



### Scrutiny Co-ordination Committee

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**Time and Date**

10.00 am on Wednesday, 6th November, 2013

**Place**

Committee Rooms 2 and 3 - Council House, Earl Street, Coventry

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**Public Business****1. Apologies and Substitutions****2. Declarations of Interest****3. Minutes**

(a) To agree the minutes of the previous meeting held on 9th October, 2013  
(Pages 5 - 8)

(b) Matters Arising

**4. Strategic Built Environment Group (Pages 9 - 16)**

Briefing note and presentation of the Executive Director, People

Councillor Townshend, Cabinet Member (Community Safety and Equalities) has been invited to the meeting for the consideration of this item.

**5. Commissioning of Domestic Violence and Abuse Services (Pages 17 - 54)**

Report and presentation of the Executive Director, People

The following have been invited to the meeting for the consideration of this item:

Councillor Duggins, Cabinet Member (Children and Young People)

Councillor Innes, Deputy Cabinet Member (Children and Young People)

Councillor Gingell, Cabinet Member (Health and Adult Services)

Councillor Caan, Deputy Cabinet Member (Health and Adult Services)

Councillor Lucas, Cabinet Member (Policy and Leadership)

Councillor Townshend, Cabinet Member (Community Safety and Equalities)

Margaret Greer, University Hospitals, Coventry and Warwickshire

Juliet Hancox, Coventry and Rugby Clinical Commissioning Group

**6. Outstanding Issues**

All outstanding issues have been included in the Work Programme

**7. Scrutiny Co-ordination Committee Work Programme 2013/2014 (Pages 55 - 58)**

Report of the Scrutiny Co-ordinator

**8. Any Other Items of Public Business**

Any other items of public business which the Chair decides to take as a matter of urgency because of the special circumstances involved.

**Private Business**

**9. Commissioning of Domestic Violence and Adult Services (Pages 59 - 98)**

Report of the Executive Director, People

**10. Any Other Items of Private Business**

Any other items of private business which the Chair decides to take as matters of urgency because of the special circumstances involved.

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Chris West, Executive Director, Resources, Council House Coventry

Tuesday, 29 October 2013

- Notes: 1) The person to contact about the agenda and documents for this meeting is Liz Knight, Democratic Services, Council House, Coventry, telephone 7683 3073, alternatively E-mail: [liz.knight@coventry.gov.uk](mailto:liz.knight@coventry.gov.uk)
- 2) Council Members who are not able to attend the meeting should notify Liz Knight no later than 9.00 a.m. on the day of the meeting, giving their reasons for absence and the name of the Council Member (if any) who will be attending the meeting as their substitute.
- 3) Scrutiny Board Members who have an interest in any report referred to this meeting, but who are not Members of this Committee, have been invited to notify the Chair by 12 noon on the day before the meeting that they wish to speak on a particular item. The Member must indicate to the Chair their reason for wishing to speak and the issue(s) they wish to raise.

Membership: Councillors F Abbott, J Blundell, J Clifford (Deputy Chair), C Fletcher (Chair), T Khan, R Sandy, T Skipper, S Thomas and K Taylor

By invitation Councillors

**Please note: a hearing loop is available in the committee rooms**

**If you require a British Sign Language interpreter for this meeting  
OR if you would like this information in another format or  
language please contact us.**

**Liz Knight, Governance Services – Telephone: 024 7683 3073  
E-mail: [liz.knight@coventry.gov.uk](mailto:liz.knight@coventry.gov.uk)**

## Minutes of the Meeting of Scrutiny Co-ordination Committee held at 2.00 p.m. on 9<sup>th</sup> October 2013

Present:

Committee Members: Councillor Mrs Fletcher (Chair)  
Councillor Clifford (Deputy Chair)  
Councillor Blundell  
Councillor T Khan  
Councillor Sandy  
Councillor Skipper  
Councillor Taylor  
Councillor Thomas

Other Members: Councillor Gingell (Cabinet Member (Health and Adult Services))  
Councillor Lucas (Cabinet Member (Policy and Leadership))

Employees (by Directorate):

Chief Executive's: J. Moore  
Resources: S. Bennett, A. West  
Apologies: Councillor Abbott

### **Public business**

#### **31. Declarations of Interest**

There were no declarations of interest.

#### **32. Minutes**

The minutes of the meeting held on 11<sup>th</sup> September, 2013 were signed as a true record.

Further to Minute 26 headed 'Houses in Multiple Occupation – Recommendations from Scrutiny Co-ordination Committee', the Committee noted consideration of this item by Cabinet at their meeting on 8<sup>th</sup> October, 2013 (their Minute 66 refers).

Further to Minute 23 headed "Report Back on Conference – Delegation to City of Volgograd", the Committee noted that work was still being done on cultural opportunities and action arising from Councillor Mutton's visit to Volgograd and that a briefing note on this matter would be circulated to the Committee in due course.

#### **33. Coventry – A Marmot City**

The Committee considered a briefing note of the Director of Public Health which provided an overview of the Council's approach and progress to date as one of the seven Marmot Cities working to improve life chances and reduce inequalities.

The Committee noted that considerable inequalities in Coventry exist in relation to life expectancy and years of life spent with ill health. As a Marmot City, Coventry is committed to delivering change in health inequalities by 2015.

The briefing note detailed progress to date, including the establishment of Coventry's Marmot Steering Group, which was meeting bi monthly. All Directorates across the Council had been working to ensure that the Marmot objectives were firmly embedded within work plans for 2013-15 and an overarching indicator had also been developed to measure progress against both Marmot and the Health and Wellbeing Strategy. Appended to the briefing note was a document discussed at the Health and Wellbeing Board in June, 2013 and which outlined Directorates and partners' level initiatives, as well as the suggested core indicator set.

The Committee question the Director of Public Health on a number of issues including:-

- Targets and critique
- Innovative work being undertaken in partnership with other organisations
- Information and good practise sharing and benchmarking with other Marmot Cities
- Work being undertaken in conjunction with the Universities
- Difficulties experienced in terms of data collection
- The benefits of introducing a cycling initiative
- Work being undertaken to engage with employers and businesses in the City

**RESOLVED:-**

- 1) That the approach taken to date to make Coventry a "Marmot City" be endorsed.**
- 2) That the continuation of strong leadership to support this agenda be agreed.**
- 3) That the Marmot City Programme be requested to support the investigation of a cycle initiative to increase physical activity, promote sustainable transport, improve access to employment and other sites and provide employment, skills and training opportunities.**
- 4) That the Marmot City Programme be requested to engage with employers in the City to improve health outcomes for their employees.**
- 5) That the Scrutiny Boards be requested to identify opportunities to champion the Marmot City priorities through their Work Programmes.**

#### 34. **Director of Public Health Annual Report**

The Committee considered a briefing note and presentation which provided an overview of the Director of Public Health Annual Reports for 2012 and 2013 on the health of the people in the area of the local authority, the production of which was a statutory requirement.

The 2013 annual report was currently in draft format, prior to its consideration by the Health and Well-being Board on 21st October, 2013 and was appended to the briefing note. The 2013 report looked at four key lifestyle behaviours: diet, smoking, alcohol consumption and physical activity. The report looked at how these have changed in the City over a five year period and identified groups that exhibit both healthy and unhealthy behaviours across these four themes.

The 2012 report looked back over changes in the previous 40 years and identified priorities for future work, which have been integrated into the Health and Well-being Strategy and the Marmot Work Programme for the City.

The Committee questioned the Director of Public Health on aspects of the annual reports including:-

- Mental wellbeing
- Definitions and benefits of healthy/stable weight

**RESOLVED that the findings of the Director of Public Health Annual Reports for 2012 and 2013 be endorsed and that a copy of the presentation slides be circulated to all Members of the Committee.**

#### 35. **Statutory Role of the Director of Public Health Annual Report**

The Committee considered a briefing note which outlined the statutory role of the Director of Public Health.

**RESOLVED that the contents of the briefing note be noted.**

#### 36. **Outstanding Issues**

The Committee noted that all outstanding issues had been included in the Work Programme for the current year.

#### 37. **Scrutiny Co-ordination Committee Work Programme 2013/14**

The Committee considered the Work Programme for 2013-2014 and were informed that the meeting on 6<sup>th</sup> November, 2013 would include an update on Domestic Violence and Abuse , together with the planned item on the Built Environment Enforcement and that the meeting scheduled for 11<sup>th</sup> December, 2013 would concentrate on Welfare Reform.

**RESOLVED that the Work Programme be updated to take account of the issues outlined above.**

38. **Any Other Items of Public Business**

There were no additional items of public business.

(Meeting closed: 11.35 a.m.)



Coventry City Council

## Briefing note

Scrutiny Coordinating Committee

6<sup>th</sup> November 2013

**Title:**

Strategic Built Environment Group

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### 1. Background

- 1 At the Cabinet Member (Community Safety & Equalities) meeting on 31<sup>st</sup> January 2013, the creation of the Strategic Built Environment Group was sanctioned. This group is designed to facilitate the closer working of the Council's various regulatory activities. It is currently chaired by Sara Roach, Deputy Director.
- 2 The group was created and first convened on 18<sup>th</sup> March 2013. Appendix one gives details of the group's 'terms of reference'.
- 3 The work of the group is focused on "problem properties" or issues which, in most cases, have previously proved difficult to resolve by one department working alone, and cut across professional disciplines. Appendix two details the past and current work of the group.

Craig Hickin  
Head of Environmental Services

## **Appendix One: Proposed Terms of Reference for the Strategic Built Environment Group, Coventry City Council**

### **1. Background**

The Strategic Built Environment Group was sanctioned by Cabinet Member (Community Safety & Equalities) to encourage cross-directorate working by the various regulatory services in the Council in seeking to resolve problems associated with specific properties and parcels of land within the City.

### **2. Purpose of the Group**

The Group will deal with complex cases which require clear strategic leadership. The Assistant Director for Public Safety & Housing will chair this group and be charged with finding solutions and identifying resources to solving the specific issues, or where there is no clear or easily attainable solution, mitigating the resultant damage or nuisance.

### **3. Membership**

<b>Name</b>	<b>Title</b>
Sara Roach	Deputy Director – Communities & Strategy, People Directorate
Paul Boulton	Head of Traffic & Transportation, Place Directorate
Tracy Darke	Group Manager, Planning & Building Control, Place Directorate
Graham Hood	Head of Streetpride and Greenspace, Place Directorate
Neil Cowper	Highways, Place Directorate
Craig Hickin	Head of Environmental Services, People Directorate
Hamish Simmonds	Head of Regulatory Services, People Directorate
Mandie Watson	Head of Community Safety, People Directorate
Andrew Burton	Senior Solicitor, Legal Services, Resource Directorate

#### **3.1 Administration**

The PA to the Asst. Director Public Safety & Housing will provide administrative and secretarial services including agendas, minutes and discussion papers.

#### **3.2 Substitutes**

Members are expected to attend the group meetings personally. Substitutes may attend meetings when members are unavoidably absent but will be expected to provide updates on individual cases and to be able to respond to requests for action from their respective directorate/service area.

#### **3.3 Guests**

Representatives from partner agencies may be invited for relevant items.



### 3 **Role**

- To provide direction for the resolution of problems emanating from properties, businesses, or parcels of land within the City, which are currently cause, or have the potential to cause, either risks to the public, damage or degradation to important buildings, environmental damage, or crime/anti-social behaviour.
- To ensure Council resources are prioritised and targeted to those areas presenting the most problems and greatest risk.
- To promote collaboration and partnership working as a way of maximising value for money in service delivery.
- To maintain cross-directorate ownership and challenge to ensure that issues are resolved in a timely manner.
- To minimise or negate adverse publicity to the Council from any of the above-mentioned issues.
- To provide a conduit for disseminating key messages and information throughout the Council's regulatory services.
- To promote consistency in regulatory activity within the Council; specifically in relation to City Services and Development and Public Safety & Housing.

