

HARBOUR SUPPORT SERVICES

OUTLINE PROPOSALS FOR A DOMESTIC ABUSE SERVICE IN STOCKTON

APRIL 2012 TO SEPT 2013

Services for Victims

We propose to deliver support to victims of domestic abuse through a single delivery team, located within the current refuge, which will meet the needs of those living in the refuge and those living in the community. The team will also use other venues in Stockton for client appointments, for example with male clients.

The rationale for this rests in the changes to the nature of refuge services over the past several years. Previously when refuges were communal, they required a continuous staff presence to meet the needs of the women and children living there. Now the refuge in Stockton contains seven self contained properties and the women access support in a different way. We believe that we can offer the best service within the available budget by deploying one team of experienced and highly trained support staff who will respond to the needs of victims of domestic abuse in a flexible way.

This approach is innovative as traditionally accommodation based and community services have been commissioned and delivered as stand-alone contracts, operating in silos, without sufficient exchange of resources. This streamlined service will reduce wastage because when the needs of refuge residents are at a lower level, (for example when all residents have been in the refuge for several weeks) then the support team will deploy additional resources working with community based clients and vice versa.

It will also deliver continuity of support for clients who access support whilst living in the community and then access the refuge, and vice versa.

The support team will be multi-skilled, with qualifications and experience to equip them to work with women, men and children, offering a genuine family approach.

REFUGE

The core service offering in the refuge will include:

- Access for women 24 hours a day, seven days a week
- Assessed, tailored support to women and children to enable them to move onto independent living
- Accommodation which meets all legislative requirements for health & safety and fire
- Accommodation which is welcoming and inspiring for residents

We can confirm that our existing management agreement with Endeavour Housing Association will continue and enable us to offer the refuge service from the existing premises in Stockton.

We plan to offer occupancy levels of 90% within the refuge across the life of this contract.

The numbers of women supported through this service will vary according to factors outside of Harbour's control but may be in the order of ** during the life of this contract.

RESETTLEMENT

We will assist women and children moving from the refuge into the community in Stockton to enable them to reintegrate into the community and sustain independent living. This work commences before they move out to ensure they are familiar with community networks and are engaged with services such as the Children's Centres. If women move outside of Stockton we will ensure they are referred to a specialist domestic violence service provider in the area. If this is within Hartlepool, Middlesbrough and East Durham, this support will be provided seamlessly by Harbour staff, with full knowledge of the previous client history.

The numbers of women supported to move on will vary according to factors outside of Harbour's control but may be in the order of ** during the life of this contract.

MOVE ON PROPERTY

Harbour offers a stand-alone property in Stockton which is fully furnished and equipped and can be let to families experiencing domestic abuse as either a move on from the refuge or as an alternative to the refuge. The client and any children are then offered a structured package of support from Harbour staff to enable them to move on independently.

We plan to ensure this property is occupied for a minimum of 90% of the duration of this contract.

ADULT OUTREACH

From within our integrated support team, we will support women and men aged over 16 and ordinarily resident in Stockton to enable them to rebuild their lives after domestic violence.

Services will be offered through an initial 1 to 1 assessment, leading to targeted 1 to 1 support and group work.

We would undertake to contact clients who have been referred to the service within 2 working days, offer an initial assessment within 10 working days and draw up an initial support plan within 5 working days of the initial assessment. The support plan would be reviewed within 6 weeks and every 3 weeks thereafter until client's needs had been met. Using the Empowerment Star benchmarking tool and detailed risk assessment and needs assessment, clients are supported to meet their desired outcomes in areas such as:

- Safety
- Legal issues
- Housing
- Health
- Children/Parenting
- Substance Misuse
- Financial issues
- Emotional resilience

- Training and Employment
- Social/cultural needs

The team will also develop close working links with front line practitioners in Stockton to contribute to the development of skills and knowledge amongst these teams so enabling practitioners to deal effectively with an initial response to families experiencing domestic violence.

This community based service would expect to support around ** clients during this contract period.

INDEPENDENT DOMESTIC VIOLENCE ADVISOR

Harbour will provide a qualified and experienced member of staff to deliver the IDVA service in Stockton which will operate in tandem with the MARAC and the specialist domestic violence court. This service will focus on the safety of high risk victims and supporting those who are referred to MARAC and/or going through the criminal justice system to minimise cases which do not proceed due to witness withdrawal.

The IDVA would expect to support around ** victims during this contract period.

