Multi Agency Domestic Abuse Toolkit
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About the Toolkit

This toolkit is for all frontline agencies who work with people who may be experiencing domestic violence and abuse. It includes information about the available legal and housing options so that people can make informed choices, be empowered and achieve the best outcomes. Early Intervention and prevention will ensure the response taken meets the needs of the individual and/or family; and the right services are provided at the right time.

The toolkit was developed in response to the large number of people who become homeless because of domestic abuse. All too often the victims are the ones who have to leave the family home with negative consequences for individuals, families and children.

Frontline agencies can be best placed to identify issues or difficulties, or where individuals disclose or ask for help enabling an early response to help individuals to help themselves and find solutions to problems or prevent problems developing.

In a study by Shelter, 40% of all homeless women stated that domestic abuse was a contributor to their homelessness

Shelter (2002)
What is Domestic Abuse?

Domestic abuse is defined as any incident of controlling, coercive, threatening behaviour, violence or abuse that takes place between adults who are 16 or over who are, or have been, intimate partners or within a family-type relationship. Domestic abuse can be psychological, physical, sexual, financial or emotional and can happen to anyone regardless of age, disability, gender, marital status, race, ethnicity, religion, belief, sexual orientation or lifestyle.

Almost all domestic abuse is directed by men against women, but it can and does occur in same-sex relationships, transgender relationships and between other family members. Domestic abuse also includes so called ‘honour-based violence, female genital mutilation (FGM) and forced marriage and victims are not confined to one gender or ethnic group.

**Indicators of abuse** – See appendix 1

Asking the question

Although it may be difficult to ask someone if they are suffering domestic abuse it is important to remember that most victims of domestic abuse will not usually disclose domestic unless they are directly asked. Whilst victims can be reluctant to disclose what is happening to them, they are often hoping that someone will ask them the question!

Safety and Confidentiality.

Making a safe enquiry is an important domestic abuse intervention even where it does not result in disclosure, and advice, information and support can still be provided.

- Always ensure you are alone with the person before enquiring into possible abuse - never ask in front of a partner, friend or child
- Make sure you can’t be interrupted and that you – and the person – have sufficient time
- Only use professional interpreters
- Do not enquire if the person lacks the capacity to consent to the interview
- Document the person’s response
Enquiring

Questions that may be used:
- How are you feeling?
- Is everything alright at home?
- Does anyone close to you, for example a partner, ex-partner or family member, make you feel frightened?”
- Does anyone close to you bully you, control you or force you into things?
- Has anyone close to you ever hurt you physically for example; hit you, pushed you, slapped, chocked you or threatened you in any way?”
- I noticed some bruising/cuts/scratches/burn marks, how did they happen?
- Does your partner ever treat you badly/call you names/push you round/threaten you?
- Does your partner get jealous of you seeing friends or talking to other people? If so, what happens?
- You mentioned that your partner uses drugs/alcohol. How do they act when drinking or on drugs

Record and follow up information that has been discussed

Domestic Abuse Disclosure

Where domestic abuse is disclosed it is important to deal with any immediate needs the person may have such as medical help, police assistance, and access to domestic abuse services that can provide immediate support.

If a person is in immediate danger, dial 999 and ask for the police.

If risk towards a child or a vulnerable adult is highlighted practitioners should contact: Contact Centre for Children, Families and Social Care
Telephone: 0161 234 5001
Email: mcsreply@manchester.gov.uk
www.manchester.gov.uk

Policies and Procedures

Practitioners need to be aware of their agency’s policy and procedures in relation to domestic abuse alongside the Manchester Safeguarding Children’s Board (MSCB) and Manchester Safeguarding Adults Board (MSAB) Multi-agency Procedures.
Information on MSCB and MSAB **Multi-agency Procedures** for responding to domestic can be found in Appendix 2. Safety is paramount and practitioners need to establish the safety of the individual. Ask questions such as:
- Are you safe?
- Is it safe to go home?
- What are the risks?
- What do you want to happen?
- Discuss the Domestic Abuse Assessment and Referral Form and if possible complete one.

**The Domestic Abuse Assessment and Referral Form** is a tool to use to assess risk, and to make referrals to appropriate agencies. The form has two sections which include the referral form, and a Domestic Abuse Risk Indicator Checklist (RIC)

**The Domestic Abuse Risk Indicator Checklist (RIC)** is a universal checklist used by the police and other specialist agencies to identify and assess the risks posed to an individual and identify high risk cases of domestic abuse and violence.

There are 24 questions on the RIC which help to decide which cases should be referred to MARAC and what other support might be required. Each question has a tick box where it asks to tick ‘Yes’, ‘No’ or ‘Don’t know’. There is also an additional box to record the source of information if the RIC is not being completed with the victim.

If 14 ticks or more have been answered ‘Yes’ and there has been a recent incident (within approximately the last 3 months), the case meets the MARAC referral criteria.

If there are fewer than 14 ticks answered ‘Yes’ on the RIC, but the practitioner feels that a victim or their family are at significant risk of harm, then they should refer to MARAC. This judgement is based on your ‘gut feeling’. There can be occasions where the context of the case gives cause for serious concerns even if the victim has not disclose the information that might highlight their risk more clearly. For information on MARAC and referrals see page 7.

The RIC is not a full risk assessment for either the children or vulnerable adults although it will provide valuable information about the risks that both of these groups are living with. The presence of children or vulnerable adults increases the wider risks of domestic violence and stepchildren are particularly at risk.

If there are fewer than 14 ticks answered ‘Yes’ on the RIC, and the practitioner does not believes that a victim or their family are at significant risk of harm then, with the consent of the victim they can refer or sign post to other agencies. See Flowchart.

To find about the other service visit: [www.endthefear.co.uk](http://www.endthefear.co.uk)
Domestic Abuse Helpline’s can provide support, help and information over the telephone to people who are experiencing or have experienced domestic abuse.

The Women’s Domestic Abuse Helpline can act as a referral point to other specialist agencies, help access refuge provision, offers telephone advice to different agencies on domestic abuse issues, and signposts them to services that are available within their area.

Women’s Domestic Abuse Helpline: 0161 636 7525.

Information Sharing

There can be barriers that can stop victims seeking help which can include the stigma of domestic abuse, not knowing what other help is available, poor responses in the past from agencies, hanging onto the hope that things will get better, fear of what may happen if they disclose, family values and fear of not being believed. So it is important to be open and honest from the start about the referral process including who the information will be shared with, and seek their agreement to the referral unless it is unsafe or appropriate to do so.

