
To: Scrutiny Co-ordination Committee

Date: 26th April 2017

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

1 Purpose of the Note

- 1.1 To provide the Scrutiny Co-ordination Committee with an update on the implementation and performance of Domestic Violence and Abuse (DVA) services in the city (previously presented to the Committee on 14th October 2015) which commenced on 29th September 2014.

The note has a particular focus on: -

- Features of the service that have made a tangible change to service delivery.
- Development areas across the term of the contract.

2 Recommendations

- 2.1 Scrutiny Co-ordination Committee is recommended to:-

- 1) Note the progress of the services and outcomes achieved.
- 2) Note the governance arrangements in place regarding monitoring and how the service links to statutory services
- 3) Identify any recommendations to the appropriate Cabinet Member

3 Information / Background

- 3.1 Commissioned DVA services commenced on 29th September 2014 and replaced existing contracts. The current contract is for a period of four years and includes the Single Point of Access (SPA) service for Coventry, which aims to provide a 'one-stop' contact point for victims of domestic violence.
- 3.2 The contract consists of four 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
- 3.3 Fundamental to all services is the focus on children who may be involved in 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 domestic violence. The

strengthened focus on partnership working and the aspiration for a seamless service are integral to the way the services are provided.

4 Funding

4.1 Service delivery funding is shared across local agencies, which for 2017/18 is as follows:

CCC	Public Health	PCC	Total
£993,900	£158,400	£35,400	£1,187,700

1.1. Police and Crime Commissioner (PCC) funding is a grant to contribute towards the refuge sanctuary support service which offers security support to victims of domestic violence.

5 Performance

5.1 Changes that have made a difference since the start of the contract:

- A clear single point of access for victims and professionals to request support
- Improvements to information sharing protocols across partner agencies to ensure that victims and children are not missed and receive appropriate and timely support
- Improvements to case management processes through the Refuge IMPACT database; a single case management database that enables multi-agency working to deliver a seamless service in the City
- Increasing the number of supported accommodation from 40 to 54 units
- DVA services are 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 perpetrator programme that has seen a growing number of people access the service (see performance section below for details)

5.2 Development areas

5.2.1 The services have been running for 2 year 6 months. It was anticipated that across the term of the contract there would be areas of support that would need to be developed or adapted, hence the focus on a flexible service model.

5.3 Areas 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 or advice

5.4 It should also be noted that Coventry Haven, a non-contracted support provider for domestic violence and abuse services, is still active in the City and provides a valuable service to people in Coventry.

5.5 Summarised data / numbers

The following levels of activity have been reported throughout the duration of the contract. The data below is based on Sep 15 – Dec 16 (latest data available): -

Refuge:

- A total of 1058 people received community based support of which:
 - 97% (1027) were females
 - 3% (31) were males
- A total of 335 sanctuary installations have been completed on people's homes.

SSP:

- 252 people were accommodated through SSP supported units of which:
 - 98% (248) were females
 - 2% (4) were males
- Utilisation of the SSP accommodation has been consistently high approx. average of 90%
- Outcomes shows 71% of people have moved into alternate accommodation following support. 24% of people have returned back to the family home. 5% of people have moved on without informing SSP.

Fry:

- 347 people have accessed the perpetrator programme (of which 139 have completed the course)
 - 90% of people completing the course have demonstrated a reduction in risk with 100% of people having an increased awareness and understanding of domestic violence
 - There has been an increase in people accessing the programme by 4% in 2016/17 compared to 2015/16.

Barnardos:

- 224 people have received direct support through Defuze programme.
 - 48% of cases are supported within 3 months, with 44% supported within 6 months. The remaining 7% are within 12 months.
- Barnardos have successfully delivered training sessions in DVA and safeguarding children and training of joint delivery with social care of Barnardo's DVRIM tool to 187 professionals.

5.6 It should be noted the demand for the Defuze service, delivered by Barnardos, has seen an increase in the latter part of 2016. Consequently, new referrals to the service were halted in mid-December 2016; however, the service plans to start taking new referrals by the first week in May. Work is in progress with Barnardo's to explore reasons for recent increase in demand for the Barnardo's Defuze service and work with the provider to manage fluctuations in demand

5.7 All services have met or exceeded their KPI targets since the service commenced. Outcomes are captured by providers as part of service delivery as people complete their support.

6 Governance Arrangements

6.1 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
- Links to other services / areas to ensure partnerships are in place and services improved
- Key data / performance reports

6.2 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 multi-agency working relationships enable Coventry's DVA model to be fully embedded.

7 Perpetrator Programme

7.1 The PCC has recently tendered and commissioned a West Midlands perpetrator programme, which will be delivered through Richmond Fellowship for 2 years (until April 2019)

7.2 Coventry have been working with Richmond Fellowship to determine how this perpetrator programme will be delivered within Coventry bearing in mind a perpetrator programme through Fry Housing has been in situ under the DV contract offer since September 14.

7.3 Richmond Fellowship offers a 30 week programme which targets men aged 18+ where their partners/ex-partners have children that are either on a child in need (CIN) or a child protection plan.

7.4 As Coventry already has a perpetrator programme, Richmond Fellowship will be offering 1 30-week programme to people within Coventry this year. This will allow more support to be offered to other regional authorities without a commissioned perpetrator programme.

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