COUNSELLING SERVICES: SEXUAL VIOLENCE

Harbour will provide a counselling service to victims of sexual violence (rape and sexual abuse) aged 18 and over.

Harbour follows the pre-trial therapy protocol and the Crown Prosecution Service Practice Guidelines in relation to any clients who are involved in an ongoing prosecution.

Harbour will continue to work closely with the Sexual Assault Referral Centre and other service providers such as Women's Support Network.

Harbour is a member of the British Association for Counselling and Psychotherapy ("BACP") and all counselling is delivered in accordance with its Ethical Framework for Good Practice in Counselling and Psychotherapy.

All Harbour counsellors are qualified to practise and had a proven counselling caseload history before working for us. All counsellors are accredited or working towards accreditation by BACP.

The counselling service would expect to work with around ** individuals during this contract period.

MALE PERPETRATOR PROGRAMME / WOMEN'S SAFETY SERVICE

Harbour will provide a structured, rolling programme for men who are abusive to their partners and can demonstrate a willingness to change their behaviour. This will be offered to men living in Stockton but we will conduct assessments in local prisons where men are due for release and normally resident in Stockton.

Our programme comprises 23 weeks duration, with 3 blocks of seven weeks of group work, interspersed with assessments, reviews and 1 to 1 work.

The partners and ex-partners of the men attending the programme will be invited to meet with Harbour's Women's Safety Workers to track their safety and welfare whilst the man attends the programme. They will also be offered more comprehensive support through our adult outreach service.

During the contract period, it is anticipated that ** men will be assessed for their suitability, with ** being offered a place on the programme and ** victims offered safety advice.

SERVICES TO CHILDREN & YOUNG PEOPLE

Harbour would provide a therapeutic support service to children and young people living in Stockton who are experiencing the impacts of domestic abuse.

The service will be needs-led, based upon an assessment of the risks and needs facing the child/young person. Where appropriate, children/young people will be offered group work, with 1 to 1 sessions offered following this if required. Sessions will also be offered to the primary carer so the work being undertaken is understood and embedded.

This service will prioritise referrals where the child has a social worker and the support is contributing positively to a child protection plan or child in need actions.

During the contract period, it is anticipated that ** children/young people will be supported by this service.

FAMILY SERVICES

Harbour will provide a holistic service to families experiencing domestic abuse through a group programme which works separately but concurrently with mum, dad and children.

This work will seek to improve the health and wellbeing of individuals and the whole family, reduce the impact on health services, improve family relationships, reduce the repeat incidence of domestic abuse offences within these families, reduce risk taking and improve attendance/engagement with schools.

During the contract period, it is anticipated that 15 families will be supported by this service.

SERVICES WITHIN HEALTH SETTINGS

Harbour will provide services aimed at building capacity amongst front line practitioners within A&E and the Maternity Unit at North Tees Hospital to enable them to provide an initial response to victims of domestic abuse or where abuse is suspected. Harbour will also provide a drop in service within A&E and the Maternity Unit to raise awareness of available services and provide advice and guidance to patients.

During the contract period, it is anticipated that training will be offered to ** staff and advice offered to around ** patients.

OUTCOMES

Outcome 1			
Contribute to the prevention of violence from happening in the first place			
Individual Outcome	Relevant Service Activities	Measures	Methodology
Service users have increased confidence to report domestic abuse	<p>Awareness raising of services available, including within health settings</p> <p>Building skills of practitioners to raise the issue</p> <p>Quality services delivered which enable people to achieve change so this leads to more people coming forward for support</p>	<p>Increased numbers of reports of domestic abuse</p> <p>Increased referrals to support services</p>	<p>Police data</p> <p>Referral data</p>
Service users have easy access to increased knowledge to make informed decisions about the levels of interventions and also what services are available to them	<p>Publicity information provided, including specialist materials for male victims and other hard to reach groups</p> <p>Clients involved in planning their own support using the Empowerment Star</p> <p>Proactive signposting to other relevant services to meet their ne</p>	<p>Increase in number of referred clients who engage with the service</p> <p>Publicity materials available in community venues</p> <p>Data on clients signposted to other agencies</p>	<p>Referrals/engagement data</p> <p>Audit</p> <p>Harbour data from client records</p>
Service users and their children are empowered to move on with their lives, have increased confidence and	Quality support services which target empowerment	Improvement in confidence, self esteem and perceived control over	Data from the Empowerment Star tool involving key