### 4 **Method of Operation**

- Members of the group will submit issues for consideration to the Assistant Director Public Safety & Housing on the agreed template form. The issues submitted will generally be those which 'cut across' directorates, or represent a substantial risk.
- Members of the group will study the submissions and come to the meetings with suggestions and proposals as to how they or others can assist in resolving the issue.
- Members of the group will deliver on the actions to which they have committed.

### 5 **Reporting Relationships**

The Assistant Director Public Safety & Housing will have responsibility for reporting on the actions of the group to the Cabinet Member (Community safety & Equalities) and more generally into the political process where required.

### 6 **Decision Rights**

The Assistant Director Public Safety & Housing will decide which issues are considered by the group.

### 7 **Meeting Frequency**

The group will meet on a monthly basis. However additional meetings may be arranged by the chair if the subject matter is deemed sufficiently important.

#### 7.2 **Submissions and Reports**

Submissions may be made by any group member. They should be made:

- On the agreed template form and sent to the PA to the Assistant Director Public Safety & Housing
- In a timely manner and not less than 7 days before the next meeting.

- Urgent matters may be submitted later than this deadline, but only with the approval of the Assistant Director Public Safety & Housing.

**7.3 Agenda and Papers**

Submissions will be circulated to group members, along with the agenda, five days before the meeting.

**7.4 Minutes**

The PA to the Assistant Director Public Safety & Housing will take minutes of meetings. Minutes will be approved by the Group at the following meeting.

**7.5 Responsibility for Actions**

Delivery on actions will reside with the relevant manager or head of service.

**7.6 Maintenance of Records**

The PA to the Assistant Director Public Safety & Housing will maintain records as to the activities of the group.

15<sup>th</sup> April 2013

<b>Appendix two: Case management</b>		
<b>Property</b>	<b>Issue/Background</b>	<b>Action</b>
Case 1	Block of flats. The company owning the freehold went into liquidation whereupon title to the land passed to the Crown. The flats within the block are held by individual tenants on long leases and are owned by three separate entities, with four of the flats owned by one company. The flats are in good condition internally (responsibility of the leaseholder), but the external fabric of the flats, the common parts, and the external yard and garages are in a poor state of repair and suffer from fly-tipping and dog foul. These areas are the responsibility of the freeholder i.e. the Crown, but the Crown has legal immunity which means enforcement action cannot be taken.	<ul style="list-style-type: none"> <li>• Contact was made with solicitors for the Crown Estates. Their position is clear in that they have possession, but do not intend on doing any works because to do so would potentially imply that they have responsibility. We can carry out work but it is at our own liability and cost. Any sale of the property must be open and fair, with preference given to those most affected (the leaseholders), but the sale must be for market value and the Crown's legal costs in the matter must be met up front.</li> <li>• We have boarded up the garages and removed the fly-tipped waste.</li> <li>• We are removing dog foul from the site and have spoken to those occupiers who own dogs regarding the consequences of continued fouling.</li> <li>• The good news is that there is an unknown person/body (acting through an agent) who is interested in purchasing the freehold. We are courting this individual/company.</li> </ul>
Case 2	Family scrap metal business operated from a domestic end terrace property. Scrap articles are stored in both front and rear gardens, a fully laden vehicle is parked in the front garden, and there are not less than two other scrap-laden vehicles in the street. This is causing consternation in the area and is affecting the marketability of neighbouring properties.	<ul style="list-style-type: none"> <li>• A notice was served under the Prevention of Damage by Pests Act, and the rear garden and rear area were subsequently cleared of items.</li> <li>• Determined that the premise was a licensed scrap metal business. We cannot refuse a licence.</li> <li>• Worked with the Police to ensure that the vehicles used by the business were legally compliant. This was found to be the case.</li> <li>• Worked with the Environment Agency to ensure the owners and drivers of the vehicles were licensed waste carriers. This was found</li> </ul>

		<p>to be the case.</p> <ul style="list-style-type: none"> <li>• Enforcement notice served under planning legislation on 31<sup>st</sup> May 2013 regarding the unauthorised use of a domestic property for use of the land for the storage, sorting and processing of scrap metal, white goods and other materials. Notice took effect on the 4<sup>th</sup> July and they had one month for compliance. Monitoring has taken place since the notice was served and the use had ceased, however, officers have been contacted in the last few days as allegations state that the unauthorised use has since re-commenced. This is being investigated again and a verbal update will be given.</li> </ul>
Case 3	Use of a fork-lift truck on the highway, the encroachment of goods for sale on the pavement up to the pavement barriers forcing pedestrians into the road, and illegal Sunday trading.	<ul style="list-style-type: none"> <li>• The use of the fork-lift truck examined and deemed to be safe.</li> <li>• We are preparing to prosecute for breach of Sunday trading laws.</li> <li>• The business is not alone in pavement encroachment. A holistic approach and solution is being worked upon by colleagues in Planning and Highways to secure a 20 mph zone, removal of street barriers and furniture, and a clear demarcation on the pavement of the area on which goods for sale can be displayed. Enforcement will follow if necessary in due course.</li> </ul>
Case 4	Portacabins have been constructed on the site without planning permission. It is understood that there has been a long-running dispute between different groups of users. On-going process to deal with the issues had stalled after a failed informal mediation process.	<ul style="list-style-type: none"> <li>• SAG is being convened with close involvement of the police following a preliminary meeting in February lead by Planning.</li> <li>•</li> </ul>
Case 5	Relates to an empty semi-detached property which is fire-damaged and derelict, and an	<ul style="list-style-type: none"> <li>• Structural survey of the property undertaken.</li> <li>• Vegetation and fly-tipped rubbish has been removed.</li> </ul>

	<p>area of fly- tipping and ASB complaints. The vegetation in the garden is overgrown and there are issues with the drains and rats. The previous owner of the property died intestate and potential beneficiaries of the estate are currently loath to take possession of the assets and liabilities of the estate.</p>	<ul style="list-style-type: none"> <li>• Drainage investigation is underway and rat treatments will follow.</li> <li>• We are converting land charges to registered charges and will seek orders for the sale of the property in due course.</li> <li>• The aim is to have the site developed for residential purposes and the new property/properties occupied within 12 months.</li> </ul>
Case 6	<p>These premises have been the subject of ASB, noise complaints, and concerns from the Police and Fire Service.</p>	<ul style="list-style-type: none"> <li>• Review of licence called for and was duly suspended.</li> <li>• The club has subsequently opened after complying with a number of requirements.</li> <li>• Building Control is currently looking at the safety of plate glass windows at the front of the premises.</li> </ul>

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**A separate report is submitted in the private part of the agenda in respect of this item, as it contains details of financial information required to be kept private in accordance with Schedule 12A of the Local Government Act 1972. The grounds for privacy are that it refers to the identity, financial and business affairs of an organisation and the amount of expenditure proposed to be incurred by the Council under a particular contract for the supply of goods or services.**

Scrutiny Co-ordination Committee  
Cabinet

6<sup>th</sup> November 2013  
19 November 2013

**Name of Cabinet Member:**

Cabinet Member (Community Safety & Equalities) – Councillor Townshend  
Cabinet Member (Policy and Leadership) – Councillor Mrs Lucas  
Cabinet Member (Children and Young People) – Councillor Duggins  
Cabinet Member (Health and Adult Services) - Councillor Gingell

**Director Approving Submission of the report:**

Executive Director, People

**Ward(s) affected:**

All

**Title: Commissioning of Domestic Violence and Abuse Services**

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**Is this a key decision?**

No

Although the service to be commissioned will be provided across all Wards in the City, the impact is not expected to be significant and is therefore not considered to be a key decision.

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**Executive Summary:**

In 2010 the then Community Safety Partnership (the statutory Partnership responsible for preventing and detecting crime and disorder and the prevention of re-offending) acknowledged that Domestic Violence & Abuse (DVA) was a priority community safety issue for the city as there was clear evidence that DVA has a significant impact on services and communities and affects individuals; directly and indirectly.

In response to this, the Community Safety Partnership commissioned an extensive review of both statutory and commissioned services responding to this issue and authorised the development of a new service delivery model to :-

- Better manage existing levels of DVA in the City
- Work towards reducing the rise in cases and predicted future demand
- Ensure that a range of services are available and accessible to those that require them in a timely and efficient manner

This report provides an update on the outcome of the review and details the next steps needed to progress a new service model.

The proposed new service has been created as part of an integrated multi-agency model which will provide domestic violence and abuse services seeking to ensure a clear first point of contact, prevent duplication and strengthen information sharing. This will include a helpline and interactive website, a single point of access to victim services, a range of supported accommodation for victims, active case management for victims, an aftercare service for victims, a new solution focused programme to work with perpetrators and a children's support service.

The Council currently commissions nine separate services across five providers which provide a range of support and interventions to domestic violence and abuse victims (including support workers and accommodation), children and previously a service for perpetrators which has since ceased delivery. Existing contracts were extended to enable time to design the new model/service.

A number of research projects, consultation events and focus groups were undertaken between 2011 and 2013 with providers, referring agencies and service users, in order to assess need and identify gaps in current provision. The findings have been used to develop the specifications for the proposed service to be commissioned within the model; however the final consultation phase for the children's element is ongoing and will finish shortly.

#### **Recommendations:**

The Scrutiny Co-ordination Committee are requested to:

1. Consider the proposed service model detailed in this report and forward any comments or recommendations to Cabinet for their consideration.

The Cabinet is requested to have regards to the contents of this report when considering the recommendations contained within the private report on this matter and to:

1. Consider any comments or recommendations from Scrutiny Committee regarding the proposed service model
2. Authorise the commencement of a tender process for the proposed new service model.
3. Review the impact and outcome of the equality and consultation assessment in accordance with section 149 of the Equality Act 2010 and approve this document.
4. Note the budget requirement as detailed in the private report and the intention to request that additional resources be considered as part of future budget setting proposals for 2014/2015.
5. Request progress report against recommendations 2-4 above on a bi-monthly basis until 31<sup>st</sup> July 2014.

#### **List of Appendices included:**

Appendix 1 - Promoting Children and Young People's Well Being Model Levels of Need  
Appendix 2 – Equality and Consultation Assessment

#### **Other useful background papers:**

None



**Has it been or will it be considered by Scrutiny?**

Scrutiny Co-ordination Committee - 6<sup>th</sup> November 2013

**Has it been or will it be considered by any other Council Committee, Advisory Panel or other body?**

No

**Will this report go to Council?**

No

## **Report title: Commissioning of Domestic Violence and Abuse Multi Agency Model**

### **1. Context (or background)**

- 1.1 Domestic violence and abuse (DVA) is defined by the Home Office as: any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass, but is not limited to, the following types of abuse: psychological; physical; sexual; financial; emotional.
- 1.2 Coventry has one of the highest levels of domestic violence and abuse in the West Midlands and in 2012 police recorded 3,337 incidents of DVA, identified 2,483 individual victims and charged 649 individual perpetrators. National research shows that only 35% of DVA incidents are reported to the Police and therefore the actual level of DVA in the City will be significantly higher.
- 1.3 In September 2010, the Coventry Domestic Violence & Abuse Partnership (strategic sub group of the Coventry Community Safety Partnership) were requested to undertake an extensive review of both statutory and commissioned services responding to the increased levels of need in the City and to ensure integration across a range of agencies supporting DVA services.
- 1.4 Further to this, the Council, on behalf of the Community Safety Partnership, commissioned Deloitte to support stakeholder relationship management and to produce a business case for a new model of service delivery based on three pathways of : -
  - Early intervention and prevention
  - Active case management
  - Safe and well aftercare
- 1.5 As a result of this review, work with Deloitte and stakeholder engagement, the proposed model for services was developed in line with the following principles:-
  - Better manage existing levels of DVA in the City
  - Work towards reducing the rise in cases and predicted future demand
  - Ensure that a range of services are available and accessible to those that require it in a timely and efficient manner

### **1.6 Existing Services**

- 1.6.1 Coventry currently commissions nine separate services across five providers which provide a range of support and interventions to domestic violence and abuse victims (including support workers and accommodation), children and previously a service for perpetrators.
- 1.6.2 Current services for victims include three separate supported accommodation services providing safe and confidential accommodation and support; a floating support service for Black, Asian Minority Ethnic and Refugee victims to provide support with the emotional and practical effects of domestic violence and abuse; a Sanctuary Scheme to provide emotional and practical support, an outreach and befriending project and security installations to properties; and an Independent Domestic Advocate Service to support victims through court processes.