Consent

It is important to ensure that the individual who gives consent to the referral fully understands what they are consenting to and the implications of giving their consent. Being open and honest, including being clear about information sharing and respecting their wishes wherever possible will help to maintain trust and confidence. This conversation is an essential part of making sure that the practitioner fully understands their needs and agreeing how best to meet those needs, including which other agencies may be able to support them.

Consent is not needed if the risk has been judged as High and/or what has been disclosed is a safeguarding issue. Obtaining informed and explicit consent for information sharing is very important and ideally is obtained from the start.

Staff referring to MARAC without consent should ensure they discuss this with their manager or safeguarding lead and it is good practice to explain to a victim/survivor that you have made the referral and why you have made this without their consent.

To find out more information go to: www.gov.uk/government/information-sharing-for-practitioners.
What is a Multi-Agency Risk Assessment Conferences (MARACs)?

A MARAC is a Multi-Agency Risk Assessment Conference which draws together a number of agencies, such as the Police, Probation, Housing, Health, Children and Adults Services, Health, Independent Domestic Violence Advisors (IDVAs) and other specialists from the statutory and voluntary sectors.

The meeting is a forum where local partners come together to share information to enable the protection of adults and children who have been the victims of domestic violence. Actions will be agreed and a co-ordinated action plan put in place by those present in order to reduce the risk of immediate violence and reduce the risk of it happening again in the future. The victim does not attend the meeting but is represented by an IDVA who speaks on their behalf. Everything that is discussed in the meeting is confidential and will only be shared with other agencies in exceptional circumstances.

Referral to MARAC

The referral uploaded to MARAC SharePoint site.
Contact your agency’s MARAC representative to do this.

If your agency is not currently represented on MARAC, contact the Greater Manchester Police: marac@gmp.pnn.police.uk Tel: 0161 856 3569

Greater Manchester Sexual Violence Multi-Agency Risk Assessment Conferences (GMSV MARACs)

The SV MARAC is not intended to replace the existing Domestic Abuse MARACs as the focus is entirely different. The SV MARAC will service cases where there is repeat sexual violence, whether all reported at the same time or not, combined with other complicating factors such as drug and or alcohol issues, mental health issues or other debilitating facets to their character offending or victimisation.

MARAC for Domestic Abuse cases will continue as normal. In rare circumstances it may well be that a victim whose case has been referred to the Domestic Abuse MARAC may also need a referral to the sexual violence MARAC. It is envisaged that the need for an additional referral to the SV MARAC will be identified at the DA MARAC meeting and the DA MARAC will make the referral.

The purpose of the SV MARAC is to share information on the highest risk and most complex sexual violence and abuse cases between representatives of Independent Sexual Violence Advisors (ISVAs), Independent Domestic Violence Advisors (IDVAs) and other partner agencies such as police, probation, Housing, Health,
Children and Adults Services, Health and other specialists from the statutory and voluntary sectors.

**How do I refer to GMSV MARAC?**

The referral uploaded to GMSV MARAC SharePoint site:
Contact your agency’s MARAC representative to do this.

If your agency is not currently represented on MARAC, contact the Greater Manchester Police: [SVMARAC@gmp.police.co.uk](mailto:SVMARAC@gmp.police.co.uk)

**What is an Independent Domestic Violence Advisor (IDVA)?**

An IDVA is a practitioner for high risk cases of domestic abuse. Their primary purpose is to address the safety of ‘high risk’ victims and their children, serving as a victim’s main point of contact. IDVAs usually work with their clients from the point of crisis to assess the level of risk, discuss the range of suitable options and develop coordinated safety plans.

The IDVA implements safety plans, which include practical steps to protect victims and their children, as well as longer-term solutions. These plans will include actions from the MARAC as well as sanctions and remedies available through the criminal and civil courts, housing options and services available through other organisations. IDVAs offer independent support and work over the short- to medium-term to put victims on the path to long-term safety.

**How are victims referred to an IDVA service?**

MARAC’s refer victims to the IDVA service if contact with the victim has not already been established

Self referral: 0161 234 5393
Do’s and Don’ts

<table>
<thead>
<tr>
<th>Do</th>
<th>Don’t</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Have posters, leaflets an other media in public places</td>
<td>X Do nothing</td>
</tr>
<tr>
<td>✓ Prioritise the safety of the family</td>
<td>X Take action that will increase risk</td>
</tr>
<tr>
<td>✓ Report concerns to a manager / enquirer</td>
<td>X Talk to someone with others around</td>
</tr>
<tr>
<td>✓ Show you believe them if they disclose</td>
<td>X Write / phone without checking it's safe</td>
</tr>
<tr>
<td>✓ Take care of yourself and colleagues</td>
<td>X Tell the person what to do</td>
</tr>
<tr>
<td>✓ RECORD what happened</td>
<td>X Promise not to tell anyone - you may need to share information to</td>
</tr>
<tr>
<td>✓ Ensure the information is shared appropriately</td>
<td>safeguard others</td>
</tr>
</tbody>
</table>

Domestic Abuse Safety Plan

Completing a Domestic Abuse Safety Plan is a way of helping victims to protect themselves and their children. It helps to plan in advance for the possibility of future abuse. It also helps victims to think about how they can increase their safety either within the relationship, or if they decide to leave.

Safety at Home

If the victim is not ready to leave their abusive relationship, it is still important to assist them in putting a safety plan in place in case of a potentially violent incident.

Safety strategies

It is important to note that the list below is not exclusive and is not in a particular order. You can find a comprehensive safety plan by visiting: [www.endthefear.co.uk](http://www.endthefear.co.uk)

Safety at Home

You may consider:

- Keeping any important and emergency telephone numbers
- Being ready to dial 999
- Teaching the children to call 999 in an emergency and what they would need to say (for example, their full name, address and telephone number)
- Telling trusted friends or neighbours about the abuse and ask them to call the police if they hear angry or violent noises.
- Making up a code word that can be used when they need help.
- Choosing a place to go in an emergency – a close friend or relative
- Rehearsing an escape plan and thinking about the safest routes
- Pack an emergency bag
Safety strategies during an incident

- Stay out of rooms that contain objects which could be used as weapons such as the kitchen
- Stay out of rooms/places such as bathrooms, cupboards, wardrobes or small spaces where individuals could be trapped
- Use the quickest and safest route
- Call 999 right away for help
- Go to a neighbour or friend for help

Preparing to leave

You may consider:

- Gather important documents
- Make up an ‘Emergency Bag’
- Leave extra clothes, medication, and cash with a friend
- Plan how to leave with children safely. If they are at school, make sure that the head and the children’s teachers know what the situation is, and who will be collecting the children in future
- Plan to leave at a time when the alleged perpetrator will not be around

What to pack when planning to leave

It may be possible to keep hold of some items at all times and others may be able to be packed in the ’emergency bag’.

