



To: Scrutiny Co-ordination Committee

Date: 4 March 2015

Subject: Progress update on the implementation of the new Domestic Violence and Abuse Services (DVA) commissioned services for Coventry

1 Purpose of the Note

To provide the Scrutiny Co-ordination Committee with an update on the implementation and performance of the new commissioned Domestic Violence and Abuse services in the city (previously presented to the Committee in 6th November 2013) which commenced on 29th September 2014.

This note also provides an update on key areas of development in relation to the city's overall approach to domestic violence and abuse.

An update on Domestic Violence and Abuse services is scheduled for Cabinet in July 2015.

2 Recommendations

Scrutiny Co-ordination Committee is recommended to:-

1. Note the progress of the new commissioned services against key performance indicators.
2. Provide recommendations to the Domestic Violence and Abuse Implementation group and Cabinet in relation to any areas of further development.

3 Information / Background

3.1 The new commissioned Domestic Violence and Abuse (DVA) services commenced on 29th September 2014 and replaced existing contracts. These new services include the Single Point of Access (SPA) service for Coventry which aims to provide a one-stop contact point for victims of domestic violence.

The new service consists of 4 key providers, each providing a specific element of the service model: -

- Refuge – helpline/single point of access and victim community based support
- Safe and Supported Partnership (SSP) – victim supported accommodation
- Barnardo's Defuze – children and young people's service
- Fry Housing Trust – perpetrator service

3.2 Fundamental to all services is the focus on children who may be involved or subject to domestic violence. All services ensure that information is shared across providers and statutory agencies to ensure that no child is missed and services are linked appropriately to

support children who are affected by DVA. The strengthened focus on partnership working and the aspiration for a seamless service are integral to the way the new commissioned services are provided.

4 Implementation Process

- 4.1 The implementation of the services has been overseen by an Implementation Group consisting of representatives from the City Council's Procurement, Commissioning, Public Health and Community Safety service, the Police and the providers themselves. Councillor Fletcher has also attended a number of meetings held to date.
- 4.2 The services all commenced as scheduled and have continued to report into the Implementation Group on a monthly basis. Any issues arising from the implementation of the new services and service delivery have been raised and resolved through this group.
- 4.3 Processes, procedures and publicity and communication have also been developed through this group. Since its inception the membership of the group has been extended to relevant statutory agency representatives to ensure connectivity between them and the providers.
- 4.4 A number of successful briefing sessions were held for frontline workers before the services commenced to maximise local awareness of the new services from the outset of the contract start date. This resulted in referrals by a range of agencies to the new services as soon as they were operational.
- 4.5 Two staff induction events were held on 17th November 2014, introduced by Councillor Fletcher, to enable staff from the four agencies to understand the background to the services being commissioned by the Local Authority and seek to ensure joined up working and information sharing.
- 4.6 New posters promoting the helpline and website for victims, perpetrators and children and young people produced in a number of languages have been distributed across a range of locations in the city including GP surgeries, courts, probation, advice centres and Council and social housing offices.

5 Contract Management

- 5.1 As part of the contract, providers are subject to a range of contract monitoring / management processes which have included: -
 - Site visits to services (where applicable)
 - Regular meetings with providers
 - Active involvement in implementation groups and other sub-groups (most notably communication / process and pathways groups)
 - Key data / performance reports
- 5.2 This monitoring process will continue for the duration of the contract to ensure effective services and key links to strategic direction within Coventry's DVA model are fully embedded across service delivery.
- 5.3 As part of the contract monitoring there is a requirement for providers to show key outcomes achieved for people accessing services. Appendix A shows 2 brief case studies outlining the journey of individuals accessing the service.

6 Key Performance Data

6.1 During the first quarter of the contract the following levels of activity have been reported: -

- i) A high number of calls have been received by the helpline including calls from 92 victims (30 of who rang more than once), 30 members of the public, 21 perpetrators, 8 children/young people and calls from a range of professionals. The helpline has been particularly busy during core office hours and the number of calls out of hours has been steadily increasing.
- ii) 34 requests for support have been emailed direct to the single point of access via the website form.
- iii) 154 victims have started community based support, all of whom have undertaken the structured programme of support.
- iv) 17 victims have received security installations in their properties including 3 emergency call outs.
- v) 74 victims have moved to supported accommodation of whom 82% were from Coventry and 18% were from out of the city. The accommodation service had a number of voids during the first few weeks of the contract but is now full.
- vi) 19 new children have started support with the Defuze service, 10 cases have continued support from the previous contract and 17 are currently being assessed. The level of referrals via the ICASP (Intensive Case Support Panel) was initially low but has now increased.
- vii) 74 referrals have been received by the perpetrator programme the majority of who were from Social Care and the police. 25 perpetrators have started the programme (including 3 female perpetrators) and 3 groups are running each week (2 male groups and 1 female group). 13 perpetrators will have completed the programme by mid-February. Further groups are planned to begin post February 2015.

