



# Domestic Abuse (DA) Commissioned Services



**Jenni Newberry, Head of Commissioning  
& Partnership**

**August 2017 Update**





# Outcome & Vision

## Victims:

- **Outcome for individuals** = Feel supported to cope with immediate impact of crime & recover from harm experienced; & Severity &/or frequency of DA crimes going forward is reduced
- **Vision** = All NY DA victims are offered appropriate support to better cope & recover after crime, whether they report to police or not; & Fewer first time & repeat victims

## Offenders:

- **Outcome for individuals** = Severity &/or frequency of DA offending going forward is reduced
- **Vision** = All NY DA offenders not mandated to undertake an intervention (court-imposed) are offered appropriate voluntary interventions; & Fewer first time & repeat offenders



# DA Commissioned Services



## Victims:

1. Independent Domestic Violence Adviser (IDVA) service
2. Counselling service - DA victims
3. Restorative Justice - DA victims & offenders
4. DA Community Engagement (DACE) service
5. DA Early Intervention service

## Offenders:

6. RESPECT programme – young people displaying abusive behaviour & victims
7. Voluntary DA Perpetrators (VDAP) programme
8. Alcohol Abstinence Monitoring Requirement (AAMR) pilot



# Victim Needs Assessment

- **Review:** Local victim support services shaped by 1st comprehensive [Victim Needs Assessment](#) commissioned by PCC in 2014
- **Results:** Victims identified **key service gaps**:
  - IDVA/ISVA service capacity to support **medium risk DA victims & sexual & DA victims not going through CJ process**
  - **Counselling** for serious crime victims not coping or recovering
  - **Single point of contact** practical & emotional support **for serious crime** victims, similar to IDVA /ISVA
- **Results: Most important** to victims:
  - clear, concise, relevant & timely **communication**
  - needs analysis & service delivery **quality consistency**
  - **taking control themselves** through practical support
  - help to **get their lives back to normal**
- **Outcome:** 2014, Four support services commissioned - Three specific to DA
  1. **Independent Domestic Violence Adviser (IDVA)** service
  2. **Counselling** service
  3. **Restorative Justice** service
- **Review & Outcome:** 2015 DA specific service review resulted in **Community Engagement (DACE)** commissioning



# Community Safety Review



- **Review:** 2015/16 review of Community Safety funding led to commissioning of three new DA services with two Community Safety Partnerships (CSP)
- **Results:** Need identified for early intervention services for victims & offenders across York & NY; good practice pilot programmes identified in York appropriate for expansion to County.
- **Outcome:** Three new countywide services commissioned for DA victims & offenders:
  1. **Early Intervention** service for standard risk victims
  2. **RESPECT** programme for young people displaying abusive behaviour
  3. **Voluntary DA Perpetrators (VDAP)** programme for offenders not receiving mandatory interventions from courts



# Trends

## Victims:

1. Identifying, Referring & Engaging more DA victims year on year; from individual service & new service perspective; result of need/demand analysis & continuous improvement
2. Increased overall levels of DA victim satisfaction/positive feedback
3. Increases in identified needs met through Cope & Recovery Plan development & delivery
4. Continuously improving level & quality of data from providers
5. Gap exists re. regular/ongoing analysis of re-victimisation post service

## Offenders:

1. Identifying, Referring & Engaging more DA offenders, both adults & young people
2. Increases in identified needs met through Intervention Plan development & delivery
3. Continuously improving level & quality of data from providers
4. Gap exists re. regular/ongoing analysis of re-offending post intervention



# IDVA

- **Provider:** Independent Domestic Abuse Services (IDAS)
- **Expanded Eligibility & Service Offer:**
  - High risk victims pre-Oct. 14; high & medium risk Oct. 14; standard risk July 16
  - Single point of contact, practical & emotional support to cope & recover from point of crime throughout criminal justice process & beyond
- **Referrals:** Police to Provider; Self-referral to Provider
- **Increased Investment:**

	Up to Sept. 14	Oct. 14-Mar. 16	2015/16	2016/17	Q1 2017/18
IDVA/ISVAs	4.3	10	10-12	12-14	14
£ p/a	£125k	£300k	£300-360k	£360-410k	£410k

- **Increased Impact = More victims reached**

	2014/15 (6 months)	2015/16	2016/17	Q1 2017/18
Referrals	173	797	1,846	630
Engaged	145 (84%)	462 (56%)	730 (40%)	250 (41%)



# Victim Outcomes Measurement

- Victims initial **Risk & Need Assessment** is framed around **9 Categories of Need**:
  1. Mental health
  2. Physical health
  3. Shelter & accommodation
  4. Family, friends & children
  5. Education, skills & employment
  6. Drugs & alcohol
  7. Finance & benefits
  8. Outlook and attitudes
  9. Social interactions
- Victims self report need level (0 = High / 10 = Low) against each category at service entry, regularly during delivery & at exit to measure progress
- **Cope & Recovery (Support) Plans** capture above & are developed with victim to:
  - ensure individual needs are met through tailored support
  - document an individual's 'journey' towards full recovery