- Identification- Birth certificates, passports, (adults and children)
- Driving licence and car registration documents, if applicable
- Copies of documents relating to housing tenure (for example, mortgage details or lease and rental agreements) rental and mortgage payments, unpaid bills
- Insurance documents, including national insurance number
- Divorce papers, custody orders
- Money, bankbooks, cheque book and credit and debit cards.
- Keys for house, car, and place of work
- Cards for payment of Child Benefit and any other relevant welfare benefits
- Prescribed medication
- Address book, family photographs, diary, jewellery, small items of sentimental value
- Clothing and toiletries
- Children’s favourite small toys
- Taking any documentation relating to the abuse - e.g. police reports, court orders such as injunctions and restraining orders, and copies of medical records if possible.
Safety strategies for children

Even if children do not directly witness any abuse or violence, they can still be affected by it going on. It is important to remember that safety is paramount.
- Teach children not to become involved in any violent or aggressive incidents
- Teach children how to get out of the house safely, for example do they know how to unlock the front door
- Inform children of how to call the police or other people who may be able to help and what information they may need to give over the phone.
- If other people look after the children or they are still at school, make sure they know of any court orders, etc.

Safety Strategies after leaving the relationship

- Change the locks and have extra security fitted – Sanctuary Scheme
- Contacting Greater Manchester Fire and Rescue Service for a FREE home fire risk assessment, which includes the fitting of a smoke alarm
- Ask a trusted neighbour to look out for alleged perpetrator and inform them or the police
- Be aware of the quickest escape route
- Use of - Non Molestation Order, Occupation order and other appropriate injunctions and court orders.
- Change mobile and landline number
- Stop using joint account
- Tell children to keep address confidential

Job and public safety

- Informing employer/line manager about the situation
- Ask IT department to change email address and direct telephone number
- Consider changing route to and from, work, school, shopping, visiting etc,
- Shop at different supermarkets
- Alter routines
- Change bank account
- Change regular appointments
- Carry a personal alarm/fully charged mobile phone

The Women’s Aid Survivors Handbook includes practical advice when a victim of domestic abuse is preparing to leave the perpetrator. [www.womensaid.org.uk](http://www.womensaid.org.uk)
Police

Reporting incidents assists police in tackling domestic abuse. The information you provide is invaluable and enables us to identify areas of concern and patterns of behaviour that could lead to the prosecution of offenders and to ensuring the safety of the victim. If you find yourself in a situation where you are in immediate danger, phone 999.

Help us to help you

You can help us to help you by:

- Providing as much detail as possible about what has happened to you
- Making a note of the time and date and place the incident(s) took place
- Providing the names and addresses of anyone who saw/heard the abuse or whom you told about what was happening to you.
- Keeping anything that may confirm what happened to you e.g. mobile phone video or audio recording, threatening text messages or abusive mail.

What will the police do?

Greater Manchester Police has outlined a series of priorities, which are:

- Ensuring the safety and wellbeing of victims, their families and any other person present
- Thorough investigation of all incidents
- Actively pursuing offenders and bringing them to justice
- Ensuring that appropriate information and advice is provided in relation to the support available from other agencies.

Police officers will come to wherever the incident has taken place and will take whatever action is needed to make you safe.

Officers will separate the parties involved so that you will have an opportunity to speak to them in confidence about what has happened and any previous incidents, without the offender being around to intimidate or threaten you.

For people who do not speak English or for whom English is not their first language, officers can involve an independent interpreter. Where possible they will be the same sex as the victim and officers will ensure that the interpreter is not connected to the family of the victim or offender.
Taking Appropriate Action

GMP’s tackling domestic abuse policy states that appropriate action should be taken at the scene of an incident. This means that officers are required to take all circumstances into consideration and will arrest offenders where appropriate to ensure the safety of you and any children involved. This will give you the time to speak to and get advice from Specialist Domestic Abuse Investigators.

Arrested offenders will be taken to a police station where the following will always be considered:

- Interviewing the offender
- Charging the offender with a criminal offence. This can include a range of criminal offences such as common assault, breach of the peace, grievous bodily harm, rape, sexual assault or harassment.
- Remanding offender in custody until they appear in court.
- Applying for bail conditions in order to restrict the activity of the offender, for example, the offender could be bailed on the condition that they do not return to your home before they appear in court. If the offender breaks these conditions, they can be re-arrested.

Victim Support

Victim Support is the independent national charity for people affected by crime. They have staff and volunteers who are specially trained to give information, practical help and emotional support to people who have been threatened or abused. Their services are confidential, free and available to everyone. Victims are usually put in touch with them by the police; however people can also contact the organisation directly, whether or not they want to report the crime to the police and regardless of when it happened.

To get help and support contact Manchester Victim Support: 0161 200 1950

www.victimsupport.org.uk
Clare’s Law – The Domestic Abuse Disclosure Scheme

The aim of this scheme is to give members of the public a formal mechanism to make enquiries about an individual who they are in a relationship with or who is in a relationship with someone they know, and there is a concern that the individual may be abusive towards their partner.

If police checks show that the individual has a record of abusive offences, or there is other information to indicate the person who is in the relationship with the individual is at risk, the police will consider sharing this information with the person(s) best placed to protect the potential victim.

The local police force will discuss concerns with the person making the enquiry and decide whether it is appropriate for them to be given more information to help protect the person who is in the relationship with the individual that they are concerned about.

The scheme aims to enable potential victims to make an informed choice on whether to continue the relationship, and provides help and support to assist the potential victim when making that informed choice.

Who can ask for a disclosure?
- Anyone can make an application about an individual who is in an intimate relationship with another person and where there is a concern that the individual may harm the other person
- Any concerned third party, such as a parent, neighbour or friend can make an application not just the potential victim; however,
- A third party making an application would not necessarily receive the information about the individual concerned. It may be more appropriate for someone else to receive the information such as the victim or another person who is best placed to protect the potential victim.

How do I make an application?
It is important to remember that anyone can make an application to the police about an individual who is in an intimate relationship with another person and there is a concern that the individual may present a risk of harm to their partner.