1.6.3 The current provision for children delivers services for children and young people up to the age of 18 who are affected by domestic violence and abuse, focusing on direct advocacy and support for the child/young person.

## **1.7 Learning from Serious Case Reviews**

1.7.1 In 2012, the Coventry Safeguarding Children's Board undertook a Serious Case Review (SCR) for Child W, which identified a range of issues for children whose parents are accessing DVA services. An action from the review was to ensure that the new service model incorporated consistent and comprehensive quality assurance standards for the provision of DVA services. Therefore, a requirement within the new victim service to be commissioned will: -

- Ensure robust quality assurance standards are in place to underpin contracts
- Build in compliance with safeguarding children policies and procedure
- Require that providers engage with the Common Assessment Framework (CAF) process
- Ensure robust information sharing protocols with other agencies (ie. health visitors, police, etc)
- Incorporate a robust quality assurance/contract management process to ensure monitoring against the agreed service specification and delivery model is consistent and in place. This will include the auditing of files, focus groups with service users and regular forums with referring agencies

1.7.2 The recent Daniel Pelka Serious Case Review (SCR) has identified a number of improvements required to the way agencies work together to safeguard children that are in families where domestic violence and abuse takes place. The review includes the following points:

- DVA is always a child protection issue and must be approached with this as the mind set of professionals.
- There must be a child focus to all interventions. The impact of domestic abuse on children's emotional wellbeing and development needs to be addressed by Police when checking children are safe. No assessment of risk within a family can be effective without direct engagement of the child to understand their experiences, wishes and feelings.
- The scope of early help and prevention work to support children living with domestic abuse should be understood by the Local Safeguarding Children's Board (LSCB).

1.7.3 Whilst the findings of the review have no direct recommendations for commissioned services, the above principles and good practice will apply to the new services to be commissioned.

1.7.4 Additionally, the findings of the review may have an impact in terms of the level of referrals to any service commissioned for children. It is also critical therefore that commissioned services work with and alongside all statutory DVA services in the City. More specifically, service providers will be required to proactively share information and adhere to inter-agency safeguarding policies; making the relevant links with both statutory agencies (ie. Health Visitors, GP's, Hospitals, Police, Schools) and other support agencies to ensure children are safeguarded.

1.7.5 Building on the current joint screening arrangements for DVA, further work is underway to explore additional opportunities to strengthen the way statutory agencies work together to share information and manage high risk cases.

## **1.8 Services to be commissioned**

- 1.8.1 Commissioned services are only part of the overall response to DVA in the City. A range of statutory and universal services also support and provide interventions to DVA victims, children/young people and perpetrators, including Health (GPs, Hospitals, Health Visitors) Children's Centres, Schools, Police and Probation. The new service will work alongside statutory services to provide an integrated response to service users as outlined above.
- 1.8.2 The proposed new service was developed to provide domestic violence and abuse services which include key elements of a suite of services that seek to ensure:
- a clear first point of contact for victims
  - reduction in duplication
  - effective information sharing
  - learning from recommendations from Serious Case Review's and Domestic Homicide Reviews

## **1.9 Victim Services**

- 1.9.1 Data on the level of demand for victim floating support services shows that current provision is supporting only 9% of need for victims who are known to the police (based on 2011/12 data) . The actual number of victims in the City will be considerably higher as national research demonstrates that only 35% of DVA incidents are reported to the police. The number of victims recorded by the police who would be aware of, require or be willing to access a service under this model is unknown.
- 1.9.2 Data on the level of demand for victim supported accommodation services shows that the current provision is always fully utilised. During 2011/12 123 victims were unable to access accommodation due to full capacity within the schemes and an additional 55 victims were unable to access accommodation due to a lack of suitable sized units.
- 1.9.3 The new service will increase the number of victims supported by floating support services to meet an element of the waiting list demand and increase the number of units of supported accommodation to include a wider range of suitably sized accommodation.
- 1.9.4 The new victim services will replace the existing eight contracts.
- 1.9.5 There will be an integrated service and care pathway for DVA victims with a clear point of access and single needs assessment procedure to ensure that victims only have to tell their story once. Services will be tailored to each individual service user's needs and victims will be able to move between different elements of support seamlessly as required.
- 1.9.6 The victim's service will include:
- A telephone helpline for victims, children/young people, perpetrators, members of the public and professionals to provide advice, support and information on domestic violence and abuse.
  - Interactive systems on the Safetotalk website ([www.safetotalk.org.uk](http://www.safetotalk.org.uk)) and via social media e.g. live chat; direct e-mail referrals; forums; to provide victims, children/young people, perpetrators, members of the public and professionals with advice, support and information.
  - A single point of access to all victim services, that links with children/young people and perpetrator services, and a clear pathway through victim services.

- A variety of supported accommodation units to provide safe and appropriate temporary accommodation for single victims and families, including a specific service for Black Asian Minority Ethnic and Refugee victims.
- Active case management and support for victims who are living in supported accommodation and victims who are community based, including a specific service for Black Asian Minority Ethnic and Refugee victims
- Low level aftercare support and befriending for victims moving on from active case management support.
- The provision of a range of domestic security and target hardening to homes where the victim has left the perpetrator and wants to remain living safely in the property.

1.9.7 The aim of all victim services will be to provide emotional and practical support to ensure that victims and their children are effectively safeguarded. They will also be responsible for increasing the general awareness of domestic violence and abuse.

1.9.8 Key to the service will be raising victim's awareness and understanding of DVA and providing support to raise their confidence, enable them to exit violent relationships and decrease the likelihood of them becoming a repeat victim. This type of support is integral to the suite of services within the new victim model ie. accommodation, active case management and after care.

## **1.10 Perpetrator Service**

1.10.1 Data on the number of perpetrators in the City demonstrates that 649 individual perpetrators were known to the police during 2012. The actual number of perpetrators in the City will be considerably higher as national research demonstrates that only 35% of DVA incidents are reported to the police. The number of perpetrators who would be aware of, require or be willing to access a service under this model is unknown.

1.10.2 The perpetrator service will be commissioned in two separate elements:

- The development of a bespoke perpetrator programme for Coventry by Coventry University. This has been commissioned by Coventry Community Safety Partnership as a one-off piece of work and funded separately from the model. The new programme will be solution focused and flexible so it can be delivered on a one to one or group basis. The proposal includes delivering training to up to 20 staff in key organisations eg. Children's Social Care and drug and alcohol services, to enable staff to deliver the programme internally to perpetrators who are already accessing their services.
- The provision of a caseworker service, commissioned as part of the overall model, to deliver the solution focused programme directly with perpetrators in the community. This service will also provide support and advice to staff in other organisations who are delivering the programme to ensure good practice is maintained.

## **1.11 Children's Service**

1.11.1 The detail of the children's model is being finalised. The Equality and Consultation Assessment highlighted that demand for the service is likely to be in excess of the currently available resource.

1.11.2 In 2008 the children's DVA service was commissioned with a preventative focus to work with children whose life chances and outcomes may be impaired if they don't receive a service (Common Assessment Framework level 2) and children whose life chances and

outcomes will be impaired if they don't receive a service (Common Assessment Framework level 3).

1.11.3 In practice, it has provided the service to children at Level 3 but has not been able to support children at risk of significant harm or removal from their home (CAF level 4).

1.11.4 An exceptionally high number of Level 4 cases involved some form of domestic violence. In 2012/13 662 children and young people became subject to Child Protection Plans or Children Looked After. In addition, at least 320 children supported at Common Assessment Framework Level 3 by Children and Family First Teams are thought to be experiencing some form of domestic violence

1.11.5 In March 2013, the waiting list for the current service had 34 children on it. This increased to 41 children in Quarter 1 of 2013/14 and to 50 children in Quarter 2 (increase of 21% and 47% respectively).

1.11.6 The financial envelope has been flexed to provide additional funding for the children's service. This will enable it to extend its service to children at Level 4. The details of this aspect of the model are being finalised: there will be an overall increase in the numbers of children being supported, but some children will continue to need to wait for support from this service due to levels of demand

1.11.7 The whole of the proposed new service will be outcome driven. The high level outcomes include:

- Victims, children/young people and perpetrators are provided with appropriate advice, support and access to services at the earliest opportunity.
- Victims' awareness of domestic violence and abuse is increased via the provision of structured interventions, and the likelihood of victims returning to abusive relationships is reduced.
- Children living in domestic violence and abuse situations are safeguarded, so that they can continue to live at home, and victims' understanding of the effects of domestic violence and abuse on children and young people are increased.
- Victims receive a range of emotional and practical support to enable them to rebuild their lives and develop independence at the earliest opportunity.
- Perpetrators are effectively challenged and the appropriate interventions provided in order to support a change in their behaviour via a flexible and solution focused approach that can be delivered in a range of venues and meet their individual needs.
- Victims and children are able to remain living safely in their homes via the provision of security installations
- Children and young people who are affected by/living with domestic violence and abuse receive a range of emotional support to enable them to rebuild their lives and develop into independent adults.
- The parents of children supported by the children's service, where required, are supported to increase their awareness of domestic violence, its impact on children and management of risk.
- Children and young people in other children's services are supported via advice and guidance to professionals.

1.11.8 Modifications have been made to the service specifications to reflect learning from stakeholder and user consultation processes.

## **2. Options considered and recommended proposal**

- 2.1 A robust and extensive research, review and consultation process informed the development of the overall City-wide model and the suite of services to be commissioned.
- 2.2 Key factors taken into consideration included existing and predicted demand for this type of service, findings and learning from serious case reviews, best practice and views of stakeholders and service users.
- 2.3 A range of other key factors were considered as follows:-
  - a) Commissioning supported accommodation as a separate service from other victim services – this is not a recommended approach due to the lack of integration with other services and inefficiencies this could create, in terms of contract management and service provision.
  - b) Using an outcome based commissioning process – this was considered appropriate and will be integral to the proposed new service model in order to enable providers to propose innovative and flexible solutions to meet the required service outcomes and identified gaps.
  - c) Commissioning the children's service as part of the overall model – this was considered necessary to ensure improved integration between adult and children's services and to strengthen the notion that child protection should be fundamental across all DVA services.
  - d) Flexing the financial envelope between the Adult Victim and Children services – this is a recommended approach which will reduce the level of funding allocated to victim services and increase the level of funding allocated to children's services to enable the latter to work with children with higher levels of need.
  - e) Tendering for a mixed model to work with children who have needs at Common Assessment Framework (CAF) Level 3 (children whose life chances and outcomes will be impaired without the support of services) and CAF Level 4 (children at risk of significant harm or removal from home) which is an extension of the current provision. For further explanation of the CAF levels see the Promoting Children and Young People's Well Being Model Levels of Need attached as Appendix 1

## **3. Results of consultation undertaken**

- 3.1 A robust and extensive research and consultation process has been undertaken over three years, to inform the development of the proposed new model. This included research by external consultants, engagement sessions with providers and referring agencies and focus groups with service users.
- 3.2 Specific engagement regarding all elements of DVA services were undertaken which focused on areas such as referral pathways, gaps and weaknesses in service provision, roles and responsibilities of support workers, improving communication and joint work across services (ie. Schools, Police, other agencies) and the overall outcomes to be delivered to both adult and children affected by domestic violence and abuse.
- 3.3 The Equality and Consultation Assessment identifies the range, mediums and outcome of individual consultation exercises including key views at all stages of the process from 2010 onwards.