Outcome 1			
Contribute to the prevention of violence from happening in the first place			
Individual Outcome	Relevant Service Activities	Measures	Methodology
self esteem	<p>Services targeted at adults but which impact upon children in the family</p> <p>Group programmes to facilitate ongoing growth and personal development and peer support amongst clients</p> <p>Counselling service</p>	<p>their lives</p> <p>Clients maintaining independence</p> <p>Client outcomes such as accessing volunteering, training & employment</p>	<p>worker assessment and client assessment</p> <p>Harbour data</p> <p>Harbour data</p>
Service users have increased knowledge about and skills to form healthy, equal and violence free relationships	<p>Quality support services</p> <p>Freedom Programme/Power to Change programme/Self Esteem course</p>	<p>Reduction in the number of Domestic Violence incidents and crimes</p> <p>Reduced number of repeat incidents (where the Perpetrator and the Victim are the same) of Domestic Violence reported.</p> <p>Reduced number of repeat incidents (where the Perpetrator repeats violent offences but to different Victims) of Domestic Violence reported.</p> <p>Clients maintaining healthy, respectful relationships</p>	<p>Police Data</p> <p>MARAC data</p> <p>Harbour data</p> <p>Client feedback</p>

Outcome 1

Contribute to the prevention of violence from happening in the first place

Individual Outcome	Relevant Service Activities	Measures	Methodology
Service Users and their families are increasingly able to recognise early indicators of abuse and address the issues to avoid escalation because they are supported by the Service.	<p>Quality support services which build awareness and resilience</p> <p>Freedom Programme/Power to Change programme/Self Esteem course</p> <p>Voluntary perpetrator programme with women's safety work</p>	<p>Reduction in the number of incidents of domestic violence reported to the Police</p> <p>Reduction in repeat incidents of domestic violence reported to Police</p> <p>Increased feelings of safety amongst victims</p>	<p>Police data</p> <p>Client feedback</p>

Outcome 2

Provide appropriate levels of support where violence does occur

Individual Outcome	Relevant Service Activities	Measures	Methodology
Service users face a reduced number of barriers to accessing services and have access to the services they need when they need them	<p>Service for male victims</p> <p>Targets set for hard to reach groups</p> <p>Flexible support team working with victims across the community and within refuge</p> <p>Building skills of practitioners to offer support at</p>	<p>Increased early intervention and response work with families or groups who possess specific risk factors across all forms of domestic violence</p> <p>Increased take up of services by</p>	<p>Harbour data</p>

Outcome 2

Provide appropriate levels of support where violence does occur

	an early stage	male victims and other hard to reach groups	Harbour data
	Use of CAF to initiate multi agency working	Increase in CAFs undertaken where domestic violence is a factor	CAF data

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Outcome 3

Contribute to the delivery of services in Partnership to obtain the best outcomes for victims and their families

Individual Outcome	Relevant service activities	Measures	Methodology
Service users are more protected	<p>Voluntary perpetrator programme with women's safety work</p> <p>IDVA service working with the MARAC and SDVC</p> <p>Quality support services to address risk</p> <p>Refuge service</p>	<p>Appropriate MARAC referrals made</p> <p>Reduced incidence of clients re-referred to MARAC</p> <p>Clients reporting improved levels of safety</p> <p>Reduced violence experienced by victims</p> <p>Reduction in the number of repeat incidents of domestic violence</p> <p>Clients move on successfully from the refuge into independent living</p>	<p>MARAC data</p> <p>MARAC data</p> <p>Client feedback</p> <p>Women's safety questionnaires</p> <p>Police data</p> <p>Harbour data</p>

Outcome 4

Contribute to the reduction of risk to Victims and ensure that Perpetrators are brought to justice

Individual Outcome	Relevant service activities	Measures	Methodology
Victims and their children feel safe and at less risk	IDVA service working with the MARAC and SDVC Quality support services to address risk Refuge service Direct service to children/young people	Reduction in the number of high risk cases Increased feelings of safety and security Increased number of successful prosecutions Improved wellbeing of children/young people Improved engagement/achievement at school	MARAC data Police data Social care data (CP plans) Client feedback
Increased resilience in children and young people to enable them to make themselves safe and report domestic violence instances	Direct service to children/young people Refuge service Quality support services working with parents Services targeted at adults but which impact upon children in the family	Increased number of reports by children and young people Reduction in number of children and young people presenting with emotional and mental health problems resulting from Domestic Violence Clients reporting improved confidence in their parenting	Police/social care data Referrals to relevant agencies Client feedback

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