Contacting the police
- Visit a police station
- Phone 101, the non-emergency number for the police
- Speak to a member of the police on the street

If you believe there is an immediate risk of harm to someone, or it is an emergency, you should always call 999

To find out more information on Clare’s Law go to: www.gmp.police.uk
Domestic Violence Protection Notices (DVPN) and Domestic Violence Protection Orders (DVPO)

Domestic violence includes physical, sexual and psychological violence and it is unlawful. The police and magistrates courts have a responsibility to protect people from this and help them to stop the violence being used against them. Domestic Violence Protection Notices (DVPN) and Domestic Violence Protection Orders (DVPO) are a way to help stop domestic violence and gives everyone involved a “cooling off” period so that all those involved can seek help.

What is a Domestic Violence Protection Notice (DVPN)?

A DVPN is a notice served by the police against an individual (an alleged perpetrator) where the police reasonably believe that the alleged perpetrator has been violent or has threatened violence against their partner or associated person within their home. The law allows the police to serve a DVPN on this person even if their partner or associated person does not agree to it.

What does the Domestic Violence Protection Notice (DVPN) do?

The DVPN lasts for up to 48 hours (excluding Sundays and Bank Holidays) after it is served and within that time-period:

- may prohibit the alleged perpetrator from returning to, entering and being within a certain distance of the specified address, or face arrest;
- may prohibit the alleged perpetrator from molesting (ie. threatening or otherwise interfering with) the named individuals living at a specified address, or face arrest.

The DVPN also tells the alleged perpetrator that, within 48 hours of being served with the DVPN, he or she must attend a court hearing so that the court can decide whether to make a Domestic Violence Protection Order (DVPO) against him or her. When the date and time of the court hearing becomes known within the 48 hour period, the police will serve a “Notice of Hearing” on the alleged perpetrator.

What happens if the alleged perpetrator lives at the same address?

If the alleged perpetrator lives at the same address specified in the DVPN, then the DVPN requires him or her to leave this address with immediate effect.
What happens if the alleged perpetrator breaches the Domestic Violence Protection Notice (DVPN)?

The alleged perpetrator may be arrested, kept in police custody and then brought before a magistrate’s court. Within 24 hours of the arrest, the Magistrates Court will hear an application for a Domestic Violence Protection Order (DVPO) and, if proceedings are adjourned, may remand the alleged perpetrator into custody.

What is a Domestic Violence Protection Order (DVPO)?

A Domestic Violence Protection Order (DVPO) is an order applied for by the police and made by the Magistrates Court which imposes certain restrictions on the alleged perpetrator if the court is satisfied that:

- on the balance of probabilities, the alleged perpetrator has been violent or has threatened violence towards a person living at a specified address in their own home, and
- the court believes that the person at the specified address requires the protection of a DVPO.

If the Magistrate decides to serve the alleged perpetrator with a DVPO, then the Order will last for between a minimum of 14 days and a maximum of 28 days. The Order will:

- prohibit the alleged perpetrator from returning to, entering and being within a certain distance of the specified address:
- impose any other restriction which the Magistrates feel are necessary to ensure that the alleged perpetrator does not molest individuals within the specified address

The law allows Magistrates to serve a DVPO against the alleged perpetrator even if the person living at the specified address does not consent to it. In addition, the Magistrates will take into account the welfare of any alleged perpetrator aged under 18 living at the specified address.

What happens if the alleged perpetrator breaches a DVPO?

If the alleged perpetrator breaches a DVPO, he or she may be arrested, kept in custody and placed before a magistrates’ court within 24 hours of arrest. The alleged perpetrator could be fined up to £5000 and/or sent to prison for up to 2 months

If the alleged perpetrator is in police custody for breach of a DVPN or DVPO then he or she will have access to free legal advice and assistance. If they are eligible, legal aid may also be available.

If alleged perpetrator wants to be represented at their court hearing, then legal advice and assistance should be sought at the earliest opportunity.
Civil Orders

Vicims can only apply for these types of orders if they are ‘associated’ to their abuser. They are associated to their abuser if they are or were married or in a civil partnership; are or were living together as a couple (including same-sex couples).

An Occupation Order is an order issued by the court which sets out who has the right to stay, return or be excluded from a family home. It is usually a short-term measure which can last for 6 or 12, depending on the circumstances. An order can only be made for a property where both the victim and perpetrator lives, lived, or intended to live in as the family home.

A Non-molestation Order prevents someone from using or threatening violence and also forbids them from intimidating, harassing or pesterimg the victim or any children, in order to ensure the health, safety and well-being of the victim and their children. Under new legislation, a breach of a non-molestation order is now a criminal offence.

A Prohibited Steps Order forbids a parent/carer who has parental responsibility for their child from taking them away from the other parent/carer’s care and control without permission. This order is particularly appropriate when the person threatening to take away the child(ren) is ordinarily allowed to have the care and control of them. This does not necessarily prevent all contact between the child(ren) and the respondent if appropriate in the circumstances.

These are civil orders and as such will be assessed on the ‘balance of probabilities’ rather than the criminal legal standard of ‘beyond reasonable doubt’. As such, a sworn statement by the applicant is usually considered sufficient evidence.

Forced Marriage.

A forced marriage is where one or both people do not (or in cases of people with learning disabilities, cannot) consent to the marriage and pressure or abuse is used.

Forced Marriage (Civil Protection) Act 2007
This Act came into force on 25 November 2008 as a measure to prevent forced marriage.
Forced Married Protection Orders

The Forced Marriage (Civil Protection) Act 2007 enables the courts to make Forced Marriage Protection Orders (FMPO) to prevent or pre-empt forced marriages from occurring and to protect those who have already been forced into marriage. The order can include restrictions or requirements to protect a victim from a spouse, family member or anyone involved and the order can relate to conduct either within or outside of England and Wales.

Applications for a FMPO can be made direct to the court by the person seeking protection and since 2009; Local authorities do not need to seek the court’s permission to make an application for an order. Other people can also make applications with the leave of the court. This means that they have the court’s permission to make an application.

A person or persons found guilty of forcing another into a marriage can be convicted under the Forced Marriage act, as it is a criminal offence and carries a maximum of 7 years imprisonment.

For further information on Forced Marriage Protection Orders and a list of county courts where applications can be made, refer to Her Majesty’s Court Service form FL701.

For more information visit: www.gov.uk/forced-marriage

Female Genital Mutilation

FGM comprises all procedures involving partial or total removal of the external female genitalia or other injury to the female genital organs for non-medical reasons. FGM is child abuse and a form of violence against women and girls, and therefore should be dealt with as part of existing child and adult safeguarding/protection structures, policies and procedures.

