

Review of Domestic Abuse Services – Falkirk and District Women's Aid Overview

Purpose of the service

The service objective is to support and advise women and their families who have or are currently affected by domestic abuse, assisting them to lead fulfilling lives in which they are placed in charge of their recovery.

In delivering services to women and their families affected by domestic abuse it is often recognised that they may have a wide range of complex issues including psychological damage, addictions, anger management and mental health. One agency cannot have all the multi disciplinary skills that are required to deliver such a service therefore a multi agency response provides the best model of delivery.

Service Provided

Falkirk and District Women's Aid introduced a three stage trauma recovery service delivery model during 2013. This service aims to ensure that the safety and recovery of women is fully addressed.

Stage One – Recovery

This is primarily focuses on safety ensuring that the clients are given practical support and advice. By using an individual Risk Assessment Coordinated action against Domestic Abuse (CAADA DASH) the safety of women will be the initial activity at this stage. Support will then progress to support women to resettle in either temporary or permanent accommodation through the provision of practical housing support.

Stage Two – Recovery

Stage two recovery address the trauma itself once stage one has been completed. Not all women will require stage two but those who do received either one to one or group support to begin to understand the trauma they have experienced to allow them to recover from the trauma.

Stage Three – Recovery

The stage three recovery service addresses the women's integration into her community, developing assertiveness and utilising healthy peer support mechanisms to assist with community development and community integration. It aims to move from existing to living. It recognises that women often become dependant on the support of the service and never fully move on from their experience to live and independent life. Stage 3 therefore aims to ensure that they are able to move on from the service, reengage in a community and become independent.

Structure

The organisational structure incorporates a crisis support team for stage one recovery, a crisis Support Team Leader, a Children and Family Worker to work with Children and families, a Community Development Team Leader to lead Stage three recovery and takes forward integration work and volunteer development. Further sessional support workers are utilised to focus on awareness raising, early intervention and prevention work.

The delivery of services focuses on delivery of one to one crisis support and group work for stage 3 recovery clients.

Additional Funding / Services

- Court Support - Advocacy Service (Independent Domestic Abuse Advocate (IDAA))
- MARAC Support
- Violence against women and girls (Scottish Government) – Grant
- Children and Young People (Scottish Government) - Grant
- In house counselling service
- Additional Awareness Raising to schools and colleges

Outwith DAF approach by Larbert, Grangemouth and Denny, and a primary school pupils/staff awareness raising where to access services, what is domestic abuse

- Supporting Male Survivors
- Funding Bids

Court Support

FDWA have also secured funding from the Community Safety partnership to deliver a court support service. This service supports victims involved in the criminal justice system providing access to dedicated, consistent and immediate support throughout their court process by:

- supporting vulnerable witnesses through the criminal justice system with a view to improving numbers attending at court
- empowering female victims of domestic abuse to give credible evidence at court thus improving conviction rates

The project was established from evidence illustrating that between November 2012 and April 2013 67 key witnesses did not attend at court, the majority of which were women.

The Court Support Pilot emulates recognised good practice currently taking place in Glasgow and Fife. Both areas have established support systems which have demonstrated an increase in the numbers of women appearing at court and giving credible evidence once there.

Early feedback from the Falkirk Cluster Court suggest - that more trials are running now that the court support pilot is up and running (ie more women are turning up and giving evidence) and they are hoping to get funding to replicate the service across Forth Valley.

Multi Agency Risk Assessment Conference (MARAC)

The MARAC is a multi agency group of public and voluntary organisations working in partnership to address the needs of high risk, repeat victims of domestic abuse who have been assessed through the CADDA risk assessment tool. Victims are allocated an Independent Domestic Abuse Advocate (IDAA) who will work with the client to support them with safety assessments, coordinating multi agency support plan and provide a court support role. This process works in union with current mechanisms such as child protection, the Caledonian project (support for court mandated perpetrators), Multi Agency Tasking and Coordination Group (MATAC).