3.4 Comments from referring agencies, providers and service users have been used to draft the service specification. Prospective bidders will be able to comment on the draft Invitation to Tender (ITT) for an 11 day period between 3<sup>rd</sup> January 2014 and 14<sup>th</sup> January 2014. All comments will be considered and may result in amendments to the ITT before the formal procurement process.

#### **4. Timetable for implementing this decision**

4.1 A notice will be placed on the City Council website which will give information on how to register an interest in the tender process, indicative timescales and details of when the contract will be awarded

4.2 The service and monitoring requirements and outcome measures will be explicit within the contract to ensure the service requirements are being met.

#### **5. Comments from Executive Director, Resources**

##### **5.1 Financial implications**

5.1.1 The financial implications of the commissioning of the new model are detailed in the private report.

##### **5.2 Legal implications**

5.2.1 The procurement will be an open competitive process as required under the Council's Rules for Contract and the Public Contract Regulations 2006.

5.2.2 The current contractors have agreed to extend their contracts on existing terms and conditions pending the commencement of the procurement process and award of contract. Supported accommodation contractors have agreed a 10% reduction in funding until the new contract is awarded

#### **6. Other implications**

##### **6.1 How will this contribute to achievement of the Council's key objectives / corporate priorities (corporate plan/scorecard) / organisational blueprint / Local Area Agreement (or Coventry Sustainable Community Strategy)?**

6.1.1 This service supports the delivery of the vision and values set out within the Council Plan 2011-14, by ensuring that domestic violence is not tolerated and support and intervention is effective and that children are supported to live safe from harm.

6.1.2 Challenging domestic violence and abuse, supporting victims and the prevention of re-offending are key priorities for the Coventry Community Safety Partnership.

##### **6.2 How is risk being managed?**

6.2.1 The consultation and commissioning process has been overseen by Commissioning, Procurement, Legal, Finance and Heads of Service.

6.2.2 A Risk Analysis document has been completed and is being used as a working tool to mitigate identified risks.



### **6.3 What is the impact on the organisation?**

6.3.1 The revised commissioning process will enable the Council to commission services that are value for money and meet the needs of domestic violence and abuse victims, perpetrators and children. An increased focus on early intervention and a robust pathway through services should reduce the number of repeat incidents of domestic violence and abuse and the social and welfare costs associated with these.

### **6.4 Equalities / EIA**

6.4.1 The discharge of the duty under section 149 of the Equality Act 2010 has been addressed as part of the commissioning process for the service. An Equality Consultation Analysis has been completed and updated on a regular basis and will be included in the tender documentation. (See attached Appendix 2 to the report).

6.4.2 Historically, domestic violence and abuse services have been contracted and commissioned separately. By bringing these services together into one procurement process it will enable better outcomes for vulnerable victims and children and reduce offending. Service Users will receive an enhanced and streamlined service.

6.4.3 The Equality Consultation Analysis confirms that the new contract will positively address inequalities experienced by people experiencing domestic violence and abuse, including female and male victims of DVA, Black Asian Minority Ethnic and Refugee victims of DVA, people with physical, sensory and learning disabilities and children and young people. The new service will also ensure that systems are in place to enable service users who have difficulty communicating in written or verbal English to access the service and that the service is fully accessible to people with physical and sensory impairments.

6.4.4 Overall service users and providers will benefit from the new service which will address identified gaps and increase the number of service users supported. However Local Providers who deliver current services may be negatively affected if they are not successful in being awarded the new contract.

### **6.5 Implications for (or impact on) the environment**

None

### **6.6 Implications for partner organisations?**

6.6.1 The new service will provide an improved response to domestic violence and abuse in the City, therefore supporting the work of other partner organisations who work with domestic violence and abuse victims, perpetrators and children such as the police. Some current third sector providers may not be successful in securing a contract as part of this process.

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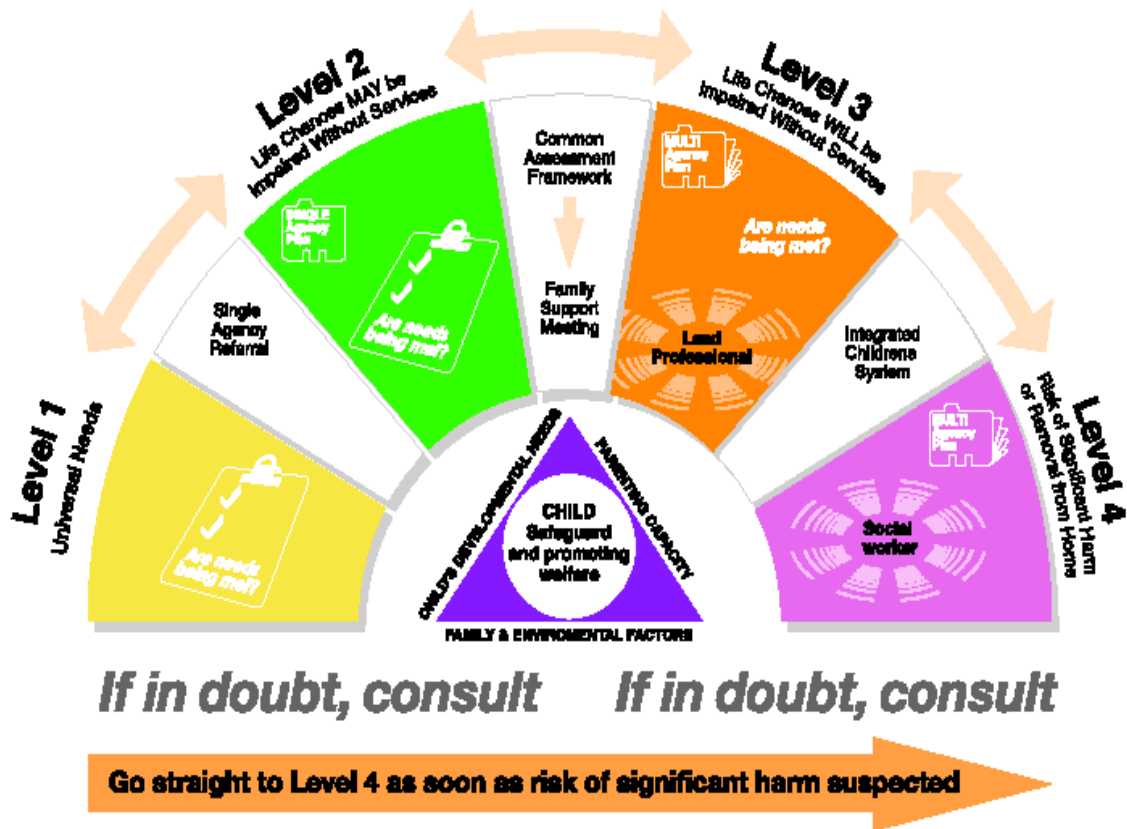
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This report is published on the council's website: [www.coventry.gov.uk/councilmeetings](http://www.coventry.gov.uk/councilmeetings)

Appendix 1  
Promoting Children and Young People’s Well Being Model Levels of Need



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## Equality and Consultation Analysis Template

### Guidance for completion

- Equality analysis is a way of considering the effect on different groups protected from discrimination by the Equality Act 2010, during the Council's decision making processes.
- These 'protected groups' are those defined by race, age, gender, disability, sexual orientation, gender reassignment, religion or belief, pregnancy, maternity or breastfeeding.
- Please remember to consider children and young people as a specific group that you may need to consider the impact on, and engage with during this analysis.
- Equality analysis will help you consider whether the decision you want to take:
  - will have unintended consequences for some groups; and
  - if the service or policy will be fully effective for all target groups.
- The Council also has a statutory duty to consult.
- This equality and consultation analysis template will require you to demonstrate how equality information and the findings from consultation with protected groups and others, has been used to understand the actual or potential effect of your service or policy on the protected groups and to inform decisions taken.
- The template should summarise key issues arising from information that has been collected, analysed and included in other key documents e.g. Needs Analysis, Baseline Reports etc.
- This form should be completed on an ongoing basis at each stage of any formal decision making process. Failure to comply with this will put the Council (and specifically the elected member or officer making the decision) at risk of judicial review.
- For further help and support please contact Helen Shankster on 7683 4371 (consultation advice), Sheila Bates on 7683 1432 (CLYP consultation advice) or Jaspal Mann on 7683 3112 (equalities advice).

### Context

<b>Name of analysis</b>	Domestic Violence and Abuse Multi Agency Model
<b>Officer completing analysis</b>	Penny Kay, Milan Jagatia
<b>Date</b>	25 <sup>th</sup> October 2013

## **1. Briefly describe the area of work this analysis relates to:**

In September 2010 the Coventry Domestic Violence & Abuse Partnership (strategic sub group of the Coventry Community Safety Partnership) were requested to undertake a review of existing approaches and services in relation to Domestic Violence and Abuse (DVA) and develop a city wide multi agency model in order to improve the management of the existing levels of DVA in the City and begin to reduce predicted rises in number of cases and future demands on services.

The need for an integrated multi agency model was identified by the Coventry Domestic Violence and Abuse Partnership and the Community Safety Partnership via the findings of the 2009/10 Strategic Assessment. This demonstrated that during 2009/10 Coventry had the highest rate of DVA per member of the population in the West Midlands, and showed that victims were unclear on where to look for help and members of the public and professionals needed guidance on the full range of options available to them, including services for victims, children and perpetrators.

The vision for Coventry seeks to ensure that residents of the City have the right to respectful, safe and healthy relationships, where domestic violence and abuse is not tolerated. The new model will develop an integrated DVA service and pathway for children, victims and perpetrators, and ensure a clear first point of contact, prevent duplication and strengthen information sharing.

The model includes the following 3 elements:

- Early Intervention/Prevention
- Response/Case Management and Support
- Safe and Well Aftercare

The model is being developed in two stages:

1. The development of specialist DVA services required for commissioning.
2. A review of statutory functions across statutory agencies to develop proposals for how this might be better integrated through a co located unit of agencies (which will then link into the commissioned services element of the model).

This analysis relates to the development of the specialist DVA services that will be commissioned.

## **Scoping the analysis**

### **2. Who are the key stakeholders, both existing and potential, that could be impacted by this work?**

- Coventry Local Police & Crime Board (formerly Coventry Community Safety Partnership)
- Children, victims and perpetrators of domestic violence and abuse

- Specialist providers of domestic violence and abuse services including:
  - Coventry Haven
  - Valley House
  - Panahghar
  - Refuge
  - Relate
  - Barnados
- West Midlands Police
- West Midlands and Staffordshire Probation
- Coventry Public Health and Coventry and Rugby CCG
- Coventry City Council Adult Social Care
- Coventry City Council Children's Social Care
- Other Coventry Domestic Violence and Abuse Partnership Forum members and third sector providers

**3. From the list above, which of these constitute protected groups?**

Children, victims and perpetrators of domestic violence and abuse including:

- Female and male victims and perpetrators.
- Service users from Black, Asian, Minority Ethnic and Refugee (BAMER) communities.
- Service user from different religions and faiths
- Service users with physical and sensory impairments.
- Service users who are lesbian, gay, bisexual and transgender.
- Children and young people.
- Older people.