New FGM Prevention Orders (FGMPO)

The Serious Crime Act 2015 Act brings in a number of legislative changes around FGM in summary:

Extends the extra-territorial reach of FGM offences and providing anonymity to victims (sections 70 and 71)
A new offence of failing to protect a girl under 16 from the risk of FGM (section 72)
Provision for FGM protection orders to protect victims and likely victims (Section 73)
Section 73, section 5a FGM Act (2003) came into force on 17th July 2015
A new duty on professionals to notify the police of acts of FGM (Section 74).
The UK’s first web app designed to allow teenagers to learn about FGM anonymously, and get help if they are at risk, has been launched. The free app is named “Petals”. Developed by Coventry University, funded by the DfE and endorsed by the NSPCC. For further information from CFAB (Protecting Children and Uniting Families across Borders) email info@cfab.org.uk or www.nspcc.org.uk

Who can help?

- Solicitors - Although individuals can apply for an injunction themselves they might find it helpful to have legal advice. It is best to get a solicitor who has a lot of experience with domestic violence cases, and who is likely to understand all the issues.
- Housing Associations can get injunctions
- The Independent Domestic Abuse Advisor (IDVA) service may also be able to support: 0161 234 5393.

More information can be found at: www.endthefear.co.uk.

Legal Aid for victims of domestic violence

Legal aid can help meet the costs of legal advice, family mediation and representation in a court or tribunal.

You’ll usually need to show that:
- your case is eligible for legal aid
- the problem is serious
- you can’t afford to pay for legal costs

You could for example get legal aid if:
- you or your family are at risk of abuse or serious harm, eg domestic violence or forced marriage

You might be able to get legal aid if you have evidence that you or your children have been victims of domestic abuse or violence and you can’t afford to pay legal costs.

You don’t have to get evidence before talking to a legal aid solicitor or Civil Legal Advice (CLA), but they’ll need to see it before deciding whether you can get legal aid

www.gov.uk/legal-aid/domestic-abuse-or-violence
Housing Options

The housing needs of people made vulnerable or homeless by domestic abuse can be complex. Each household’s circumstance is different and calls for a response tailored to their needs and wishes which can include a combination of support solutions.

Staying at Home

Victims who remain in their home may choose to make use of local outreach, floating support services and Sanctuary Schemes.

Sanctuary Scheme

The primary aim of a 'Sanctuary Scheme' is to increase the housing options available to victims of domestic abuse and violence across all types of tenures. It provides professionally installed security measures to allow those experiencing domestic abuse and violence to remain in their own home where it is safe for them to do so, where it is their choice and where the perpetrator no longer lives within the accommodation.

Sanctuary measures might include:
- reinforced doors
- extra door and window locks
- fire retardant letter boxes
- smoke detectors and fire safety equipment
- security lights
- direct alarm through to the police

These measures are normally provided alongside outreach support from a local domestic abuse agency.

How to access Sanctuary Schemes
- Individual’s local Housing Association (if applicable)
- IDVA: 0161 234 5393
Housing Providers

Housing Providers are also known as Registered Social Landlords or Registered Providers. They are non-profit making organisations that provide Social Housing for people in need of a home. Many housing providers have Domestic Abuse Champions or can offer specialist advice and support. This can be a range of measures to support their residents experiencing domestic abuse which can include providing information and advice, explaining the options available; helping to access services; and making improvements that can support victims to feel safer in their own home, and can help to find somewhere else to live. Many Housing Associations can also support their residents with legal remedies and sanctuary schemes.

For more information about the support available and how to access it you or your client will need to contact the housing association directly.

Choosing to stay in the relationship

Early Help Services

Within the spectrum of Early Help Services there are two specialist support services. Early Help Practitioners work alongside families with complex issues and help them to find solutions to the problems they face. These Early Help Practitioners deliver services of varying intensities using the Family Partnership Approach. This approach aims to improve an individual’s effectiveness within their family by helping them develop a new more useful understanding of their situation; improve family relationships; increase family members’ skills and expertise; build confidence and resilience enabling them to achieve better outcomes for their family and to manage future problems. The foundation of this approach is to develop an effective partnership with a family member building a relationship based on clear communication and the active participation of both parties. Intensive support is provided by Early Help Practitioners working to the Family Intervention model and less intensive support provided by the Assertive Outreach model. Families need to reach the threshold for a service from these teams.

Information and Advice around how to do an Early Help assessment is provided to agencies and professionals via a telephone help line, these numbers are

North: 0161 234 1973
Central: 0161 234 1975
South: 0161 234 1977
**Perpetrators**

There are some programmes available to help people who wish to address and change their abusive behaviour.

**Respect**

Respect is the UK membership association for domestic abuse perpetrator programmes and associated support services. Their aims are to ensure safety, promote minimum standards of best practice, encourage the development of work that is appropriate and relevant to the client including cultural and same sex relationships and encourage the adequate provision of services.

Respect Helpline offers advice, information and support to help both male and females who are looking to stop being violent and abusive towards their partner. They also support a network of Specialist Domestic Abuse Prevention Services which work with the cause of the problem, the perpetrator. These services focus on changing the behaviour and managing the risk of perpetrators, which include the safety of victims and children. They have a directory of professionals who are qualified, trained and experienced to undertake assessments of domestic abuse risks and impact in families involved in legal proceedings in relation to children.

**Bridging to Change Domestic Violence prevention Programme**

The Bridging to Change Programme is a Respect accredited self-referral programme for men who have been violent and/or abusive towards their intimate female partners and who wish to address and change their abusive behaviour. An integrated support service, with women workers, is offered to partners or ex-partners of men on the programme.

If Children’s Services, the Family Courts or Cafcass are involved, then these services may be able to make referrals.

Bridging to Change is part of Relate Greater Manchester South and can be contacted either for further information or to self-refer on 0161 877 8264 or visit [www.bridgingtochange.co.uk](http://www.bridgingtochange.co.uk).
Choosing to leave temporarily or permanently

If an individual cannot safely stay at home or doesn’t wish to there are a range of options.

Going into a refuge

Refuges are a safe place for adults and families fleeing domestic abuse. The buildings are usually purpose built with self contained family units. Some refuges are specifically for individuals from particular ethnic or cultural backgrounds.

Refuges are staffed by experienced and trained staff who provide individual support for adults and children fleeing domestic abuse. Interpreters can also be provided for individuals who do not speak English.

