



## HEALTH, SOCIAL CARE & WELLBEING SCRUTINY COMMITTEE – 24TH JUNE 2014

**SUBJECT: UPDATE REPORT ON DOMESTIC ABUSE SERVICES**

**REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES**

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### **1. PURPOSE OF REPORT**

- 1.1 The purpose of this report is to update members of the developments in relation to domestic abuse services and strategy both locally (Caerphilly) and regionally (Gwent wide). This will include the recommendations from the Gwent Pathfinder Project. The report will also provide an update on progress against the minimum standards recommended in '10,000 safer lives'.

### **2. SUMMARY**

- 2.1 Domestic abuse is a significant feature in the work of a range of agencies. Developing and delivering a multi agency approach to raising awareness, managing the impact and addressing the causes is critical in the successful outcomes for victims. This report highlights a range of activities and measures across Caerphilly, regionally and nationally. The report also provides information about the next steps following the outcomes of the Gwent Pathfinder Project.

### **3. THE REPORT**

#### **3.1.1 10,000 SAFER LIVES – DOMESTIC ABUSE PROJECT**

- 3.1.2 The report '10'000 Safer Lives – Domestic Abuse Project' looked at the key findings from the Kafka-Brigade led projects in Rhondda Cynon Taf (RCT), Merthyr Tydfil and Newport, and made a number of recommendations to improve multi-agency service delivery for victims of domestic abuse in Wales, particularly focusing on how to improve service delivery for victims who are not assessed as 'high-risk'.

#### **3.1.3 The recommendations are:**

- That all public services in Wales introduce of a set of eleven minimum standards
- That frontline staff are aware of the 'five steps' when faced with an initial contact from a victim of domestic abuse
- That front line staff are able to identify signs and symptoms of domestic abuse at the earliest opportunity
- That the Care Pathway approach is more widely adopted within health settings.
- That public services should consider the outcomes of the pilots on Domestic Violence Protection Orders for dealing with perpetrators of domestic abuse.

- 3.1.4 In the previous report in July 2012 members were briefed on progress against the 11 minimum standards. The information below advises of further progress since that date:

**1. Undertake a risk assessment upon first contact and i) produce a safety plan and ii) review the risk assessment after each new incident or after one month.**

Update - The CAADA-DASH risk assessment tool remains the adopted model for risk assessment with a number of training and awareness raising events. Further review of it's use will be undertaken by the Caerphilly Domestic Abuse Forum over the next year. The multi agency 'domestic abuse daily conference call' uses this tool to inform the next steps in intervening and supporting victims of domestic abuse. All specialist DA services across Caerphilly use comprehensive risk assessment and management tools, which includes CAADA – DASH and a comprehensive safety plan, within Caerphilly's Multi Agency Centre (MAC) for domestic abuse, referral pathway in place which include assessment of need alongside assessment of risk using the CAADA-DASH.

**2. Have one Common Assessment for victims of domestic abuse upon initial contact with the service, which is shared rather than repeated for each service.**

Update - There remains to be no single common assessment tool being used by all agencies. However there is evidence of good practice in sharing information during assessments between agencies. Again the 'domestic abuse daily conference call' is an opportunity to share information at an early stage and to plan a co-ordinated approach to support and intervention.

Within Caerphilly's Multi Agency Centre (MAC) for domestic abuse a common assessment tool is used, including risk assessment and management, CAADA-DASH which informs referral pathway.

**3. Have a clear framework for sharing information (e.g. reflecting a daily conference call/multi-agency safeguarding hub model).**

Update -

Caerphilly MARAC Information Sharing Protocol (ISP) is supplementary to the Wales Accord on the Sharing of Personal Information (WASPI), has been implemented from January 2014, supporting the regular sharing of personal information in dealing with high risk cases of domestic abuse through the Multi-Agency Risk Assessment Conference (MARAC) process.

The Caerphilly Multi-Agency Centre (MAC) Information Sharing Protocol (ISP) is currently being developed with the establishment of a Task and Finish Group to take this forward, the MAC information Flowchart already developed which will inform the ISP.

Caerphilly partners participate in the Domestic Abuse Daily Conference Calls, which was highlighted in the report as an example of good practice. Current participants include social services, education, health, police, probation, housing and third sector agencies to discuss. The conference call allows for information sharing and action planning on a multi-agency basis, with more complete assessments of, and better management of, risks whether high or medium/standard.

**4. Nominate a Domestic Abuse Champion at a local or regional, strategic level.**

Update - This has been discussed at the Caerphilly Domestic Abuse Forum and will be an area for development in 2014/15.

## **5. Establish a Service User Group that feeds in to the Champion.**

Update - Specialist domestic abuse services for Caerphilly borough are chiefly provided by Llamau's Caerphilly's Women's Services. They provide both safe accommodation for women and children fleeing domestic abuse and outreach support for both women and children living in the community. They work with clients that are both high and medium/standard risk of harm. In addition there is the specialist Independent Domestic Violence Advisor (IDVA) who works specifically with victims assessed as at high risk of serious harm, who are subject to MARAC (Multi-Agency Risk Assessment Conference) and who need support within the criminal justice process. Llamau have a range of events to engage with their service users (detailed below) The IDVA service undertakes an exit 'service users feedback' questionnaire to gather outcomes and views for improving the delivery of services.