**4. Which of the key stakeholders (including representatives of protected groups) will need to be kept informed, consulted or actively involved in this area of work?**

Key Stakeholder	Type of Involvement*	Method(s) used
Coventry Local Police & Crime Board	Information	Regular briefing updates at meetings
Specialist providers of domestic violence and abuse services	Involvement and consultation	Stakeholder and provider consultation surveys  Membership of DVA multi agency model working group and attendance at engagement sessions
West Midlands Police	Involvement and consultation	Stakeholder and provider consultation surveys  Membership of DVA multi agency model working group and attendance at engagement sessions
West Midlands and Staffordshire	Involvement and consultation	Stakeholder and provider consultation surveys

Probation		Membership of DVA multi agency model working group and attendance at engagement sessions
Coventry Public Health and Coventry and Rugby CCG	Involvement and consultation	Stakeholder and provider consultation surveys  Membership of DVA multi agency model working group and attendance at engagement sessions
Coventry City Council Adult Social Care	Involvement and consultation	Stakeholder and provider consultation surveys  Membership of DVA multi agency model working group and attendance at engagement sessions
Coventry City Council Children's Services - Social Care, Children and Family First Service, Children's Safeguarding Board	Involvement and consultation	Stakeholder and provider consultation surveys  Membership of DVA multi agency model working group and attendance at engagement sessions
Other Coventry Domestic Violence and Abuse Partnership Forum members and third sector providers	Information	Regular briefing updates at CDVAP Forum meetings
Children, victims and perpetrators of domestic violence and abuse	Consultation	Service user focus group consultation events

\* *Information, Consultation or Involvement*

**5. Which, if any, parts of the general equality duty is the service relevant to?  
Please mark with an 'X'.**



**Eliminate discrimination, harassment and victimisation.**



Advance equality of opportunity between people who share relevant protected characteristics and those who do not.



Foster good relations between people who share relevant protected characteristics and those who do not.



## 6. What information is available to be used as part of this analysis?

Information and data is available on:

- National research on gender and domestic violence and abuse
- National research on BAMER victims and domestic violence and abuse
- National research on disability and domestic violence and abuse
- National research on the effects of domestic violence and abuse on children and DVA in teenage relationships.
- Local police data on the level of domestic violence and abuse in Coventry including demographic data.
- Local data on service users supported by specialist DVA agencies including demographic data.

Section 8 shows an analysis of what the data is telling us about protected groups.

## 7. What are the information gaps?

There is limited national information on lesbian, gay, bisexual and transgender people experiencing domestic violence and abuse.

There is limited national information on the impact of religion and faith on domestic violence and abuse.

There is limited local and national information about the actual number of children and young people affected by DVA, although estimates are available.

## Data analysis

### 8. Please summarise below the key issues that your data is telling you.

#### Levels of Domestic Violence and Abuse in Coventry

Data for 2011 showed that Coventry was the third most affected area of DVA per 1000 population in the West Midlands, 10.6% ahead of the average. This was an improvement on the 2009/10 data. During 2011 West Midlands police data showed that DVA was 29.3% of recorded violence with a total of 1,666 crimes and a further 3,051 incidents that were not recorded as a crime. However this figure is likely to be an underestimation of the extent of this particular issue; as it is known that DVA is under-reported and many victims do not access support.

#### Age

Domestic Violence and Abuse affects all age ranges. However during 2011 80% of victims from Coventry who reported to the police were aged 17-43 and those in this age bracket were 6 times more likely to be a victim than ages either side of this bracket.

#### Gender

Domestic violence and abuse (DVA) is a form of family/relationship based violence that is mainly experienced by women. National data shows that 1 in 4 women and 1 in 6 men experience DVA. However while men do suffer from DVA, in over 90% of cases, DVA is perpetrated by men against women and women experience the most serious violence

and the most frequent assaults, including almost all sexual assaults (*Walby and Allen, 2004; British Crime Surveys: 2000.*)

In Coventry West Midlands police data for January 2011 – December 2011 shows that there were 3182 individual victims of DVA. (*Coventry Community Safety Partnership Strategic Assessment 2012/13*) Of these 88% were female and 12% were male (although national research demonstrates that 33% of male victims of domestic violence and abuse are actually the perpetrator and in a further 33% of cases it is unclear which partner is the perpetrator.) The Coventry data in respect of perpetrators demonstrates that 88% of perpetrators of violence were male, 100% of perpetrators of sexual abuse were male and 95% of perpetrators of harassment were male.

West Midlands Police indicate that only 1 or 2 Coventry male victims of DVA a year are likely to require supported accommodation. However an increased number of male victims require other types of support such as support through court processes, and sanctuary schemes.

### Race

Evidence shows that women from Black, Asian, Minority Ethnic and Refugee (BAMER) groups who experience DVA are more vulnerable to repeat victimisation and are least likely to engage with organisations or be aware of what help is available to them. (*Gill and Rehman 2004, Parmar et al 2005, Thiara 2005.*) BAMER service users might be isolated by forced marriage, threatened by ostracism from their family and community, and pressured to use their own community-based strategies and may face additional issues of language barriers and immigration.

The Office of National Statistics data 2010 shows that the percentage of BAMER residents in Coventry is 8.7% higher than the national average. In 2008 a Coventry Safeguarding Children Serious Case Review highlighted the limited support for victims from small BAMER communities, and the West Midlands police data for 2011 shows that the number of victims from African Caribbean communities is considerably higher than the population data. The number of victims from white and Asian communities are in line with the City's population although a high percentage of Multi Agency Risk Assessment Conference (MARAC) victims were Asian, which may be a reflection on how issues have the potential to escalate for Asian victims

### Religion and Faith

Domestic violence and abuse can take place in any religion or faith irrespective of the teachings of the religion, and faith leaders are in a key position to influence societal attitudes about the unacceptability of domestic violence and abuse.

Specialist DVA agencies in Coventry work with service users from a range of religions and faiths, including Panahghar who provide a specialist service for BAMER victims. Outreach and links have been made with community leaders and temples to raise awareness of domestic violence and abuse and promote the role of faiths in reducing/addressing domestic violence. Feedback from specialist agencies and service users demonstrates that it is important that DVA services respect and meet the needs of service users from different religions, including practical needs such as the issues relating to food preparation in supported accommodation, and respect for religious festivals, prayer times and fasting.

### Disability

Disabled service users, including services users with learning disabilities, may be at higher risk of experiencing DVA and find it difficult to access services. Recent research has shown that disabled women experience proportionally higher rates of sexual abuse as compared with non disabled women (*Hague et al 2008*) and that 9 out of 10 people with learning disabilities experienced harassment or violence within a year (*Mencap 2000, Alberti Review 2010*). A woman's impairments may be taken advantage of in order to abuse her, and disabled women have an increased vulnerability to financial abuse and are often exposed to abuse by several people. Data from current services shows that the proportion of disabled service users currently accessing DVA services in Coventry is under-represented.

### Older people

Older people face additional barriers to accessing DVA services, including access issues, discrimination and a lack of recognition of DVA. Older people may be subject to family DVA and the perpetrator is less likely to be male. During 2009/10 The City Council's Safeguarding Adults team received 147 DVA referrals (31% of overall referrals) where 68% of perpetrators were family members and 29% of victims were male.

### Sexuality

There is limited national data on domestic violence and abuse in lesbian, gay, bisexual and transgender (LGBT) relationships. A small survey of gay men and lesbians in 2003 (*Henderson*) found that one in four individuals in same sex relationships probably experience DVA, and a research project in 2006 (*Donovan, Hester, Holmes and McCarry*) found that 38% of LGBT people questioned had experienced DVA.

Research shows that LGBT victims are less likely to contact the police about a violent incident and often do not recognise the behaviour as DVA or believe that they are to blame. LGBT victims may also encounter homophobia when seeking support and therefore more often seek help from friends than access services. This is demonstrated in Coventry where the number of LGBT service users accessing services is very low.

### Summary of overall representativeness of DVA service users using current adult services

Analysis of data from current services shows that those accessing services are partly representative of those experiencing DVA. During April – September 2012 99% of service users were female and 44% were from BAMER backgrounds (considerably higher than the Coventry population rate) Age ranges varied from 16 years to 60 plus years with 47% of service users being aged between 21 – 30 years. Only 2% of service users defined themselves as disabled and under 1% defined themselves as LGBT.

Key areas for improvement for the new service are:

- Increasing the number of male service users
- Increasing the number of older service users and adults at risk experiencing DVA
- Increasing the number of disabled service users
- Increasing the number of LGBT service users.

## Children and young people

Key information from national data:

- there is a legal requirement for Local Authorities to safeguard children and young people affected by DVA and this includes the impairment suffered from seeing to hearing the ill treatment of another – particularly in the home, even though they themselves have not been directly assaulted or abused.
- domestic violence and abuse has a significant and long term impact on children and young people affecting their relationships in child-and adult hood. A recent national report (*Beyond Violence: Breaking cycles of domestic abuse - Centre for Social Justice 2012*) highlights the scarring psychological impact for children and young people living with domestic violence and abuse. Children often develop anxiety, depression, aggression, antisocial behaviour, academic difficulties and even post-traumatic stress disorder as a consequence of living with DVA, and approximately two thirds of child witnesses show more emotional or behavioural problems than the average child.
- the potential demand for services for children and young people is high at a national level, with reports by government and a national DVA charity in 2009 and 2012 respectively stating figures that range from 75,000 children that witness DVA every year to an estimated 130,000 children and young people living with high risk of domestic abuse today.
- teenagers experience high levels of abuse within their own relationships; In 2012 the definition of domestic violence and abuse was extended by the Home Office to include 16 and 17 years olds. Evidence from an NSPCC and University of Bristol study in 2009 shows that some teenagers have worryingly high levels of acceptance of abuse within relationships and often justify the abuse. A 2011 NSPCC report suggests that "Policy and practice developments need to recognise that teenage partner violence appears to represent an even more profound child welfare issue for disadvantaged young people and especially young women than for young people in the general population.

Local Data presented below in Table 1, about demand for services for children and young people affected by DVA is limited in scope and depth. It does not provide an exact number of children and young people affected by DVA, but clearly shows that there the current level of service provision does not meet estimated current or future demand in the city. The current service supports an average of 50 children per year and the rising demand for the service is reflected by a recent increase in referrals and waiting list. If underreporting to the police is factored in then the range is likely to be 3,800 – 6,500 children young people affected by DVA.

Key areas of improvement for the new children's service (based on how representative service users accessing the current DVA service are in comparison to local census data):

- Increasing the overall number of children and young people supported by the service
- Increasing the numbers of Asian, Black children supported and where required, work with their parents and carers
- Increasing the numbers of disabled children supported by the service

**Table 1**

<b>Data to inform demand for a service for children and young people</b>	
1.	<p>The Draft Coventry Community Safety Partnership Strategic Assessment 13/14 - approximately 3,000 children under 16 were directly affected by domestic violence and abuse. In 2012 a total of 2,496 children (U16) were identified by police as being minors within a relationship where domestic abuse is ongoing; a further 287 children were involved with 3rd party cases. This represents 4% of all under 16's in Coventry. If underreporting is factored in then the range is likely closer to 3,800 – 6,500 children.</p>
2.	<p>Screening and joint assessment of children (West Midlands Police, CLYP Social Care, Coventry and Warwickshire Partnership Trust) in 2011/12 has shown that the total number of children screened was 6048 involved in 3244 incidents (some children are repeated in the data). This number is similar to historical data. Nearly half of the children were aged 0-5 and 25% were aged 6-10. Based on these figures, and factoring repeat incidents, the estimated number of children aged 4-18 that might have need for a service is 2,990.</p> <p>Data from the screening and joint assessment service of 2535 children (attending 112 Coventry schools) from September 2011 to July 2013 has shown that of the 2435 children screened:</p> <ul style="list-style-type: none"> <li>• White British children are over represented at 66% compared to 61.3% of Coventry school census 2011 data.</li> <li>• Children from Mixed backgrounds are over represented at 11% compared to 5.5% of Coventry school census 2011 data.</li> <li>• Asian children are under-represented at 11% compared to 18.6%.</li> <li>• Black children are under-represented at 5% compared to 7.8%.</li> </ul>
3.	<p>The current commissioned DVA service, Barnados Defuze, has supported an average of 50 children and young people with direct work annually (53 in 2012/13). This totals 154 from 2010/11 to 2012/13 (there may be some overlap with on ongoing cases continuing between each year). Of the total figure:</p> <ul style="list-style-type: none"> <li>• The largest age group is between 5-11 years old (54%) and is underrepresented compared to 66% of Coventry school census 2011 data. This is followed by those aged 12-15 (26%), which equals the Coventry school census 2011 data. White children are over-represented at 76% compared to 61.3%, and Asian children are under-represented at 5% compared to 8.6%.</li> <li>• The number of disabled children and young people supported during 2010-2013 ranged from 2% to 7%. Overall a low number of disabled children and young people and parents with disabilities received support, they are under-represented. In May 2011 2,140 children and young people were claiming Disability Living Allowance. 1,262 pupils aged 5-16 had a statement of special need in 2011 (primary, secondary and special schools).</li> <li>• An average of 14 parents and carers has received support (11 for two years and 20 for 2011/12) totalling 42 parents. <ul style="list-style-type: none"> <li>○ White parents and carers are over-represented at 81% compared to 66.6% and Black parents and carers are under-represented at 2% compared to 6.3%.</li> </ul> </li> <li>• 94 referrals were received for the service from April 2012 to March 2013, 7 for</li> </ul>

parents and 87 for children and young people.