# IDVA

- **Outcomes:** Self-assessed reductions achieved across all 9 Categories of Need in 2016/17, most notably:
  - **Outlook & attitudes:** 21% Severe to Moderate Need (1-4) at Engagement, reduced to 4% Severe to Moderate Need at Planned Service Exit
  - **Shelter & accommodation:** 22% Severe to Moderate Need at Engagement, reduced to 6% Severe to Moderate Need at Planned Service Exit
  - **Mental health:** 24% Severe to Moderate Need at Engagement, reduced to 7% Severe to Moderate Need at Planned Service Exit

- **Outcomes:**

Satisfaction Survey	2014/15	2015/16	2016/17	Q1 2017/18
Recommend Service	100% (12)	100% (89)	99% (313)	100% (99)
Positive Experience	100% (12)	100% (93)	99% (313)	100% (99)
Cope & Recovery Goals Met	92% (11)	97% (83)	95% (296)	98% (85)



# Counselling

- **Providers:** Aegis; Community Counselling; St Michael's-Talking Spaces
- **Service:** Emotional support for NY victims where their recovery journey could be supported through talking therapy - 10 x 1 hour, person-centred sessions
- **Referrals:** via Supporting Victims team; including self-referrals
- **Development:** 16/17 offering counselling to those impacted by but not direct victims of DA based on need - Children & Young People

- **Victims:**

	2015/16	2016/17	Q1 17/18
All Referrals	339	581	104
DA Referrals	155 (46%)	214 (37%)	49 (47%)
DA Engaged	114 (74%)	150 (70%)	27 (55%)

- **Outcomes:**

Satisfaction Survey	2015/16	2016/17
Recommend Service	66% (43)	100% (53)
Positive Experience	66% (43)	100% (53)
Cope & Recovery Goals Met	66% (43)	100% (53)



# Restorative Justice

- **Provider:** Remedi
- **Service:** NY crime victims can meet with their offender, with support of a restorative justice professional, to enable cope & recovery
- **Referrals:** via Supporting Victims team; including self-referrals
- **17/18:** Currently three active DA cases
- **16/17:** Three DA referrals resulted in Victim-Offender Conferences:
- **Case Study 1:** Assault on mother by son (young person) – Pre/post scores against 9 categories of need (green improvement areas):

Category	Mental Health	Physical Health	Shelter /Accom	Family, Friends, child	Ed, Skills, Employ	Drugs & Alcohol	Financa & Benefits	Outlook & Attitude	Social Interactions
Pre RJ score	10	10	6	8	7	10	10	10	7
Post RJ score	10	10	10	10	10	10	10	10	10

- Cope & Recovery Plan goal = Let offender know how I feel
- Victim Feedback = "Things have definitely improved since meeting - he's going to school & YOT appointments regularly & behaviour has improved at home."



# Restorative Justice

- **Case Study 2:** Step father seriously assaulted by step son (CRC young adult):

Category	Mental Health	Physical Health	Shelter /Accom	Family, Friends, child	Ed, Skills, Employ	Drugs & Alcohol	Finance & Benefits	Outlook & Attitude	Social Interactions
Pre RJ score	10	5	10	5	5	10	4	4	10
Post RJ score	10	5	10	10	10	10	4	10	10

- Cope & Recovery Plan goals = Let offender know how I feel; & Enhance feelings of safety
- Victim Feedback = Happy with process, able to discuss things not discussed before; Neutral environment particularly helpful, not previously offered

- **Case Study 3:** Father seriously assaulted by adult son (severe Mental Health diagnosis)  
– numerous assaults leading to Restraining Order:

Category	Mental Health	Physical Health	Shelter /Accom	Family, Friends, child	Ed, Skills, Employ	Drugs & Alcohol	Finance & Benefits	Outlook & Attitude	Social Interactions
Pre RJ score	10	10	10	10	10	10	10	10	9
Post RJ score	10	10	10	10	10	10	10	10	10

- Plan goals = Let offender know how I feel; & Rebuild a Safe Relationship
- Victim Feedback = Process desired sooner, ideally after legal proceedings, better allowed re-building of relationship, rather than Restraining Order; Happy with service