6.2 All services have met the targets and key performance indicators (KPIs) as required by the service specifications. Data in respect of outcomes achieved will be provided once the service users have completed their support plan and received their package of support.

7 Delivery / Improvement within DVA services

7.1 The new services have improved DVA provision in the City via:

- i) A clear first point of contact for all information and advice about DVA and a single point of access to services that is bespoke to Coventry
- ii) Improved information sharing and joint working between services working with victims, perpetrators and children/young people to ensure an integrated approach
- iii) The delivery of a new structured programme of support to increase victims awareness of DVA and the effects of DVA on their children
- iv) Robust systems to ensure that information on all children living with DVA victims is actively shared with other services e.g. health visitors, children's centres, schools CAF and Social Care (where appropriate)
- v) An increased number of units of supported accommodation that are now fully utilised
- vi) A new flexible programme for perpetrators that perpetrators are actively engaging with
- vii) Support to children who have high levels of need and who were not eligible for support through the previous service

8 Links to wider DVA Model in the City

- 8.1 Work in the City continues to gain pace in relation to improvements in DVA practice for statutory agencies and this work has been informed by the CAADA (Co-ordinated Action Against Domestic Abuse) research undertaken last year. Their recommendations are being implemented by a number of groups including MASH and the Harm Reduction strategic partnership and overseen by a DV operations group chaired by the local Commander of Coventry Police.
- 8.2 The priorities for the strategic group are the development of a multi-agency Harm Reduction Strategy for the City, which will include DVA, Sexual Violence & Exploitation (including Child Sexual Exploitation) Hate Crime, Harm and vulnerability strands and improving the collection of data and information to use in various ways including the monitoring of levels of DVA in the City.

9 Key areas to progress

- i) Analysis will continue of the first quarter's data and any issues will be progressed for quarter 2.
- ii) Updates will be made to the Refuge IMPACT database to ensure that it can provide the reporting required and be used as an active case management tool by all victim services.
- iii) Increasing focus on outcomes in the quarter 2 monitoring
- iv) Continue to strengthen working relationships between providers and statutory agencies through a better understanding of roles and responsibilities across organisations
- v) Monitoring quality and standard of service delivery including consistency of referral information and approaches by organisations

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Appendices attached / enclosed

Appendix A – Case studies

Appendix A

Case Study 1

Anna contacted the helpline after being given the number by the police and disclosed on-going financial, emotional and physical abuse. The perpetrator (her ex –partner) had tried to strangle her that morning. She had children and did not know what support she wanted.

The helpline worker completed a risk assessment with Anna and discussed how the service could help her. She discussed the impact of the DVA on her children and explored options with her including moving to a refuge or getting an injunction. Anna did not want to leave her home at this point so the worker helped her set up a safety plan and explored security installations being made to the property.

The perpetrator was bailed so he was not allowed to return to the property.

The service continued to have contact with Anna on an on-going basis to offer emotional support. Anna felt low and isolated over the Christmas period so the service arranged to ring her over the bank holidays. Anna continued to assess her options and with the support of the service agreed that she needed to leave Coventry. The service helped find her a refuge space that would accept her, her dog and her children outside the area and they moved there successfully.

Case Study 2

Lucy was a 27 year old woman with 3 young children who was experiencing domestic violence from her partner. She was referred to the service via Social Care in September 2014. Lucy had disclosed emotional abuse but initially denied physical abuse although she had bruises on her face when she moved to the accommodation.

After moving to the accommodation staff completed a risk assessment with Lucy and identified her support needs. She felt very isolated and unable to go out with her young children. Lucy disclosed that the perpetrator had a pellet gun and had threatened to shoot Lucy. Staff contacted the Public Protection Unit and Social Care to alert them and Social Care removed the gun from the perpetrator.

During her stay in the service staff supported Lucy to become more independent. She now feels able to go out on her own and has been supported to attend groups for the children at a Coventry Children's Centre.

Lucy has now started to believe in her own strengths and her independence has grown. She has gained good awareness of how domestic violence and abuse impacts on children. She no longer sees the perpetrator and has reunited with her father and has been in touch with her old friends. She will shortly be ready to leave the service and move into her own accommodation.

(Names have been changed to protect anonymity)