

Cabinet – 11 July 2018

Award of New Contract for the Independent Domestic Violence Advocacy Service

Portfolio: Councillor Wilson – Children’s and Health and Wellbeing

Related portfolios: Councillor Harris – Personnel and Business Support
Councillor Perry – Community, Leisure and Culture
Councillor Martin – Adult Social Care

Service: Children’s Services

Wards: All

Key decision: Yes

Forward plan: Yes

1. Summary

- 1.1 This report should be read in conjunction with the award of the new contract for the provision of a ‘Independent Domestic Violence Advocacy (IDVA) Service’ Private Session Agenda Cabinet Report, to be considered by Cabinet on this Agenda
- 1.2 A competitive procurement process has been undertaken to determine the most suitable provider for the delivery of the Independent Domestic Violence Advocacy (IDVA) Service for an initial period 1 October 2018 to 30 September 2021 with options for the Council to extend the contract up to 1 year (i.e. a maximum total contract term of 4 years).
- 1.3 This report presents the outcomes of the procurement process and seeks approval to award the contract for the provision of Independent Domestic violence Advocacy (IDVA) Service following the conclusion of the procurement process.
- 1.4 This is a key decision because it exceeds the threshold for significant expenditure and will affect children and families across all wards.

2. Recommendations

- 2.1 That following consideration of the confidential report in the private session of the agenda Cabinet approves the award of for the provision Independent Domestic Violence Advocacy (IDVA) Service, to Black Country Women’s Aid, for the period 1 October 2018 to 30 September 2021 with an option to extend for as further period of up to 1 year from 1 October 2021.

- 2.2 That Cabinet delegate authority to the Executive Director of Children's Services, in consultation with the Portfolio Holder for Children's Services, to enter into contract for the provision of Independent Domestic Violence Advocacy (IDVA) Service, and to subsequently authorise the sealing or signing of any contracts, deeds or other related documents for such services.

3. Report detail

- 3.1 The commissioning process and service specification has been informed by national and local policy, local needs assessment, evidence, knowledge gained from other neighbouring procurement exercises and a comprehensive consultation process involving stakeholders, partner agencies and service users
- 3.2 The Independent Domestic Violence Advocacy (IDVA) Service will provide an accredited service to men and women in Walsall aged over 16 who have been victims of Domestic Violence & Abuse. The overarching objective is to reduce the risk level and increase the safety of victims identified as at high risk of serious harm or homicide by offering an intensive response to support families to make the right choices by;
- Delivering a single point of contact helpline
 - Equipping victims with advice, information and support
 - Creating safety plans for service users and child safety planning and undertaking risk assessments
 - Accompanying service users to court or arranging pre-trial visits
 - Deliver structured group work
 - A sustainable plan towards change and promoting step down from high risk, including introducing service users and families to parenting programmes
 - Timely referral to Social Care / Multi Agency Safeguarding Hub (MASH) as appropriate.
 - Working with other agencies to manage risks relating to service users
 - Deliver briefings across the workforce on their role and service delivery, what is domestic violence & abuse, pathways and referral routes.

3.3 The Procurement Process

- 3.3.1 Tenders were sought for the provision of Independent Domestic Violence Advocacy (IDVA) Service using an open procurement process, which commenced on 4 May 2018, with a return date of 1 June 2018. A Contract Notice was issued via the Official Journal of the European Union 'OJEU' and was posted to the Council's E-Tendering portal, to alert the market to the tender, in accordance with the requirements of the Public Contract Regulations 2015 and the Council's Contract Rules.
- 3.3.2 Tenders were opened on 04 June 2018, by Kathleen Mardon, Interim Procurement Officer and Sally Rowe, Executive Director of Children's Services, using a formal opening ceremony on the E-Tendering Portal.
- 3.3.3 The Council received 1 tender submissions as set out below:

Bidder No.	Bidder Name	Based In or Out of Borough	SME
1	Black Country Women's Aid	IN	

3.3.4 The tender was evaluated against the criteria included in the Invitation to tender as outlined below:

Weighted Price Criteria:

Criteria	Percentage
Price model	30%
Total	30%

Weighted Service Criteria:

Criteria	Percentage
1. Service Provision	30%
2. Safeguarding	10%
3. Partnership	10%
4. Quality and Performance	5%
5. IT & Governance	5%
6. Equality	5%
7. Social Value	5%
Total	70%

3.3.5 The tender was evaluated by Officers from Children's' Services, Public Health and West Midlands Police.

3.3.6 Following evaluation, in accordance with the published criteria, it has been evidenced that that the proposed contract award, as set out section 2.1 and 2.2 of this report is the most economically advantageous tender, based on the quality of the Bidders tender submission and the tendered total price.