# DA Community Engagement

- **Review:** 2015 review of DA services in NY recommended running a 6 month pilot Domestic Abuse Self Referral (DASRS) service
- **Result:** 15/16 Pilot service, delivered by IDAS highlighted need for ongoing engagement with NY communities & targeted campaigning to encourage self-referral into existing services utilising their 24/7 Helpline
- **Result:** 16/17 IDAS developed & implemented community engagement & campaigning model to reach victims, encourage self-referral & reporting
- **Outcomes Oct. 16-June 17:**
  - Champion Scheme - 45 recruited & trained - 14 Employer, 10 Community, 15 Professional, 5 Survivor
  - Awareness Campaign - 15% increase Facebook, 25% increase Twitter following – targeted Coercive Control campaign run
  - Self-referral - 10% increase (88) - Highest York (34), Scarborough & Ryedale (15), Harrogate (12) - 50% via 24/7 Helpline
  - Increase in referrals from Army Welfare - 10 new Champions



# DA Early Intervention

- **Provider:** IDAS
- **Service:**
  - Countywide July 16 (York only previously) – Standard Risk victims – aim to intervene early & reduce frequency / severity of DA
  - 2.4 FTE specialist workers - IDVA qualified
  - Focus = **standard & medium risk victims** who **do not want** to be referred for specialist support but intelligence suggests more than ‘one-off’ incident
  - Short, intensive support - needs assessment, safety planning & triage; onward referral to specialist & non-specialist services
- **Referrals:** via NYP Domestic Abuse Coordinators &/or Domestic Abuse Officers
- **Victims:**

	2016/17	Q1 2017/18
Referrals	507	116
Engaged	281 (55%)	50 (43%)



# RESPECT

- **Provider:** IDAS
- **Service:**
  - Countywide July 16 (York & Selby previously); 10-17 year olds showing signs of abusive behaviour; intervene early & reduce incident frequency / severity
  - 3 FTE Respect Workers
  - Addressing inter-family abuse supporting both parent(s) & young people
- **Referrals:** direct to IDAS, PCC & NYP referral gatekeepers ensure those in most need i.e. high risk of criminal behaviour are prioritised

- **Volumes:**

	Referrals	Referrals authorised	Engaged	Completions
2016/17	115	93 (81%)	59 (63%)	21
Q1 2017/18	38	32 (84%)	10 (31%)	15

- **Outcomes 16/17:** Young people saw decreases in: emotional abuse (11, 85%); physical abuse (10, 100%); violence (8, 89%)
- **Risk:** Waiting list for service = 12



# VDAP

- **Provider:** Humberside, Lincolnshire & NY Community Rehabilitation Company (CRC)
- **Service:** Countywide April 16; HELP = voluntary healthy relationships programme; intervene earlier to reduce frequency / severity of DA incidents; For offenders wishing to change their behaviour
- **Referrals:** Police identify suitable cases & refer to Domestic Abuse Panel who discuss & agree final group; CRC then make contact with offenders
- **17/18:** 2 HELP programmes scheduled - Scarborough 14 registered; Selby 10
- **16/17:** 2 HELP programmes:

	Referrals	Engaged	Completions
1. Harrogate	18	6 (33%)	5 (83%)
2. Scarborough	37	11 (30%)	10 (91%)

- **Outcomes:**
  - **3/5 completed pre & post self-assessment across 11 areas:** All reported improvements in trustworthiness; 2/3 in ability to see other peoples views; trust others; resolve conflict; & express themselves
  - **7/10:** All reported improvements in ability to learn from experiences; & see other peoples views; 6/7 in ability to resolve conflict; & express themselves





# Future

## Victims:

- **Issue:** Separate cope & recovery services; should be part of one DA support service = efficiencies, maximise value for money
- **Solution:** Jointly commission one service (County & City) - Oct. 18
- **Issue:** No PCC monitoring process re. all DA victims being offered support; Police refer directly to IDAS
- **Solution:** All DA cases could go via gateway i.e. Supporting Victims team (SVT) for needs assessment & referral to specialist support; would require investment, specific training (SVT) & Police process change – **For further discussion**

## Offenders:

- **Issue: Young People** - Identified multiple need re. interventions - Low risk, acting out; High risk, young perpetrator; Multiple, complex needs e.g. mental health tailored intervention
- **Solution:** RESPECT (organisation) quoted to review service & intervention options required to meet needs
- **Issue: Adults** - Multiple organisations offer Perpetrator Programmes - creates complex landscape & no one place where info. retained / outcomes tracked; Unconfirmed need / demand
- **Solution:** Need / demand analysis; Jointly commission one service (County & City) - Oct. 18



# AAMR



- **Providers:** Humberside, Lincolnshire & NY Community Rehabilitation Company (CRC); Alcohol Monitoring Systems (AMS)
- **Service:** 2 year pilot; available in York since June 17; aim to test sobriety (not drinking) & substance misuse intervention (Breaking Free) combination re. reducing frequency / severity of DA (& other) offending
- **Referrals:** National Probation Service & CRC recommendations to courts
- **Volume:** Currently 14 AAMRs: 6 Humberside; 5 Lincolnshire; 3 York
- **DA:** Currently no DA related offences; 1 registered as DA offender; number have background information relating to previous incidents
- **Future:** Further updates as pilot progresses