### Quick index of Llamau service user engagement/participation:

House meetings – held monthly at every project  
Exit surveys – as service user leaves a project/service  
Annual survey – annual basis  
Service user forums – quarterly basis  
Services user consultation events – average 4/5 a year  
Service user events – BIG Freeze – annual event

BIG Sing – weekly rehearsals and 12/13 performances a year  
BIG Match – annual event  
BIG Event – annual event

Interview panels – fluctuates between 6-12 each year  
AGM – annual event

On a more local/regional level domestic abuse service users attended a Pan Gwent Service User Consultation Event (co-ordinated by Llamau) to question and challenge the findings of the 'Victim Service Provision Task and Finish Group' a group of Pan Gwent DA professionals. The service user's disagreed with and challenged the professional's opinion on available publicity about service provision and basic raising awareness resulting in individual organisations having to rethink their publicity and the effectiveness of Pan Gwent publicity and raising awareness events.

Another Pan Gwent Service User Consultation Event (co-ordinated by Llamau and Gwent Police) for service users who have had any involvement with Gwent police since November 2012, giving individuals an opportunity to talk about your experiences. What was good? What could be done better? This was also followed up with an online survey for individuals who did not wish to attend an event.

## **6. Have an annual Multi Agency Training plan for domestic abuse.**

Update - Domestic Abuse Awareness Training has been delivered on a multi agency basis for sometime. There is a Pan Gwent Training Framework, which is multi-agency and delivered across Caerphilly by Llamau, with the option of tailored specific training around VAW, DA and SV. Caerphilly is represented on the Pan-Gwent training sub group which reviews and develops the multi-agency training framework.

## **7. Have a joined up and published action plan for educating children and young people on domestic abuse.**

Update - The Pan Gwent forum developed an education pack for schools to support them in addressing domestic abuse and educating young people on 'Safer Relationships'. This pack was distributed to all secondary schools. This pack continues to be used, however we have suggested it is due for review. Across Gwent the bulk of work within schools is based on the All Wales School Liaison Core Programme, which

include Safer Relationship session and 'No means No' session, during 2013-14 across Caerphilly 52 Safer Relationship sessions were held and 87 'No means No' sessions were held.

**8. Have a concerted focus on the link between domestic abuse and pregnancy, consistently applying the care pathway model.**

Update - A.B.H.B are taking this forward on a regional level. At a local level there has been a request for specific training for health visitors and midwives and we now have named health visitor and midwife for refuge and Domestic Abuse services.

**9. Have an overarching multi-agency and published complaints procedure for victims of domestic abuse and a nominated complaints advocate.**

Update - It still remains that all the statutory agencies and individual specialist services working in Caerphilly have individual complaints procedures which are promoted to service users, The Caerphilly Multi Agency Centre (MAC) for domestic abuse will be developing an overarching multi-agency complaints procedure.

**10. Observe a set of Occupational Standards for employees/ volunteers working in the domestic abuse field.**

Update - The IDVA works to professional standards outlined by CAADA and Caerphilly IDVA is CAADA trained. Llamau Women's Services have their own occupational standards in relation to working with vulnerable victims and domestic abuse victims.

WG are developing specialist service standards for VAW, DA and SV service provision, which links in with the National Training Framework.

**11. Have a Domestic Abuse workplace policy.**

Update - Caerphilly County Borough Council has a Domestic Abuse Workplace Policy which has recently been reviewed. A mapping exercise has been undertaken across Gwent in 2013/14 as part of the work of the Pathfinder project.

3.1.5 Members need to note that over the next year during the realisation of regional developments in line with the recommendations from the Gwent Pathfinder Project any 'local' work on these 11 standards will need to be co-terminus and cohesive with the regional vision whilst maintaining a balance of meeting local need.

## **3.2 GWENT PATHFINDER PROJECT**

3.2.1 Between April 2013 and April 2014 the Gwent Domestic Abuse Pathfinder Project has been undertaking a significant review and mapping exercise of activity linked to the provision and delivery of domestic abuse services across the region. The scope of the project was to establish a baseline and review the current Gwent position across six key workstream areas, identifying key objectives and recommendations for improvement which were aligned to legislative and strategic directives on a local, regional, National, and UK basis.

3.2.2 The key workstream area schematic was developed to clearly outline the six identified priorities:

- 1) Leadership, governance and accountability
- 2) Service provision for victims, children, families and perpetrators
- 3) Collaborative working practices

4) Data and performance management

5) Prevention

Early intervention and prevention

Public awareness

Workforce development

6) Offender and perpetrator management

3.2.3 Early work with the Task and Finish Group identified that there were key areas of interest for the project to prioritise. The Domestic Abuse Pathfinder Project Task and Finish Group met on a monthly basis to review progress and agree recommendations for the duration of the project. The task and finish group concluded that at present there is an absence of a coherent regional domestic abuse strategic framework regarding accountability, need, service provision, resource allocation, training, performance and outcomes.

