disability
  - NRPF
  - Pregnancy

- Household information, including:
  - Accommodation type
  - Tenure type
  - Presence of children
  
- Client safety information, including:
  - Risk level
  - MARAC referral
  - Fire safety concerns

It is also important to record the number of cases where demographic information is unknown. This helps with understanding where there may be challenges around data collection. At Standing Together, we report on the above outputs on a quarterly basis, however you may prefer to do this more or less frequently based on existing reporting schedules.

# Sanctuary Scheme Monitoring Template

Date from:

Date to:

Location:

## Referrals and installations

	Q1	Q2	Q3	Q4	Total
Number of referrals received					
Number of referrals accepted					
Number of referrals not accepted					
Number of installations cancelled					
Number of installations completed					

Referral sources	Q1	Q2	Q3	Q4	Total
Housing association					
Police					
Private rented sector agency					
Social services					
Specialist domestic abuse service					
Other					

Measures installed	Q1	Q2	Q3	Q4	Total
Additional door locking points					
Door chain and viewer					
Window locks					
Birmingham/London bar					
Double locking night latch					
Deadlock					
Key operated locking bolts					
Personal safety alarm					

Measures installed	Q1	Q2	Q3	Q4	Total
Property marking kit					
Timer for interior lighting					
Hinge bolts					
Door panels					
Window shock alarms					
Distraction burglary toolkit					
Fire safety check					
Fireproof letterbox					
Repairs to door frames					
Safe room					

	Q1	Q2	Q3	Q4	Total
Lowest spend					
Highest spend					
Average spend per household					

	Q1	Q2	Q3	Q4	Total
Average number of days between referral and installation					

### Client details

Gender	Q1	Q2	Q3	Q4	Total
Female					
Male					
Other					
Unknown					

	Q1	Q2	Q3	Q4	Total
Client's gender identity differs to the sex they were assigned at birth					

Disability	Q1	Q2	Q3	Q4	Total
Physical					
Learning disability					
Mental illness					
Mental impairment					
Unknown					

Ethnicity	Q1	Q2	Q3	Q4	Total
<b>Asian or Asian British</b>					
Indian					
Pakistani					
Bangladeshi					
Chinese					
Other Asian background					
<b>Black, Black British, Caribbean or African</b>					
Caribbean					
African					
Other Black, Black British, or Caribbean background					
<b>Mixed or multiple ethnic groups</b>					
White and Black Caribbean					
White and Black African					
White and Asian					
Other Mixed or multiple ethnic background					
<b>White</b>					
English, Welsh, Scottish, Northern Irish or British					
Irish					
Gypsy or Irish Traveller					
Roma					
Other White background					

<b>Other ethnic group</b>					
Other					
Unknown					

	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>
Interpreter needed					

<b>Age</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>
Under 18					
18-24					
25-34					
35-44					
45-54					
55-64					
65 or older					
Unknown					

<b>Additional support</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>
No Recourse to Public Funds (NRPF)					
Pregnant					
Other					

### Household details

<b>Accommodation type</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>
Bungalow					
Flat					
Maisonette					
Semi-detached					
Terraced					
Other					

<b>Tenure type</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>
--------------------	-----------	-----------	-----------	-----------	--------------

Social housing					
Privately rented accommodation					
Privately owned accommodation					
Living with a friend/family member					
Refuge accommodation					
Sheltered/supported accommodation					
Other					

	Q1	Q2	Q3	Q4	Total
Number of dependent children					

	Q1	Q2	Q3	Q4	Total
Average age of children					

**Client safety** (This is based of DASH RIC but other assessments can be used)

	Q1	Q2	Q3	Q4	Total
High risk					
Medium risk					
Low risk					

	Q1	Q2	Q3	Q4	Total
Number of clients with MARAC referral					

	Q1	Q2	Q3	Q4	Total
Number of clients with arson concerns					

Please tell us about wider sanctuary scheme related work such as updates on the sanctuary scheme working group? This can be bullet pointed:

Q1
Q2

Q3

Q4

# SANCTUARY SCHEME COORDINATOR TEMPLATE JOB DESCRIPTION

## Introduction

The purpose of this job description template is to provide housing providers and domestic abuse services with a draft job description for the role of a Sanctuary Coordinator. This template is for a post which can sit in either a local authority, or domestic abuse service and would be commissioned by the local authority. However, aspects of draft job description can be utilised by housing associations exploring their current Sanctuary Scheme provision.

