



Domestic Abuse: A Case Study

Implementing A Whole Housing Approach

Some facts

- ▶ 2.3m people experience domestic abuse each year
- ▶ Disabled women are twice as likely to experience abuse than non-disabled women
- ▶ Disabled people and older people are more likely to experience abuse from an adult family member
- ▶ 98,945 victims aged 60 or over experienced domestic abuse in 22/23

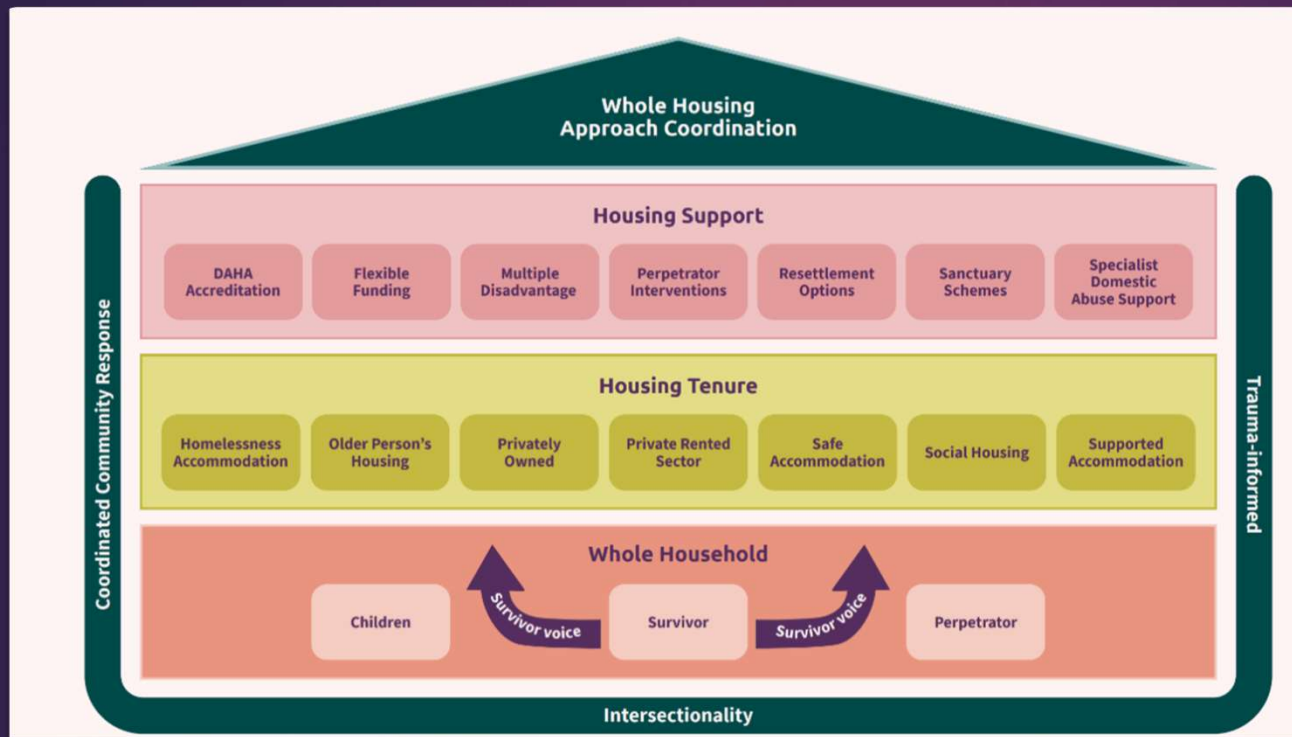


The Role Of Housing

- ▶ To identify survivors of domestic abuse before they reach a point of crisis.
- ▶ Provide a link to specialist domestic abuse services who can offer support.
- ▶ To support them to maintain their housing and hold perpetrators to account for their actions.
- ▶ Where necessary, to offer alternative, safe and secure long-term housing.
- ▶ To share information with multi-agency professionals to build a better understand of a family's circumstances.



Whole Housing Approach



DAHA Accreditation

Bronze Award

The foundations necessary to build a project plan to improve responses to domestic abuse



Silver Award

Build on and strengthen the work established in bronze



Gold Accreditation

Embed previous work and develop intersectionality, perpetrator responses and publicity



Some Facts About Islington

- ▶ Severe pressure on housing services – 2nd highest rate of homelessness in London
- ▶ Domestic abuse is 2nd highest cause of homelessness
- ▶ More domestic abuse related homelessness presentations than any other London Borough



Whole System Change

- ▶ Achieved DAHA Accreditation Jan 2024
- ▶ Fully implemented a Whole Housing Approach in May 2025
- ▶ DA response embedded throughout council – no silo working
- ▶ Based on trust, dignity & safety
- ▶ Over 100 DA Champions across housing services
- ▶ Daily MARAC style meetings
- ▶ Survivor led – every survivor is different



Importance of Survivor Voice

“Our inspiration came directly from survivors - those who had experienced horrific domestic abuse and who had come through our housing systems. We listened to the experts - the people living this - and responded to their needs, their concerns, and their direction.”

Cllr John Woolf, Islington Council

Outcomes

- ▶ 68% tenant satisfaction top quartile performance across London
- ▶ Restructured services in Housing Management and Housing Needs around the needs and feedback from people fleeing Domestic Abuse
- ▶ 20 community drop-in sessions with all community agencies to address needs in a place of safety
- ▶ Domestic Abuse Champions lead on policy reviews and have a flexible funding budget
- ▶ No budget overspend in Temporary Accommodation in the last financial year
- ▶ Treating every resident like we would wish to see a service provided to an important member of our own family

Contact & Resources

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Islington Council: www.islington.gov.uk

Whole Housing Approach: <https://www.dahalliance.org.uk/innovations-in-practice/whole-housing-approach/>

DAHA Accreditation: <https://www.dahalliance.org.uk/>

DAHA Training: <https://www.standingtogethertraining.co.uk/w/courses/cat-2-domestic-abuse-housing-alliance-daha-courses>