Residents are assigned a support worker as soon as they enter the refuge and the worker and the individual will work together to agree a safety plan and a support plan. Forms of support can include support and advice on welfare and financial issues, help registering with a GP and access to other specialist services such as mental health and substance misuse. Help can also be given to obtain a local school or nursery place; accessing further education, training or work. The support worker will also work with the individual to find appropriate accommodation, or move back home once safety measures have been set up.

Length of stay in a refuge

The length of stay will depend on the individual, their needs and circumstances. The stay can be for a few days, or for a number of months.

How to get a place in a refuge

Manchester Women’s Domestic Abuse Helpline: 0161 636 7525. www.wdachoice.org.uk
Monday – Friday, 10am – 4 pm and 10am – 4pm on a Tuesday

Community Helpline Language Service for Urdu & Punjab speakers.
Monday and Tuesday 10am – 1pm, Wednesday 1pm – 4pm

The Freephone 24-hour National Domestic Violence Helpline helps women find spaces in refuges across the UK: 0808 2000 247
www.womensaid.org.uk
Manchester Women’s Aid: 0161 660 7999
Email: referrals@manchesterwomensaid.org
Monday – Friday, 9.30am – 4.30pm

Saheli Refuge and Resettlement Service: 0161 945 4187
Email: www.saheli.org.uk
Monday – Friday, 9.00am-5.00pm

Saheli Asian Women’s Project provides refuge accommodation, and advice, information and support services to South Asian women and their children fleeing domestic abuse and/or forced marriages and so called honor based violence.

To see a ‘virtual refuge’ with questions and answers go to: www.womensaid.org.uk/virtualrefuge

Finding a new home

Individuals can apply to go on the local authority’s housing register, which is Manchester Move.

Manchester Move is a partnership between Manchester City Council and not-for-profit landlords. It’s a single access-point for people looking for a home in the Manchester. People can register for re-housing online, and search and bid on a new home. Once registered on the free service, Manchester Move will advise customers on the likelihood of a successful bid on a particular property based on their personal situation, area preference and priority need using a simple traffic light system – helping to inform a customer’s decision by showing clearly how realistic their chance of successfully bidding on a particular home.

Most homes are advertised on Manchester Move for one week - from early Thursday morning, to 1pm the following Wednesday. People can bid for a home at any time during this period. This is called the ‘bidding period’. For most homes, there is no advantage to bidding earlier in the week. But some homes are marked ‘First come first served’ and they usually go to the first person who bids for them. Bids can be made for three properties each week and this includes any ‘First Come First Served’ Properties. At the end of each bidding period (every Wednesday) the landlord that has advertised the property gets a list of all the people who have bid for it. The bidder with the highest priority is offered the home first.
Some landlords have their own policies for deciding who gets priority for available homes; but most homes are allocated to people using our rehousing rules - our 'allocations scheme'. See appendix 4 for the list of not-for-profit landlords.

Re-housing rules can be found at: [www.manchester.gov.uk](http://www.manchester.gov.uk)

The Manchester Move Team is based at Northwards and can be contacted on: 0333 0900 9032

To find Manchester Move go to: [www.manchestermove.co.uk](http://www.manchestermove.co.uk)

Manchester Move also has a partner website 'Lets Help You' which was specially set up for people to find a home from a Manchester private landlord. It is designed to match low income and benefit dependent households to landlords who will have accommodation at a price that can be let to them. The website also has an online tool to calculate housing allowance.

**Pinpoint** is a one stop shop for housing across Greater Manchester - there are adverts for homes from social landlords and private landlords and links to all the advice you need about finding a new home. Pinpoint provides more choice across the region as the site advertises homes in the borough and in neighbouring areas and people can bid or call up for these in addition to any bids made on Manchester Move. People can choose from 24 hour and weekly bidding cycles, first come first served 'Express' properties and homes in the private sector. Customers register just once with a partner organisation and this registration enables access to Pinpoint properties. A list of their partner organisations can be found on the website. There will still be criteria for each property that must be met before a property will be allocated.

The Pinpoint Enhanced Housing Options Service is the region’s gateway to all types of affordable housing across Greater Manchester.

The Pinpoint Advice Directory contains lots of information to help with issues that may not be directly housing related but may be having an impact on finding the right home or the choices available.

To find Pinpoint go to: [www.pinpoint.org.uk](http://www.pinpoint.org.uk)
Housing in the private rented sector

The private rented sector has grown and improved enormously in recent years and accounts for approximately 16.5% of all households, or nearly 3.8 million homes in England. As there is less social housing stock available the private rented sector is playing an increasingly important role in meeting housing needs and for some people may be a more realistic option.

For more details of private landlords see Manchester Move.

Asking friends and family and checking local notice boards and newspapers are other options in the search for private rented properties.

When applying to rent a property, the landlord or letting agent will ask the potential resident to provide proof of identity.

If claiming housing benefit, it is important to ask if the landlord accepts tenants on housing benefit before paying any fees or sign any agreements. Not all landlords do. Housing benefit won’t cover the deposit or any letting agency fees, and because it’s paid in arrears, the first month’s rent will need to be paid by the potential tenant.

Homelessness Prevention

Brokerage Private Rented Sector.

The Brokerage PRS service secures access to the private rented sector for households at risk of, or who have become homeless. This reduces the need for families to go into temporary accommodation and enables them to gain access to suitable accommodation in their area of choice. The service provides advice and support to both customers and landlords to ensure tenancies are sustainable.

The main source of referrals is the Homeless Prevention and Assessment Service, but direct referrals are taken from IDVA, Women’s Aid and specialist advice services. **Tel: 0161 234 4576**
Going into Emergency Accommodation

If an individual wants to leave, or think they may want to leave the relationship in the future, it is best to plan and decide where they are going to live in advance. This is so they can decide on the most appropriate accommodation for them. If an individual has not been able to plan the Homelessness Prevention and Assessment Service may be able to help.

The Homelessness Prevention and Assessment Service has a statutory duty to assess a homelessness application from anyone who wishes to present as homeless. In accordance with the Housing Act, an applicant is legally classed as being ‘homeless’ if they fall into one of the categories below:

- You have nowhere to live in the United Kingdom or elsewhere, which you can legally occupy
- Your family has been forced to split up, as there is nowhere available where you can all live together
- **It is not reasonable for you to stay in your home because you would be at risk of violence, abuse or harassment or serious threats of violence**
- It is not reasonable for you to stay in your home because of extreme overcrowding, very poor state of repair, serious financial hardship or other special reason
- You have accommodation but can not get into it
- You live in a mobile structure such as a caravan or boat and you have nowhere to park or moor it

If one of these situations is likely to apply within 28 days, then they are classed as being ‘threatened with homelessness’.