- Of the 9 referrals not accepted, 7 were children and young people with high needs and supported by social care and therefore, outside of the remit of the service.
- Number of referrals to the service and waiting lists are increasing. In 2012/13 94 referrals for work with children and young people were received, this figure was 64 for the first 6 months of 13/14.
- The service delivers workshops funded by Barnados about the effects of DVA on children to parents at the Panaghar Refuge for people of a variety of BAMER backgrounds. 20 parents accessed the workshop in 2012/13 with 33 non service user children and young people supported indirectly via this work.

4. A number of mental health services for children and young people work with children and young people affected by DVA, but there is limited data to evidence this. These services complement support provided by the children's DVA service as it is often addresses a lower level of need.

5. Children's social care:

- The available data from children's social care services indicates that potential need for a children's service far outweighs capacity.
- In 2011, 3423 Joint Screening Team notifications of DVA incidents were communicated to Social Care, of which 453 were passed to the allocated Social Worker, 95 initial assessments were undertaken, 330 strategy meetings were held and 2543 were filed as contacts.
- DVA is integral to nearly all Child Protection work and related care proceedings, along with other issues such as drug and alcohol abuse and mental health. Because of this, it is not separately identified; however, work is currently underway to introduce DVA markers into social care data. It is known that there is also a gap in data from a range of social care services in relation to numbers of children in need, at lower levels of risk.
- DVA is an exceptionally high feature in new child protection cases and new LAC cases. In 2011/12 394 children became subject to a child protection plan and 376 became Looked After totalling 662 children (factoring in the overlap in numbers of children who started to be looked after, who were already subject to child protection plans or repeat instances of being taken in to care).
- In 2011/12 of the 394 becoming subject to a child protection plan:
  - Almost half of the cases were under the category of emotional abuse.
  - There was even split for gender in line with the Coventry school 2011 census data.
  - The largest age groups were 1-4 and 5-9 (28.8% and 25.5%) followed by 10-15 (18.6%). The smallest figure was for 16-17 year olds at 0.5% and this group is underrepresented if compared to the 1% shown in the Coventry school census 2011 data.
  - White children are over-represented at 69.1% compared to 61.3%. Asian children are under-represented at 9.6% compared to 18.6% (school census data).
- The number of children becoming Looked After is rising, with 350 in 2010/11 and 376 in 2011/12.
- A recent review into the prevalence of domestic abuse in families key-worked through the Children's and Families First Team showed that at least 50% of families worked with at CAF Level 3 are experiencing domestic abuse, have experienced domestic abuse or are suspected to be experiencing domestic

abuse. When considering current case load of the service and throughput of cases, this equates to at least 640 families per annum (*NB service currently working at 68% workforce, 100% workforce would equate to at least 765 families with domestic abuse*).

6. In 2011/12, there were a total of 485 children and young people living with victims that were accessing 6 DVA services in Coventry and it is estimated that 209 of these are aged over 5 years old.

## Generating and evaluating options

### 9. What are the different options being proposed to stakeholders?

The model has been developed jointly with stakeholders via a number of pre-engagement sessions. This has been an ongoing and interactive process, which has led to the development of the final option rather than a number of pre-defined options being given for consideration.

Key decisions made during the pre-engagement sessions included:

- The use of an outcomes based commissioning process
- The combining of the commissioning process for supported accommodation services and the other elements of the model into one commissioning process, rather than commissioning each element separately as originally proposed.
- The key elements of the new model to include:
  - A telephone helpline and interactive website
  - A clear point of access to all victim services
  - A single assessment procedure for victims
  - A range of supported accommodation for victims
  - Active case management support for victims
  - Active case management support for children
  - Work to challenge and encourage change in perpetrators
  - Security for properties where the victim remains living in their home
  - Aftercare support for victims who have ended active case management support.

### 10. How will the options impact on protected groups or those experiencing deprivation?

The model will provide support and have a positive impact on vulnerable victims of DVA and their children including:

- Female and male victims.
- Service users from Black, Asian, Minority Ethnic and Refugee (BAMER) communities.
- Service user from different religions and faiths
- Service users with physical and sensory impairments.
- Service users who are lesbian, gay, bisexual and transgender.
- Children and young people.
- Older people.

**11. Please detail how you could mitigate any negative impacts.**

No negative impacts have been identified. However for all services it is acknowledged that although the new model will increase the level of provision it is unlikely to meet the known level of need for victims, perpetrators and children and the demand on the service is likely be in excess of the available resource.

**12. Identify which contractors or service users would be negatively affected by the options**

No service users will be negatively affected

A number of current services will be decommissioned. These include:

- Coventry Haven Supported Accommodation Service
- Valley House Supported Accommodation Service
- Panahghar Supported Accommodation Service
- The Key Project (BAMER floating support)
- Staying Put (Sanctuary Scheme)
- Independent Domestic Violence Advocate (court support)
- Coventry Haven Mentoring and Befriending Support Project
- Domestic Security Service
- Defuze (support for children)

The new service will replace the current services via an integrated multi agency model. All elements of the above services e.g. supported accommodation, emotional support via caseworkers, support at court, sanctuary scheme and children's support will be integrated into the new model and no service elements are being deleted. Service users will receive an enhanced and streamlined service.

Local providers who deliver current services may be negatively affected if they are not successful in being awarded the new contract. The majority of employees from these providers are women, including women from BAMER backgrounds. If TUPE applies to the new contract the negative impact on these protected groups may be minimised.

## **Formal consultation**

**13. Who took part in the consultation? *Please also specify representatives of any protected groups.***

A number of consultation sessions have been held throughout the development of the model with both stakeholders/providers and service users. This included service users with protected characteristics and organisations working with service users from the following protected groups:

- Female and male victims of DVA
- BAMER victims of DVA
- People from a diverse range of cultures and faiths
- People with physical, sensory and learning disabilities
- LGBT people
- Older people



- Children and Young People

### Stakeholder/Provider Consultation

1. September 2010 - consultation survey to review the strengths, weaknesses and gaps in DVA supported accommodation services, including the needs of service users with protected characteristics. 19 responses were received.
2. July 2011 - research undertaken by Perpetuity Consultancy on a review of DVA service provision in Coventry (excluding accommodation) This included individual interviews with 24 stakeholders/providers to capture the services provided, the approach to DVA, objectives and targets in relation to DVA, referral pathways, partnership working, case management and gaps/weaknesses in service provision. Feedback was gained about both adult and children's services.
3. September 2011 – January 2012 – establishment of the DVA multi agency model working group to include representatives from all relevant stakeholders/providers. The group held 9 sessions which reviewed best practice in other areas, mapped current provision, developed a pathway through services, agreed the key elements of the new model and discussed the needs and profile of service users (victims, children and perpetrators) including service users with protected characteristics.
4. January 2012 – consultation survey on the specification for DVA supported accommodation. 45 stakeholders were sent the survey and 6 responded. The consultation survey asked questions on how well the proposed service model enabled access and support for people with protected characteristics.
5. April 2012 – consultation survey on the revised specification for DVA supported accommodation. 45 stakeholders were sent the survey and 2 responded. The consultation survey asked respondents to determine if there were any additional factors that the Council needed to consider that have not already been raised that may disadvantage people with protected characteristics.
6. November 2012 – February 2013 - four further pre engagement sessions were held with representatives from all relevant stakeholders/providers to finalise the requirements for the new model and bring the elements of supported accommodation and other DVA services together. Issues discussed included an opinion finder exercise on the requirements in DVA supported accommodation (e.g. number of units, type of provision, needs of BAMER victims, accommodation for people with sensory and physical impairments) outcomes for service users, access to services, case worker role, volunteer roles and work with perpetrators. The final session discussed an overview of the whole model including all of the service elements and outcomes and included a section to discuss the children's element of the service.
7. On July 15<sup>th</sup> 2013 a specific consultation session was held to discuss the children's element of the model. Approximately 30 Professionals from Council, Health, Police and voluntary children's services and adults DVA services were invited to the session. 16 people attended. The session built on the service elements presented and key points from the last meeting described above.

Attendees were asked to discuss statements and questions that highlighted possible features of the service model. There was discussion about outcomes for children and young people, the service and the city and an opportunity to share any other views about future service provision.

8. Stakeholders will be given a further opportunity to comment on the proposed children's element of the model in the autumn 2013.

### Service User Consultation

1. September 2010 – four service user focus groups to discuss DVA accommodation services were held at provider's premises. A total of 25 service users were consulted including service users of current DVA accommodation services and service users not currently accessing accommodation services. The discussions reviewed strengths and weakness of current provision, identified gaps, identified service user's profiles and discussed the type of provision required. Comments were also made about the support required for children.
2. August 2011 – five service user focus groups to consult on DVA service provision (excluding accommodation) were held with service users at the following agencies:
  - Refuge – IDVA service users
  - Valley House – Staying Put service users
  - Barnados – Defuze service users (children)
  - Relate – The Bridge service users
  - Panahghar – The Key Project service users

A sixth focus group was held in a central city centre location to ensure any DVA service users from other agencies were able to attend.

A total of 61 service users were consulted. Issues discussed included service user's experience in accessing help/support, experiences of using DVA services (both the specific service and general services), identifying what helped, what hindered and gaps in service provision.

3. March 2012 – a service user focus group to review the draft accommodation service was held at a central city centre location. Invitations to the event were sent to approximately 20 different organisations including those directly providing services to DVA victims and those providing generic services. A total of 19 service users attended. Issues discussed included the types of accommodation required, levels of support, length of stay, units for male victims, how well service users felt the service would meet victim's needs, whether there were any aspects of the service that would disadvantage any groups of people and the provision of specialist units for BAMER victims. Comments were also made about the support required for children.
4. February 2013 - two service user focus groups were held at a central city centre location to review the overview of the proposed model service elements and outcomes. A total of 15 service users were consulted. The use of a 'river journey' was used to help visualise aspects of the proposed service and to demonstrate how service users may proceed through the future service. Comments were also made about the support required for children.

## 5. Service user consultation about the children's service:

In addition to the above feedback received from service users about support for children additional consultation work undertaken on the children's element of the model has included:

### a. Survey for parents and carers of children and young people affected by DVA

June 2013 - A survey for parents and carers was widely circulated with follow up reminders, to DVA service providers and Council children's services, to promote with parents and carers that use their services, specifically including those where there were identified DVA issues. The survey was also put on a website for parents and carers. The survey asked about their views about current services and features about future services that were important to them. 14 responses were received via online and paper copies. The number of participants is limited and not representative of all service users / parents carers in the city.

