



To: Scrutiny Co-ordination Committee

Date: 14 October 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 on 4th March 2015) which commenced on 29th September 2014.

The note has a particular focus on: -

- New features of the service which have made a tangible change to service delivery
- Development areas across the term of the contract

2 Recommendations

Scrutiny Co-ordination Committee is recommended to:-

- Note the progress of the new commissioned services against key performance indicators.
- Receive yearly updates on progress, with the next one in October 2016.
- Note the governance arrangements in place regarding monitoring and how the service links to statutory services

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 four 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 Performance

Changes that have made a difference in the last year:

- Clear single point of access for victims and professionals
- Information sharing protocols across partner agencies to ensure that victims and children are not missed and receive appropriate support
- Improvements to case management processes through the Refuge IMPACT database
- Increased number of supported accommodation units (including increase for people from Black and Minority Ethnic or Refugee (BAMER) backgrounds) from 40 to 54 units
- Progress between commissioned services to deliver a seamless service in the City
- DVA commissioned services are now represented on the DVA Operations Group (a meeting of key stakeholders including social care, the police, safeguarding leads, Coventry & Warwickshire Partnership Trust and Coventry and Rugby Clinical Commissioning Group).
- A new perpetrator programme which has seen a large number of people access the service (see performance section below for details)

Development areas

The services have now been running for 12 months. It was anticipated that across the term of the contract (four years), there would be areas that would need to be developed / changed, hence the focus on a flexible service model.

Some key areas that are currently being progressed include: -

- Developing a process for victims requiring supported accommodation with no recourse to public funds who do not have children
- Establishing prioritisation criteria for perpetrator service
- Eliminating duplication of paperwork being completed by providers for the same case (e.g. risk assessments)
- Raising awareness and understanding of DVA services by partner agencies across all levels including roles and responsibilities
- Making links with the Law Centre on complementary services provided for victims requiring legal support

It should also be noted that a non-contracted provider for Domestic Violence and Abuse services (Coventry Haven) is still active in the City and provides a valuable service to Coventry.

Summarised data / numbers

During the first nine months of the contract (latest analysed data available) the following levels of activity have been reported: -

- A total of 489 victims received community based support from Refuge

- Positively, 650 contacts from professionals in quarter 3 to the service (updates / reports regarding clients)
- 157 victims were accommodated through SSP supported units
- Utilisation of the accommodation has been consistently high
- 79 people have accessed the perpetrator programme (of which 53 have completed the course)
- High number of referrals for the service from social care – 77% were referred by social care in Q3
- At end of Q3, 50 young people were receiving support from Barnardos
- For those 50 children supported, nearly 300 interventions were delivered by the service (with over 60% being face to face)

It should be noted that all services have met or exceeded their KPI targets since the service commenced.

5 Governance Arrangements

- 5.1 As part of the contract, providers are subject to a range of contract monitoring and performance management processes which include: -
- Site visits to services (where applicable)
 - Regular meetings with providers
 - A formal contract management review, led by Procurement Services, which will start in November to ascertain value for money and key areas for development for services
 - Links to other services / areas to ensure partnerships are in place and services improved
 - Key data / performance reports
- 5.2 This monitoring process will continue for the duration of the contract to ensure that effective services continue to be provided, that value for money is achieved and that key links to the strategic direction within Coventry's DVA model are fully embedded across service delivery.
- 5.3 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.

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