In the event of becoming homeless, the Local Authority will provide help and assistance and, if they identify the duty to do so, arrange temporary accommodation for an applicant while their application is considered.

Temporary accommodation can include bed and breakfast (but not for women with children except in an emergency and even then, for a maximum of six weeks), hostel and refuge accommodation as well as self-contained council accommodation, but this will depend on what is available at the time a household presents themselves. The local authority may discharge their duty by offering private rented accommodation to households who approach them as homeless.

For those who are eligible, homeless, in priority need, not intentionally homeless and have a local connection to Manchester, then the Local Authority will have a duty to make accommodation available to the applicant, either in social housing through Manchester Move or using the Localism power to offer a private rented tenancy of at least 12 months.
Housing Benefit

Housing Benefit helps people on a low income pay some or all of their rent. People can apply if they are working or unemployed, unless they get Universal Credit. If they get Universal Credit their housing costs are included in that.

If someone is fleeing domestic abuse and they have to rent another property they may be entitled to housing benefit, even if they own the home they have left. In some cases housing benefit can be paid on two homes for a limited period if the reason they are absent from their home is because of a fear of violence. If the victim is intending to return they may be entitled to housing benefit for up to 52 weeks. If they are not intending to return housing benefit may only be payable for 4 weeks.

It is important to note that there is no corresponding rule under Council Tax Support Regulations to pay benefit on two homes. This means that the customer may be liable for 100% Council Tax charge at one property (usually the one they have fled) and 50% on the other property, but would only get Council Tax Support on the property with the 100% charge. If there is a remaining adult at the previous address, consider whether they could claim Council Tax Support.

For more information Contact: Manchester City Council Revenues and Benefits Unit: Tel: 0161 234 5003 benefit.enquiries@manchester.gov.uk

Welfare Provision Scheme

This is a discretionary scheme run by Manchester City Council which can provide financial support in the form of loans and grants to Manchester residents who are suffering financial hardship and:

To access the Welfare Provision Scheme Policy document go to: www.manchester.gov.uk

No Recourse to Public Funds (NRPF)

No recourse to public funds (NRPF) is a term used for people who have no entitlement to welfare benefits. Typically they will be subject to immigration controls unless they are European Nationals or British Nationals returning to the UK.

Note: Women with outstanding asylum claims are entitled to support from the Home Office.

The rules can be complicated and usually dependant on the nationality of the woman and/or their partner. This will effect their entitlement to be in the UK. Special regulations are in place for women in the UK on a 2 year spousal visa. (The DDV concession) This should give women benefits entitlement if an application under the concession is submitted and accepted.
When you are supporting an individual with NRPF who is experiencing domestic abuse you will need to find out what funds and services are not classed as public funds which they have a right to access or apply for.

✓ Police Protection; DVUs, Criminal Prosecutions, (assault, rape)

✓ Legal Aid or representation on:
  ❖ Asylum
  ❖ Protection in civil courts; Injunctions, Forced marriage, Protection orders, Prohibited Steps etc.

✓ NHS Treatment –with some severe restrictions

✓ Certain Community Care services

✓ Funds which are received by British partner (e.g. Child Benefit as long as it can be evidenced that the benefit goes to the child))

✓ Education

✓ Outreach support from IDVAs, Women’s Aid and Saheli (South Asian Women) outreach services

**Support and Advocacy to access safe housing/ refuge**

**Contact** Women’s Domestic Abuse Helpline (With Community Helpline Service): 0161 636 7525 to access women’s refuges. (Note that women may want to speak to these directly in her own language)

If refuges are saying they cannot take them in because of immigration status, contact or support her to contact the NRPF team (0161 226 8131) for advice

Support will not be provided by the NRPF Team (No Recourse to Public Funds) unless a referral has been made via the contact centre: 0161 234 5001 to make a referral.

**No Recourse to Public Funds Team (NRPF)**

The No Recourse to Public Funds Team assesses the needs of people from abroad, who have no recourse to public funds or unresolved immigration status and who may have a significant community care need. In accordance with the Children Act 1989, the NRPF Team assesses the needs of families, who are not in receipt of state benefits and who have requested support from the Local Authority. Individuals or families referred to the team have no access to state benefits or any significant savings. In most cases, they will be prohibited from working and will have no access
to alternative support from friends or family. This does not include individuals or families, who are claiming asylum as they can access support with accommodation and living expenses directly from the Home Office.

Asylum seekers who are granted the right to stay become Refugees. Refugees have full access to state benefits.

Support and information services:

**Legal Aid Immigration Solicitors**
Greater Manchester Immigration Aid unit: 0161 740 7722
Drop in Tuesday morning from 8-30 am - usually very busy

**National Helplines:**
Rights of Women Legal advice line (Family Law): 020 7251 6577
Asylum Aid - Legal advice line: 020 7354 9264

**Welfare Rights Advice and Housing Advice**
Manchester Citizen Advice Bureau: 03444 111 222
www.manchestercab.org
Cheetham Hill Advice Centre: 0161 740 8999
Manchester Advice Website: gmwrag.wordpress.com
Shelter - housing rights, dept & welfare rights: 0344 515 1640
The Aire Centre (European): 020 7831 3850
Appendix 1

**Adult - Indicators of abuse include:**

- Poor mental wellbeing – for example, person is withdrawn or displays symptoms of anxiety or depression.
- Physical injuries, such as; facial bruising and bruises or marks on the neck or hairline.
- Substance misuse.
- Missed appointments.
- Repeated GP attendance.
- Non-compliance with medication or using too much medication.
- Frequent time off from work or poor concentration / performance.
- Person is never seen alone without their partner / family member. This may also be accompanied by signs of anxiety / nervousness around the person.
- Inappropriate clothing to hide injuries - for example, wearing a polo neck in warm weather.
- Sexually transmitted infections.
- Repeat pregnancies.
- Condition of the home – Broken windows, doors etc.
- Repeated requests for financial assistance.
- Changes in behaviour/presentation

**Children - Indicators of abuse include**

- Injuries as a result of direct physical abuse or accidents in the home – possibly due to poor supervision or perhaps being caught up in the abuse.
- Poor attendance at school or missed appointments e.g. with health professionals.
- Crying for no apparent reason, withdrawn or inexplicable feelings of anger, sadness or worthlessness.
- Post traumatic stress symptoms (nightmares, flashbacks, intrusive thoughts etc).
- Development delay.
- Extreme anxiety and fear.
- Self-harming including suicide attempts.
- Aggressive or anti-social behaviour which may be towards their parent/carer.
- Emotional neglect or sexual abuse.
- Notable changes in behaviour.
- Going missing from home.
- Female association with gangs or serious youth violence and sexual exploitation

*(Working Together to Safeguard Adults and Children from Domestic Abuse – Multi Agency Procedures)*
Appendix 2

There are a number of Multi-agency Procedures for responding to domestic abuse for practitioners on the Manchester Safeguarding Children Board website, and on the Manchester Safeguarding Adults Board website.