### b. Children and young people

Three Children and Family First Teams in the city, two services that work with children and young people and one DVA supported accommodation service were approached about using their contact with service users for a focus group or to carry out questionnaires for children and young people.

- August 2011 - A focus group of 8 service users from the Barnados Defuze service.
- June 2013 - A focus group of 6 service users from the Barnados Defuze service, questionnaires returned from 6 service users from the Barnados Defuze and 1 from the Children and Family First Team (South).

The number of participants is limited and not representative of all service users; there are a number of reasons for this including the sensitive nature of the work, short time scales and the limitations of accessing respondents via gate keepers

## 14. What were the key findings of the consultation?

The key findings from the various consultations were:

### 14.1 Initial Findings from stakeholder/provider and service user consultation

- There is no clear point of access to DVA services and service users and professionals are unclear about where to go for advice, what services are available and how to access them. This is especially difficult for BAMER service users.
- Current services have a range of different recording systems and different methods of reviewing and assessing need.
- There is a lack of support for low and medium risk victims
- There is a lack of capacity in services including a lack of supported accommodation units.
- There are a number of services where potential duplication occurs and a lack of coordination between services.
- Service users only want to have to tell their story once.

- The provision of emotional support to help service users build their confidence is vital
- Service users felt that when their support ended they were sometimes left in limbo and suggested that a peer mentoring service could help with this.
- Service users with physical and sensory impairments are currently unable to access supported accommodation services due to a lack of accessible accommodation.
- Service users with 4 or more children and single service users are sometimes unable to access supported accommodation due to a lack of correctly sized units
- Service users with substance misuse issues, serious mental health issues and older male children are sometimes unable to access supported accommodation as they are not suitable for shared housing and there is a lack of self contained accommodation
- BAMER victims need specialised culturally specific accommodation and support services
- Services need to be able to respond to LGBT service users and staff need to be trained and educated to provide effective support
- Services need to meet the needs of male victims including the ability to provide supported accommodation for a couple of male victims a year.

#### 14.2 Findings from pre engagement sessions on the proposed model with stakeholders/providers

- The use of an outcomes based commissioning process will enable the specification to be less rigid on issues such as the number of support hours and length of support and encourage an innovative and flexible model to be developed by providers.
- New services need to devise systems to prioritise service users based on the level of risk and providing a service to Coventry residents. However supported accommodation services also need to accept residents from outside Coventry who need to move to a new area for their safety.
- Adult services which will be supporting 16 and 17 year olds need to have Child Protection knowledge and experience/understanding of working with children and young people
- Services need a tiered approach to response times e.g. emergency response
- New assessment procedures need to be in line with other inter-agency procedures e.g. CAF
- Work developed to challenge perpetrators needs to be suitable for 16 and 17 year old offenders and have clear evaluation criteria
- Specialist caseworkers are required to work with BAMER victims.
- All participants agreed the elements of the service model and outcomes accurately reflected the engagement sessions held to develop the DVA multi agency model and that no required elements were missing.

#### 14.3 Findings from service user consultation on the proposed model

- All service users responded positively to the proposed new model and felt that it accurately reflected the services they required.
- It is important to have staff who are skilled, sensitive and experienced at supporting victims of DVA.
- There needs to be improved awareness of services available.

- Services need to be delivered in languages additional to English to make them accessible.
- There is a need for support in the evenings.
- It is important to provide education on domestic violence and abuse in schools.
- Service users were divided between those who felt that provision for BAMER victims should be integrated into other services and those who felt it should be separate. It was stressed that workers in all services should be trained in understanding different cultures particularly for White British victims who have children of dual heritage

#### 14.4 Findings from consultation on children's provision

##### 14.4.1 Findings from stakeholder engagement

The key issues raised from all stakeholder/provider engagement detailed in Q13, point 7 above, about the proposed children's model to date were:

- There is insufficient service provision, funding and resource in the city, to help increasing numbers of children to cope emotionally with their experiences. As a consequence the work focuses on families at greater risk, rather than early intervention. There is a need for awareness raising about services, clarity of roles of agencies and work with parents /carers.
- The children's service as it is, cannot cater for all needs in the city alone due to level of demand. There need to be clear thresholds and service mapping about the role of different children's services in the city.
- Specialist workers to work directly with children and young people and provide specialist advice and guidance to other professionals that work with children.
- The needs of specific groups of children and young people need to be considered including those:
  - in transition from children's to adults services and those for whom adult services are not appropriate (aged 16/17)
  - no recourse to public funds and related costs to social care
  - with limited communication skills
  - teenagers in DVA relationships
- There is a lack of support for some groups of children and young people including those:
  - children and young people who have a social worker because they have complex and high level of needs that are supported by social care
  - where schools are supporting children and young people that require some extra support from a targeted service
  - teenagers that are perpetrators of DVA (this needs to be a separate specialist service).
- Direct work with parent and carers should be kept to a minimum and restricted to support for parents and carers of the children referred to the service.
- The need for training, consultancy and practice development to teach other children's professionals how to work directly with children and young people affected by DVA was discussed. This proposed method of addressing increasing numbers requiring a service was seen as positive, only if adequate financial resource was made available.

- Better data about the level of need and demand is required to inform future commissioning of services.

#### 14.4.2 Findings from engagement and consultation with service users

##### a. Service User Consultation for adult victims of DVA.

- The need for awareness raising in schools for teachers and children and young people about DVA and acceptable behaviour in relationships was a common theme.
- Support is needed for children and young people that have come from families with DVA issues –this may be in refuges. Support could be in the form of counselling and should be with a consistent person. Support could be a group that runs the same time as a group for women's support groups
- Better links between support workers for children and the survivor's support worker are needed.

##### b. Survey for Parents and Carers of children and young people affected by DVA

- Most important areas of support in their view were coping with feelings and understanding what DVA is. Least important areas of support were help with improving school attendance and helping to give evidence in court.
- Respondents felt that services should be offered in a range of locations and on both an individual and group basis.
- Increased confidence and improved communication were the areas that most parents/carers felt their child/ren had benefited from.
- Slowness of referral was an issue raised by some respondents – better linkages between adult and children services.
- However “The services were pivotal in my child’s life and supported not just her but all of us as a family, they are the difference between being a victim or a survivor and I would not hesitate to champion or recommend these services”

##### c. Children and young people

- All respondents we were able to access were very positive of the support they had received and indicated they felt more was needed across the city
- Some respondents, especially older ones, suggested the need for more awareness of different types of support services in Coventry as one service does not have the resources to meet the needs of all children and young people.
- Most of the respondents mentioned the need for training aimed at teachers; in terms of spotting the signs of a child living in a DVA situation and how to support them
- Having someone to talk too and advocate on their behalf was a point repeatedly brought up by the respondents
- When asked what key message they wanted to give decision makers, responders told us to ensure staff liked children, were properly trained, and the venue was comfortable and inviting-one young person said "its not easy telling someone what's wrong and its even harder when you have to sit on a hard school seat and scared other kids will hear you"

## **15. Are there any gaps in the consultation?**

For the children's service, there is a need to be mindful that service user consultation is not representative of numbers of service users of the current service or of numbers of children, young people, parents and carers in the city, possibly, due to the sensitive nature of the subject.

## **16. Following the consultation, what additional equality issues have emerged?**

The following equality issues have emerged from the consultation.

- There are currently a high level of victims and perpetrators in the City and demand on all services is likely be in excess of the currently available resource.
- An increase in supported accommodation units is required, including units that meet the needs of single people and people with 4 or more children.
- A number of units of supported accommodation that are accessible to people with physical and sensory impairments are required.
- It is essential to provide specialist culturally appropriate supported accommodation and caseworker support for victims from BAMER communities.
- A low number of gender neutral units of supported accommodation are required that can be accessed by male victims. It is anticipated that 2 or 3 male victims per year would require this.
- There must be sufficient self contained supported accommodation to house service users who have substance misuse issues, mental health issues or older male children.
- There needs to be an increased focus on services responding to the needs of service users from a range of backgrounds and providing individual tailored support to meet the needs of service users from different ages, genders, sexuality and transgender. This includes meeting the needs of service users who are experiencing same sex DVA and family DVA.
- There needs to be an increased focus on adults at risk experiencing DVA including the ability to support older people experiencing DVA from a family carer and provide support to people with learning disabilities.
- Service users require a clear and simple point of access to services and a place where they can access advice, support and information on services at the times when they need it
- There needs to be an increased focus on prevention and early intervention through supporting victims who are at medium risk as well as victims who are high risk.
- There needs to be a low level support service for victims once they have left active case management services to prevent them returning to a DVA relationship.
- All services need to have an increased focus on how they effectively safeguard children and young people and adults at risk.
- There is insufficient provision to support children and young people affected by DVA.
- There needs to be flexibility for teenagers aged 16-17 who are victims of DVA themselves, to access the children's service if the support provided by the adult DVA service or other children's services do not meet their needs.
- The needs of children and young people with no recourse to public funds, limited communication skills, those supported by social care with complex needs, and

those supported by schools but requiring targeted support need to be considered as does the related issue of translation costs.

- There is some emerging evidence that professionals that work directly with children and young people may benefit from a training/ consultancy about direct work in relation to DVA from a specialist service e.g. special schools.
- It has been identified that there is a tension between focusing on work with children and young people most at risk and the need for increased focus on prevention and early intervention due to the limited budget for the current service. A service based on the current budget cannot meet the needs of all the children and young people in the city.

For all services it is acknowledged that although the new model will increase the level of provision it is unlikely to meet the level of need for victims, perpetrators and children and the demand on the service is likely be in excess of the available resource.

## **17. Which of the options have changed following consultation and equality analysis, and how?**

Following the consultation and equality analysis the following elements have been determined for the new commissioned DVA services.

### Telephone and interactive website

- To provide initial advice support and information to service users, professionals and members of the public including signposting to the single point of access to victim services. The service must ensure that it is accessible to people from all protected characteristic groups including people with physical and sensory impairments and people who do not have English as their first language.

### Single point of access to all victim services

- A clear point of access to all victim services with links to perpetrator and children's services that is simple and easy. Service users will be able to self refer or be referred via an agency. The service must ensure that it is accessible to people from all protected characteristic groups including people with physical and sensory impairments and people who do not have English as their first language.

### A single assessment procedure and clear information sharing protocols.

- The development of a single assessment procedure across all victim services to ensure that service users only have to tell their story once.

### Supported Accommodation

- Supported accommodation which can be accessed 24 hours a day
- An increased number of units of accommodation including units that meet the needs of single people and people with 4 or more children.
- A mix of shared housing and self contained housing including an increase in self contained housing to meet the needs of service users who have substance misuse issues, mental health issues or older male children.



- Units that are suitable for people with physical and sensory impairments, including the ability to accommodate a carer where required.
- Specialist culturally appropriate supported accommodation for victims from BAMER communities, with staff who speak a range of community languages, including the ability to support service users from a range of faiths and religions.
- A low number of gender neutral units that can be accessed by a male victim if required.

#### Active case management for victims

- Provision of caseworkers to co-ordinate and deliver a range of support and interventions for high risk and medium risk victims in accommodation services and community based services including supporting services users who are still living in DVA relationships.
- Support to be tailored to individual needs and include safety planning; DVA change work; reduction in levels of risk for victims and children; awareness of effects of DVA on children and improved parenting; practical support; advocacy; support through court processes; support for MARAC victims; referral to target hardening; referral to other services such as legal services, housing and health provider; resettlement support once a service users moves to independent accommodation.
- Specialist caseworkers for BAMER victims to provide a culturally sensitive service

#### Target hardening of properties

- The provision of a range of security and target hardening measures for properties where a victim has ended a DVA relationship and wants to remain living safely in their accommodation.