3.2.4 The Task and Finish Group agreed a collaborative vision in relation to their partnership approach regarding domestic abuse:

**Vision:**

- That every vulnerable woman, man, child and family, that experiences or is affected by domestic abuse in all its forms, has confidence to seek help and in doing so, has confidence, that together we will protect, support and empower them to live in safety, and free from fear, and hold offenders to account for their actions.
- To work in Gwent collaboratively, to understand, plan, co-ordinate, commission and review, effective citizen-centred domestic abuse services;
- To work in partnership with the Welsh Government and Minister for Local Government and Government Business to develop a regional domestic abuse strategic template, to enable the planning and implementation of local and National legislative and strategic priorities;
- To review current local approaches to domestic abuse and develop a regional strategic model, based on a comprehensive needs assessment, across the Five Local Authorities, Health Board and the Police that will enable the development of an overarching framework for service planning, delivery and monitoring;
  - Enable a Pan Gwent approach to the Welsh Government Domestic Abuse Bill, 10,000 Safer Lives, Right to be Safe, as well as other National and Local legislation, strategies and policies for domestic abuse.

3.2.5 The final report provides a number of recommendations under each workstream area and a clear steer towards a Gwent Wide regional approach to both strategic planning and areas of service delivery. Newport City Council have been identified as the Lead Authority to develop a regional team with a phased delivery plan for implementation utilising the evidence baseline data and findings from this project and final report. Mike Nicholson, Strategic Director, People in Newport City Council will be the Executive lead for the group taking the recommendations of the Gwent Pathfinder project forward.

**3.3. CAERPHILLY DEVELOPMENTS**

3.3.1 In April 2013 Blaenau Gwent Domestic Abuse Services were contracted for one year to provide co-ordination of Domestic Abuse Services in Caerphilly and to oversee the management of the Caerphilly Multi Agency Centre (MAC) This role was fulfilled to a high standard and the MAC continued to facilitate a number of services to domestic abuse victims

and host a variety of agencies.

- 3.3.2 Alongside this the authority was represented on the Gwent Domestic Abuse Pathfinder project and were eager to see the outcome of this work and the recommendations for future strategic and operational service delivery direction. With this in mind and with some staffing changes at the centre the operational management of the MAC was reviewed. The purpose of this was to continue the effective work of the MAC, to improve and enhance activity there and to prepare for the recommendations from the Pathfinder project.
- 3.3.3 From April 2014 Llamau will be the lead agency for the co-ordination of domestic abuse agencies in Caerphilly and be based at the MAC. Llamau will also be responsible for the day to day management of the MAC building which will include increasing the availability of drop in services for related services for victims of domestic abuse and promoting the Centre to service users. Llamau will be recruiting to this post imminently however there will be a gap in the Domestic Abuse Co-ordination function.
- 3.3.4 A project management board will be established to oversee the work of the Centre. All agencies based at the Centre will be subject to a Service Level Agreement which will be reviewed at regular intervals.
- 3.3.5 The Centre will also continue to hold the Caerphilly Domestic Abuse Forum who's input into the development of services continues to be vital. The Forum are currently in the process of reviewing their own workplan which this year will include contributing to the Single Integrated Plan under 'Safer 4'.
- 3.3.6 Service provision available to Caerphilly residents are depicted in appendix 1.

#### **4. LINKS TO STRATEGY**

- 4.1 Welsh Government Domestic Abuse Strategy
- 4.2 Welsh Government Right to Be Safe Strategy and action plan
- 4.3 Caerphilly Domestic Abuse Strategy
- 4.4 Caerphilly Domestic Abuse Forum Business Plan

#### **5. EQUALITIES IMPLICATIONS**

- 5.1 This report is for information purposes, so the Council's Equalities process does not need to be applied.

#### **6. FINANCIAL IMPLICATIONS**

- 6.1 Caerphilly County Borough Council (via Safer Caerphilly CSP funding) receive a £37,500 grant funding from Welsh Government which is used to part fund the Domestic Abuse Coordination and part fund the IDVA post. The IDVA post is supplemented by funding from the Office of the Police and Crime Commissioner and a direct grant from the Home Office (14/15 only).

## **7. PERSONNEL IMPLICATIONS**

- 7.1 The future role of 'Domestic Abuse Co-ordination' will be subject to review in line with the regionalisation of strategy and service provision, this could potentially leave gaps in local provision and a risk impact assessment will need to be undertaken over the next year.

## **8. CONSULTATIONS**

- 8.1 The views of those consulted have been incorporated into the report.

## **9. RECOMMENDATIONS**

- 9.1 That members of the Health, Social Care & Wellbeing scrutiny committee consider the contents of this report.

## **10. REASONS FOR THE RECOMMENDATIONS**

- 10.1 To update members of the developments in relation to domestic abuse services and strategy both locally (Caerphilly) and regionally (Gwent wide).

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