To download or find out more information about Manchester Safeguarding Children’s Board Policies and Procedures go to: www.manchesterscb.org.uk
The pathway to the policies and procedures once on the website is: Professionals/Policies and Procedures

Manchester Safeguarding Adults Board website: www.manchester.gov.uk. The pathway to information once on the website is: Home/Can’t find a service/Social Care and Support

MSCB / MSAB Domestic Abuse Protocol
Manchester Safeguarding Children Board have worked together with Manchester Safeguarding Adults Board to develop a joint Domestic Abuse protocol which was finalised in March 2013, which is called the ‘Working Together to Safeguard Adults and Children from Domestic Abuse – Multi-agency Procedures’.

Forced Marriage Guidance.
Forced marriage is a marriage conducted without the valid consent of both parties, where some element of duress is a factor. This is different from an arranged marriage, which is a respected tradition in many cultures.

GMSP Female Genital Mutilation procedures
Female Genital Mutilation (FGM) is a form of physical and emotional abuse against women and girls. The MSCB adopts the Greater Manchester Safeguarding Procedures for Female Genital Mutilation.

Parental Mental Health and Safeguarding Children Guidance and Protocol
This is provides a framework in which to meet the needs of children whose parent/carers have mental health problems.

MSCB Safeguarding Children affected by Parental Substance Misuse Protocol.
This practice guidance is pivotal to the safeguarding of children and families in Manchester. It aims to assist all agencies working with children, adults who are parents/carers or pregnant women and their partners in identifying situations where action is needed to safeguard a child or promote their welfare as a result of their parents’ alcohol and drug use.
This guidance has been jointly written by Health and Children's Services; it highlights the important role that midwives have in safeguarding and promoting the welfare of children.

The GM Procedures for the management of Sudden Unexpected Death in Childhood (Rapid Response)
This procedure provides direction for professionals from agencies involved when a child (0-18 years) dies suddenly and unexpectedly. Together with principles to follow and a definition, the procedure contains general advice and guidance for dealing with a sudden unexpected death and for inter-agency working. Each agency has its own specific guidelines that will complement this procedure.

Protocol for access to accommodation for young people aged 16 & 17
This protocol provides guidance for Children's Services, Housing and other partner agencies to provide a consistent and co-ordinated response to 16 & 17 year old young people who present as homeless and in need of accommodation and accommodation support services.

To find all Manchester Safeguarding Children’s Board updated policies and procedures go to: www.manchesterscb.org.uk

To find out more information and guidance visit:

www.endthefear.co.uk
www.wdachoice.org.uk
www.manchesterwomensaid.org
www.womensaid.org.uk
Appendix 3

The Public Protection Investigation Unit (PPIU), deal with Child Protection, Domestic Abuse and safeguarding Vulnerable Adults.

A Division (North):
Child Protection and Domestic Violence
Tel: CPU - 0161 856 3707 Fax: CPU - 0161 856 6650
Tel: DVU - 0161 856 3703 Fax: DVU - 0161 856 3705
Email: northmanchester.ppiu@gmp.police.uk

Wards
City Centre Ancoats Bradford
Charlestown Cheetham
Clayton Crumpsall
Gorton Harpurhey
Higher Blackley Miles Platting
Moston Newton Heath

B Division (Central):
Child Protection and Domestic Violence
Tel: CPU - 0161 856 4416 Tel: DVU – 0161 856 3541
Email: manchestermet.ppiu@gmp.police.uk

Wards
Ardwick Longsight
Levenshulme Moss Side
Hulme Fallowfield
Withington Rusholme
Old Moat Withington
Burnage

C Division (South):
Child Protection and Domestic Violence
Tel: CPU & DVU 0161 856 6053 Fax: CPU & DVU 0161 856 6650
Email: southmanchester.ppiu@gmp.police.uk

Wards
Chorlton Didsbury East
Didsbury West Woodhouse Park
Wythenshawe Northenden
Whalley Range Sharston
Baguley Brooklands
The Manchester Housing Register: list of landlords

The Manchester Housing Register is a joint rehousing system between Manchester City Council and other local not-for-profit landlords. You can register for a home with all these organisations - you don’t have to make a separate application to each one.

- Adactus Housing Group
- Affinity Sutton Housing Association
- Arcon Housing Association
- City South Manchester Housing Trust
- Contour Homes (part of Symphony Housing Group)
- Eastlands Homes
- Great Places Housing Group
- Guinness Northern Counties
- Irwell Valley Housing Association
- Manchester City Council
- Mosscare Housing
- Northwards Housing (managing Manchester City Council homes in North Manchester)
- Parkway Green Housing Trust (Wythenshawe Community Housing Group)
- People First Housing Association
- Places for People
- Saint Vincent’s Housing Association
- Southway Housing Trust
- Willow Park Housing Trust (Wythenshawe Community Housing Group)
- Your Housing Group
Other Services

To find out about other services available please visit Help & Support Manchester on Manchester City Council’s website:
http://www.manchester.gov.uk/helpandsupportmanchester

Help & Support Manchester

'Help & Support Manchester’ (HSM) is Manchester City Council’s new all services directory and information hub. It contains services and information in 6 main areas - Children & Families, Abuse & Neglect, Adults Care & Support, Health & Wellbeing, Work & Money and Things To Do, with sub-categories in those areas.

You can also find information about other services on the Working Together to Safeguard Adults and Children from Domestic Abuse - Multi Agency Procedure.
www.manchesterscb.org.uk

Please note this toolkit does not constitute legal advice and as such any guidance or information provided should be checked with the individual organisation.

As this is the first edition of the Toolkit, we would appreciate your feedback on the information included here, plus suggestions for amendments and additions. Send suggestions for changes to Donna Grimshaw, Commissioning Officer at: workingwithus@manchester.gov.uk

Date: 01/03/2016

The Toolkit will be revised on a 6 monthly basis