For more information about the model used by [Standing Together Against Domestic Abuse](#), please visit our wider guidance on [Developing an Effective Sanctuary Scheme](#).

## About the role

The purpose of this role is to coordinate [insert Local Authority] Sanctuary Scheme provision to ensure the scheme is effectively delivered to ensure victim/survivors are safe within their home. The role of coordinating Sanctuary includes both practical day to day operations as well as providing risk assessments and safety planning support where required.

The Sanctuary Coordinator will be responsible for leading the Sanctuary Scheme working group. This provides a forum for housing providers, local authorities, and domestic abuse agencies to share updates on each local Sanctuary Scheme, share best practice and review wider local Sanctuary provision.

## Duties and Responsibilities

- Oversee the Sanctuary Scheme referral process which includes assessing referrals using a trauma-informed and victim/survivor-centred approach and determining whether the referral meets the Sanctuary Scheme criteria.

- Liaise with referrers to communicate the outcome of the referral and determine how victim/survivors can be best supported by the scheme in conjunction with other interventions and support.
- Process Sanctuary Scheme referrals within an adequate timeframe.
- Provide domestic abuse informed guidance and support to referring agencies where there is uncertainty in making a referral and to remove any barriers preventing access to the Sanctuary Scheme.
- Work with multi agency partners involved in all stages of Sanctuary provision to embed an effective [Coordinated Community Response \(CCR\)](#).
- Review and approve Sanctuary recommendations made by the relevant security contractor and respond to queries that may arise.
- Liaise with the relevant funder of the Sanctuary Scheme, such as the local authority where recommendations made are not within the scope of the Sanctuary Scheme and where necessary, build a case for approval of such works.
- Effectively monitor the expenditure against the budget, and evaluate the effectiveness of the scheme, including gathering feedback with victim/survivors and referring agencies, to ensure continuous improvement.
- Produce quarterly monitoring reports which outlines the Sanctuary Scheme provision delivered across the local area.
- Promote the scheme locally and ensure victim/survivors from marginalized communities can access the scheme, for example, through promoting the Sanctuary Scheme with local specialist by and for services.

- Coordinate and chair the Sanctuary Scheme working group, bringing together local partners to review their respective delivery models and operational processes in relation to sanctuary.
- Produce relevant guidance and resources to raise publicity and awareness of local Sanctuary Scheme provision.

## **Knowledge and Skills Required**

### **Essential**

- A thorough understanding of issues relating to domestic abuse, social housing and homelessness.
- Commitment to promote the rights of victim/survivors and their children.
- A good understanding of safeguarding responsibilities especially in relation to domestic abuse.
- An understanding of the Coordinated Community Response (CCR) to domestic abuse and commitment to all aspects of partnership working to improve that response.
- Experience of developing and maintaining relationships with partners to deliver positive outcomes for victim/survivors.
- Experience of working to organisational protocols and/or developing protocols, procedures and best practice guidance.
- An understanding of project monitoring, evaluation and stakeholder consultation.
- Excellent written, communication and presentation skills.

- An understanding of and commitment to equal opportunities in service delivery.

### **Desirable**

- An understanding of the Domestic Abuse Act and its implications for local authorities including the Domestic Abuse housing duty.
- Knowledge of homelessness and housing legislation including the Homelessness Reduction Act.
- Experience of working in the VAWG sector.