

Ruth's Story

Ruth had been deemed high risk at a MARAC and had been accepted onto the priority moves list to move away from the area. However, she still felt unsafe in her home. In the past, the perpetrator had accessed her home through windows and Ruth had woken to find him sitting on her bed. One of our team made the referral and the Safe Partnership attended Ruth's home.

As well as checking all the doors and windows, we fitted a double locking night latch to the front door, changed the locks to be more secure, added a door chain and fitted window shock alarms throughout the flat.

Ruth's IDVA (Independent Domestic Violence Advisor) fed back: "Thank you so much for arranging someone to check the safety and security of the property. I'm extremely grateful for your help with this as the ex-partner has broken in several times, accessing through the bedroom window."

Provision of Target Hardening Services



Method of Service Provision

Safe Partnership's aim is to make homes safe following violence and abuse. If victims and survivors feel confident in their environment, they and their families are more likely to remain in their own homes. This alleviates disruption to the client, and cost to professionals. By staying at home victims and survivors can then access the support of professional services, their family and the community when they are at their most vulnerable.

Our professional Security Installers are not only employed for their carpentry and locksmith skills, they also receive regular training on issues of personal safety, safeguarding and demonstrate empathy with our vulnerable client base.

Our service is designed as a 'one stop shop'. This ensures minimal disruption and delay for clients, and highly cost effective for our stakeholders and the environment. By surveying, assessing and completing the security measures at the same appointment we hope to give clients a sense of comfort and confidence that their safety is a priority. Our Security installers will also offer personal safety advice we aim to reassure people when they are often feeling traumatised.

Our robust referral system provides a quick and effective response for both clients and stakeholders.



Authorised referrers email a completed referral form to safe@safepartnership.org, or an online form can be completed and sent by our team to the referrer.



The Project Coordination team will contact the client on the day, or as soon as it is possible, after the referral is received. If necessary, we will seek permission from landlords in order to complete the work. If the client needs additional support, this is taken into consideration



The co-ordination team will advise the referrer once an appointment has been confirmed. The day before the installation, the client will be reminded of the appointment by text or other means of communication.

On the day of the appointment

The security installer will survey and risk assess the surroundings on arrival at the property. They carry out a comprehensive security assessment of the property and discuss with the client ongoing personal safety plans.
They will complete the works and demonstrate any new products.

The Project Co-ordination team will advise the referrer of any further issues that may need addressing. Prior to the commencement of the scheme, we will work with you to provide bespoke data reporting, evaluation and monitoring.

Relevant experience

Safe Partnership is a national charity that has worked in partnership with local authorities in over 60 locations throughout the UK since 1987.

Our objective is to give victims and survivors of abuse confidence, and feeling of being safe and secure in their home environment. Keeping people and their families in their own homes alleviates the disruption of relocating and allows them to retain the support of professional services, their family and the community when they are at their most vulnerable. It also offers a significant saving to the Local Authority, and creates less pressure on the housing teams.

As well as local authorities we work with a number of housing associations who use our service as we are a specialist independent provider with a fully trained workforce who are professional and yet can work effectively with our vulnerable client base. Our teams have been trained to pick up on additional safeguarding issues as many clients have not been visited at home.

Response time

Our response time is one of our key performance indicators and we provide a reliable responsive service to support victims of violence and abuse who need reassurance at a crucial time to help them to rebuild their lives.

We appreciate that our referred clients may be traumatised, from the moment they have contact with the Safe Partnership, we aim to build trust, and to nurture a feelings of safety and security in their own homes. This will help them start their journey of recovery to rebuild their lives, together with any family they may have.

We attempt to contact all clients the same day we receive the referral, via phone, text or email. As soon as we have checked the tenure of the property, and gained landlord permission if required we make a convenient appointment within 48 hours where at all possible.

We treat all of our referrals as urgent, our teams will work hard ensure appointments are offered within 24-48 hours of referral

Our Service package

Safe Partnership is a not-for-profit organisation we have developed the following model to reflect our commitment to our stakeholders so they can expect a high level of service and value without any unexpected costs so helping with budgeting.

Safe Partnership Basic package

Basic Security package includes travel, home security survey, measures completed at the same appointment, personal safety advice and management reports.

Two locking points, door chain and viewer to the front door; three locking points to back and side doors; window locks on ground floor windows; locking devices to upstairs windows that give access from extensions etc.



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