



Virtual DAHA Safe at Home[®] training outline

Our virtual 1-day Safe at Home Domestic Abuse Awareness course is an adaption of our in-room Safe at Home course. The course length has been reduced by 2 hours to prevent video-call fatigue. The content and activities have been adjusted so that we are still able to achieve the same aims and objectives as the in-room course.

Maximum number of learners per session – 10 is ideal for maximum learner engagement, but we can negotiate to 12.

Duration of the course – 5 hours. Generally the course runs from 9:30-16:00 with a 1.5-hour lunchbreak.

Who this course is for – Anyone working in housing who may come into contact with a survivor of domestic abuse, from Call Centre Operatives to Housing Officers and Domestic Abuse Champions.

Cost – costings and quotes for this training are available upon request.

What this course covers – By the end of the training learners will be able to:

- Define and describe the dynamics of domestic abuse and tactics used by perpetrators of domestic abuse;
- Identify the tactics used and the signs of domestic abuse;
- Explore the impacts of domestic abuse;
- Explore how you can offer a helpful response.

The session is designed to be interactive throughout and contains plenty of opportunities for learners to engage, including quizzes, exercises, videos, group discussions and space to reflect on their own practice.

Information we need from you before the session goes ahead –

- Your allocations policy and your domestic abuse policies and procedures for customers/tenants/residents and for your staff so that we can refer to these.
- Confirmation of the video conferencing platform we will be using. **Our preference is Zoom** as this is better for collaborating externally but we can also accommodate Teams.
- Confirmation that all staff will attend the training using a laptop (and not a

mobile phone as they will then not be able to participate in planned activities).

- A list of delegates names, their role and email address for each course booked. We will email the group a reminder at least 2 days before the session and include joining instructions, an agenda for the day and the pre-course materials, which they will need to take part in activities throughout the day.

Expectations of participant engagement – Participants in this training are expected to:

- Read the participant information provided in advance of the first session;
- Complete the post training evaluation survey;
- Attend the session in full;
- Participate fully in the Zoom sessions:
 - This means that **cameras must be on at all times** (except during scheduled breaks) and participants visible to the facilitators.
 - We understand that some people are uncomfortable in a Zoom environment – if this is the case we recommend waiting until this training is offered again as a face to face opportunity.
 - We also recognise that some people may be uncomfortable sharing images of their home in the background; this can be alleviated by using an electronic background. Find out about adding a background on Zoom [here](#); and about adding a background on Teams [here](#).

What we provide post-training –

- Following the session we will send learners a document containing further reading, watching and listening if they wish to explore the topics of domestic abuse and housing in more depth.
- We can arrange individual debrief calls to support wellbeing if it is requested by any of the learners.
- Any issues or suggestions will be fed back to you and we can also share a summary of the training evaluation survey if requested.