#### Provision of safe and well aftercare support services

- The provision of a range of low level interventions to support victims once they have moved on from active case management and prevent them returning to a DVA relationship e.g. telephone support, coffee mornings, peer support groups, volunteer befriending, confidence building activities. These may be delivered via volunteers

#### Active case management and interventions for perpetrators

- Development of a bespoke solution focused perpetrator programme and training pack for Coventry which can be delivered directly to perpetrators, both on an individual and group basis, by key organisations e.g. Social Care, mental health services, substance misuse services.
- Provision of caseworkers to undertake one to one and group work with perpetrators and provide training and support to the key organisations delivering the perpetrator programme.

#### Active case management for children

- The children's model is being finalised and stakeholders shall be given another opportunity to comment in the autumn of 2013.

All service elements must be accessible to service users from a range of backgrounds and provide individual tailored support to meet the needs of service

users from different ages, gender, sexuality or transgender. This includes meeting the needs of service users who are experiencing same sex DVA and family DVA and supporting adults at risk experiencing DVA including the ability to support older people experiencing DVA from a family carer and provide support to people with learning disabilities.

All the service elements must ensure that they are effectively safeguarding children and young people and adults at risk.

The new service must collect data on all equalities groups to enable a continued review of the impact of the service on key protected groups.

## Equality impact of final option

### 18. Please confirm below which option has been chosen for implementation.

The above model that has been developed jointly with stakeholders and service users via a number of pre-engagement sessions and consultation will be implemented.

### 19. Please indicate which of the following best describes the equality impact of this analysis.

There will be **no equality impact** if the proposed option is implemented.

There will be **positive equality impact** if the proposed option is implemented.

There will be **negative equality impact** if the preferred option is implemented, but this can be objectively justified.

*Please state clearly what this justification is and what steps will be taken to ameliorate the negative impact.*

### 20. What will be the impact on the workforce following implementation of the final option? *Please make reference to relevant equality groups (with protected characteristics under the Equality Act).*

The new model will be commissioned via a competitive tendering process. Currently 38 staff are employed by providers of whom 100% are female, 50% White British and 50% from a range of BAMER backgrounds.

The successful provider(s) will determine the level of staffing required for the new service. The direct impact on the workforce is therefore not known at this time.

The equalities breakdown of employees in the new service will be monitored and compared with the equalities breakdown of staff in the current services to identify if the new service is adversely affecting employees with protected characteristics and take any appropriate action.

## Formal decision-making process

Please detail below the committees, boards or panels that have considered this analysis

Name	Date	Chair	Decision taken
Full cabinet	19 <sup>th</sup> November 2013	Cllr Ann Lucas	

## Approval

This equality analysis has been completed by:

**Officer**

Penny Kay  
Commissioning Officer  
Adult Commissioning

Milan Jagatia  
Children's Commissioning Officer  
Strategic Services  
Children, Learning and Young People's Directorate,

**Service Manager**

Inderjit Lahel  
General; Manager  
Adult Commissioning

Sally Giles  
Head of Strategy and Commissioning  
Children, Learning and Young People

**Note:** Failure to comply with duties on equalities and consultation will put the Council (and specifically the elected member or officer making the decision) at risk of judicial review

**Director**

Brian Walsh

**Elected Member**

Cllr Phil Townshend  
Cllr Ann Lucas  
Cllr George Duggins  
Cllr Alison Gingell

**Date**

8<sup>th</sup> October 2013

## Monitoring and review

*This section should be completed 6-12 months after implementation*

- a) **Please summarise below the most up to date monitoring information for the newly implemented service, by reference to relevant protected groups.**

[Click **here** and type]

- b) **What have been the actual equality impacts on service users following implementation?**

*Analyse current data relating to the service and think about the impact on key protected groups: race, sex, disability, age, sexual orientation, religion or belief, pregnancy or maternity, gender reassignment.*

It may help to answer the following questions: Since implementation

- Have there been any areas of low or high take-up by different groups of people?
- Has the newly implemented service affect different groups disproportionately?
- Is the new service disadvantaging people from a particular group?
- Is any part of the new service discriminating unlawfully?

[Click **here** and type]

- c) **What have been the actual equality impacts on the workforce since implementation?**

[Click **here** and type]

Equality Analysis and Consultation Template  
July 2012 · Version 2.0.1

The latest version of this template can be found at:  
<http://beacon.coventry.gov.uk/equalityanddiversity/>

*Please ensure you are using the latest version of the template.*

## Scrutiny Co-ordination Committee

6<sup>th</sup> November, 2013

### Work Programme 2013/14

*For more details on items, please see pages 2 onwards*

#### 10<sup>th</sup> July 13

- Alcohol Strategy
- Olympic Legacy Scrutiny Panel
- Outside Bodies reports back
- Review of Coventry Community Safety Partnership (CSP)

#### 7<sup>th</sup> Aug 13

- Equalities
- Equalities in Employment
- Changes to the Constitution

#### 11<sup>th</sup> Sept 13

- Houses in Multiple Occupation Task and Finish group
- Conference Reports –
  - Civic Visit to Volgograd
  - Delegation to City of Volgograd
  - Presentation to the European Union
  - Civic Visit to Kiel

#### 9<sup>th</sup> Oct 13

- Council Wide Marmot Plan
- Statutory Advisor on Health

#### 6<sup>th</sup> Nov 13

- Built Environment Enforcement
- Commissioning of Domestic Violence and Abuse services

#### 11<sup>th</sup> Dec 13

- Welfare Reform

#### 22<sup>nd</sup> Jan 14

- Public Safety Services

#### 19<sup>th</sup> Feb 14

#### 19<sup>th</sup> March 14

#### 16<sup>th</sup> April 14

#### Date to be identified

- Review of Coventry Partnership
- Community Safety Partnership Annual Report
- Monitoring of new Neighbourhood working model
- Transition between Children's and Adult's Social Care
- Immigrant communities – access to healthcare and support services, promoting values
- Asset Based Working
- Organisational Change

Meeting Date	Work programme item	Lead Officer	Brief Summary of the issue	Source
10 <sup>th</sup> July 13	Alcohol Strategy	Jane Moore/ Olivia Taylor	Alcohol has wide ranging impacts on people and communities particularly in relation to health and community safety. A draft Alcohol Strategy has been prepared for consideration by the Community Safety Partnership and Cabinet Member (Health and Adult Services) setting out the position in Coventry and proposals for action and the Scrutiny Co-ordination Committee will contribute to this.	Informal Scrucoco meeting 10/06/13
	Olympic Legacy Scrutiny Panel	Gennie Holmes	To feedback and report on progress on the work of the task and finish group established following the Cabinet Member (Policy, Leadership and Governance) meeting on 30 <sup>th</sup> November 2012. A progress report was presented to Scrucoco at their meeting on 17 <sup>th</sup> April 2013.	Scrucoco 17/4/13
	Outside Bodies reports back	Scrutiny Officer	To identify which outside bodies appointed to by the Council at their annual general meeting report to Scrutiny Co-ordination Committee and other Scrutiny Boards.	Annual review
	Review of Coventry Community Safety Partnership (CSP)	Sara Roach	To present to the Board the proposed changes to the CSP requested by the Police and Crime Commissioner	Informal Scrucoco meeting 10/06/13
7 <sup>th</sup> Aug 13	Equalities	Jenni Venn/ Surindar Nagra	To review the Council's annual equalities report and identify any priorities or concerns for future action or review.	Informal Scrucoco meeting 10/06/13
	Equalities in Employment	Shokat Lal	This item will look at the diversity of the Council's workforce and how the Council is encouraging a more diverse workforce. Referred to Scrucoco for monitoring from CM(Equalities and Community Safety)	CM(Equalities and Community Safety)
	Changes to the Constitution	Christine Forde/ Carol Bradford	For the Board to discuss and comment on proposed changes to the Constitution	
11 <sup>th</sup> Sept 13	Houses in Multiple Occupation Task and Finish group	Gennie Holmes/ Vicky Castree	To feedback and report on progress on the work of the task and finish group established following the Scrucoco meeting on 20 <sup>th</sup> March 2013	Scrucoco 20/3/13

Scrutiny Co-ordination Committee Work Programme 2013/14

Meeting Date	Work programme item	Lead Officer	Brief Summary of the issue	Source
	Conference Reports – - Civic Visit to Volgograd - Delegation to City of Volgograd - Presentation to the European Union - Civic Visit to Kiel	Cllr Sawdon, Cllr Crookes, Cllr J Mutton	Conference reports for several civic visits.	
9 <sup>th</sup> Oct 13	Council Wide Marmot Plan	Jane Moore	To review the Council's work as one of the Marmot Cities to improve life chances and reduce health inequalities	Informal Scrucro meeting 10/06/13
	Statutory Advisor on Health	Jane Moore	To review the role and impact of the Director of Public Health's responsibilities as the Council's Statutory Advisor on Health	Informal Scrucro meeting 10/06/13
6 <sup>th</sup> Nov 13	Built Environment Enforcement	Sara Roach	To review the effectiveness of initiatives to ensure that enforcement activity (across housing, planning, environment and community safety) is effectively joined up to deliver the best outcomes for local people and the environment, including the work of the Strategic Built Environment Group. This could include information on how the issue of empty properties is being addressed.	Informal Scrucro meeting 10/06/13
	Commissioning of Domestic Violence and Abuse services	Sara Roach/ Mandie Watson	An update on progress since the Streets and Neighbourhoods Scrutiny Board (4) meeting on 21 <sup>st</sup> November 2012, to include an update on progress on actions and any further actions from the recent SCR's.	SB4 Meeting 21/11/12
11 <sup>th</sup> Dec 13	Welfare Reform	Simon Brake	To consider the approach the Council and partners are taking to co-ordinate services and support for those people affected by Welfare Reform. To include: current position; financial impact on the Council (including Discretionary Housing Payments and the Community Support Grant); impact on individuals, communities and the city. Also links to Credit Unions, Making Every Contact Count and Marmot.	

Meeting Date	Work programme item	Lead Officer	Brief Summary of the issue	Source
22 <sup>nd</sup> Jan 14	Public Safety Services	Sara Roach	To contribute to a review of risk levels and thresholds for intervention as part of review of how the service operates and engages with local people.	Informal Scrucro meeting 10/06/13
19 <sup>th</sup> Feb 14				
19 <sup>th</sup> March 14				
16 <sup>th</sup> April 14				
<b>Date to be identified</b>	Review of Coventry Partnership	Jenni Venn	To review the current priorities and working model of the Coventry Partnership in the context of new national and local initiatives including the LEP	Scrucro 17/4/13
	Community Safety Partnership Annual Report	Mandie Watson	The Annual Report of the Community Safety Partnership as well as the strategic assessment informing priorities for working	
	Monitoring of new Neighbourhood working model	Sara Roach/ Jane Moore	To look at the development and monitoring of performance measures for the new service, following the changes to neighbourhood working towards an asset based approach. Referred for monitoring by Cabinet at their meeting on 9/7/13	Cabinet 9/7/13
	Transition between Children's and Adult's Social Care			SB2 2012/13
	Immigrant communities – access to healthcare and support services, promoting values		Prompted by Referral and Assessment Service visit by Scrutiny Board 2 during 2012/13	Prompted by RAS visit SB2 2012/13
	Asset Based Working	Jane Moore	To contribute to the development of asset based working to create more resilient communities.	Informal Scrucro meeting 10/06/13
	Organisational Change		To scrutinise the impact of the significant organisational change being planned with the creation of the People and Resources Directorates.	All Scrutiny Members meeting 26/6/13

In addition the following dates are “if required” 20<sup>th</sup> November, 8<sup>th</sup> January 2014, 5<sup>th</sup> February, 5<sup>th</sup> March, 2<sup>nd</sup> April



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