Violence against women and girls (Scottish Government) - Grant of £29,234 up to 2015/16

This service offers structured interventions of support to women through one to one support and also delivering a rolling programme of personal development workshops which support women, in identifying and addressing individual support needs in relation to the following; making sense of domestic abuse, Assertiveness, self-concept and self-esteem, communication, resilience, conflict, relationships, effective responses to stress and anxiety, supporting health and wellbeing and developing and committing to personal life plans. This fits with stage 3 of the recovery model.

Children and Young People (Scottish Government) - Grant of £61,630 up to 2015/16

The service offers one to one support and group work to children from aged 3 through to 18. The service has developed outcomes based on the wellbeing indicators identified within the GIRFEC practice model. The service will also work in partnership with appropriately trained colleagues to deliver parenting programmes.

Crisis Support service in the Emergency Department

A pilot service was delivered in the Forth Valley Royal A&E department over the festive season which Forth Valley NHS funded. This service was established to initially build relations with A&E staff and consider ways in which this type of service delivery may be improved and enhances. Initial reports suggest that the pilot was successful and an outcome report is being developed to submit to Forth NHS.

A bid has been lodged with the Forth Valley NHS Endowment steering group to fund this service on a longer term basis.

In house counselling service

Counselling is provided to existing clients through the Stage 2 service. A member of staff works 2 days a week taking referrals from the crisis support team to provide Cognitive Behaviour Counselling. This service has been developed as part of the service delivery for the stage 2 recovery and fits with recommendations by NICE and world health organisation to deliver CBT counselling for those affected by post traumatic stress.

Additional Awareness Raising to schools and colleges

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Supporting Male Survivors

This is a new service that the organisation is working towards. Currently 6 men have been supported however there are difficulties in providing support and services to men in the current office. There is a recognised need that a separate office would be required for access however the demand for the service needs to be ascertained before this is moved forward. Further evidence will be gathered during 2013/14 to support a possible service roll out to male survivors of domestic abuse.

Leading Lights Accreditation

FDWA are currently looking at working toward Leading Lights Accreditation which is a national quality accreditation tool run by CADDa specifically for domestic abuse services. It focuses on the quality of the service provision, governance, funding, multi agency working focused around nine service standards.

It is increasingly being noted as a quality mark for domestic abuse services and recognised by commissioners across the UK. There is currently one organisation in Scotland who has achieved this accreditation.

Care Inspectorate

FDWA have for a number of years been registered through the Care Inspectorate for the delivery of housing support services. Their recent Care Inspectorate report (July 2013) noted scores of 4 for Quality of Care and Support and Quality of Staffing Quality of Management and Leadership.

LGBT Charter Mark

FDWA have recently been award the LGBT Bronze Charter mark which encourages and challenges the organisation to demonstrate their commitment to LGBT people in their local area.

Funding Bids

FDWA is current awaiting approval of a stage 2 lottery funding bid to assist in the provision of a physiologist to work on a one to one basis to provide therapeutic interventions, support for a befriending service which will be delivered by volunteers and the administration to source independent accommodation for women who require resettlement in the Falkirk area through the rental of properties from Private landlords and housing associations.

Performance

FDWA have noted a considerable amount of improved performance over the last two years whilst seeing a marked increase in the numbers of people approaching their service. They are currently building on their performance monitoring in 2014/15 and moving to OASIS performance management system where they will be able to fully extract information that will inform them about the impact of their service to the Falkirk community.

	2012/13
Referrals	310
New support Plans (New Clients)	262
No of children offered support and services	611

	2013/14 to Dec 14
Referrals	305
New support Plans (New Clients)	272
No of children offered support and services	493

Total numbers of clients over last 2 years supported by stage 1	- 1217
Total numbers of clients over last 2 years supported by stage 2	- 27
Total numbers of clients over last 2 years supported by stage 3	- 851
Number of MARACH referrals August 13 to March 14	- 31

Unit Cost

Permanent Full Time staff Estimated £14.83 an hour
Sessional staff £14 an hour (Youth work, therapy sessions etc)

Information on shared services / multi agency working

As mentioned above the organisation is fully integrated into the GIRFEC and MARAC groups.