3.3.7 Given the specific commercially sensitive data of the tender evaluation information, a report detailing the evaluation criteria and the outcome of the evaluation is set out in the associated Private Session Agenda Cabinet Report.

4. Council Corporate Plan priorities

4.1 The proposals link to Walsall Council's corporate priorities as identified in the Corporate Plan 2018/21 as follows:

4.1.1 **'Economic Growth'**; Independent Domestic Violence Advocacy (IDVA) Service will work more effectively with partners to support and signpost Victims to appropriate skills and training and increase the opportunity to take up volunteering. Young People will receive support to improve confidence, self-esteem to help improve the educational outcomes. This will identify local solutions that meet the needs of families and the economic benefits are felt in the community.

4.1.2 **'Children and People'**; Independent Domestic Violence Advocacy (IDVA) Service will help reduce the harm to individuals and families caused by all

types of violent behaviour by maximising emotional wellbeing, empowerment of physical & mental health and resilience of victims. This in turn will support the reduction in Serious Case Reviews and improve the emotional health and wellbeing of children and young people by helping them to develop skills, knowledge and resilience to respond better to challenges in day to day life.

- 4.1.3 **'Communities'**; Deliver prevention and intervention through the locality delivery models to ensure professionals work more effectively in partnership to identify local solutions that meet the needs of families and help build a strong sense of belonging and cohesion.

5. Risk management

- 5.1 The procurement process has been conducted in accordance with the Public Contract Regulations 2015, the Council's Contract Rules and Social Value Policy.
- 5.2 Steps have been taken to minimise procurement-related risk. However, there will always remain an inherent risk of legal challenge associated with any procurement undertaken by the Council.
- 5.3 Input has and will continue to be sought from Procurement and Legal Services, as required to ensure the conduct of compliant procurement process and completion of contract.
- 5.4 All new services will be evidenced by a written contract in a form approved by the Head of Legal and Democratic Services and shall be made and executed in accordance with the Council's Contract Rules.

6. Financial implications

- 6.1 The budget currently in Children services for the Victim Support Service contract (also known as the IDVA contract) is £225k and has been fully utilised in 2016/17 and 2017/18. This budget remains in place throughout the current Medium Term Financial Outlook (MTFO) and will be allocated to this revised commissioning arrangement.

7. Legal implications

- 7.1 The procurement exercise which the Council has carried out has been undertaken in accordance with the requirements of the Public Contracts Regulations 2015 and the Council's Contract Rules.
- 7.2 Legal Services will work with the relevant Council Officers to ensure that an appropriate written contract, in a form approved by the Head of Legal and Democratic Services and shall be made and executed in accordance with the Council's Contract Rules.

8. Procurement implications/Social Value

- 8.1 The procurement process has been conducted in accordance with the procurement rules which are set out in the Public Contract Regulations 2015, the Council's Contract Rules and Social Value Policy.
- 8.2 Social Value is an integral part of this contract and all tenders have been evaluated based on their ability to bring social value including employment and volunteering opportunities as part of their delivery to Walsall.
- 8.3 Steps have been taken to minimise procurement-related risk. However, there will always remain an inherent risk of legal challenge associated with any procurement undertaken by the Council.
- 8.4 Input has been sought from Procurement, as required to ensure the conduct of compliant procurement process.

9. Property implications

- 9.1 There will be no property implications for the Council.

10. Health and wellbeing implications

- 10.1 The Service commissioned will be contributing to the Marmot objectives as victims and their children are having the right help at the right time so they maximise their capabilities and have more control over their lives. This will secure better outcomes and reduce the need for costly statutory interventions.

11. Staffing implications

- 11.1 There will be no staffing implications for the Council as this proposal does not involve Council employed staff.

12. Reducing inequalities

- 12.1 A full Equality Impact Assessment has been undertaken to which people were consulted and views were taken into consideration for the tender development of service specification

13. Consultation

- 13.1 Adequate and meaningful consultation has taken place in line with the Council's statutory duty to consult, between June 2017 and February 2018. Consultation was undertaken around the development of the Service specification as follows;
- Data analysis of current service users;
 - Service Users Questionnaire – June 2017;
 - Questionnaires & Pre paid return envelopes were distributed by the Black Country Women's Aid;
 - Service Users – Power to Change Group – June 2017;
 - Strategic Groups – Toxic Trio & Early Help – June 2017;

- Children's Services – Online questionnaire – January 2018;
- Children's Services – Group consultation – January 2018.

Background papers

Author

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Children's Services

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Sally Rowe
Executive Director
29 June 2018

Councillor Wilson
Portfolio holder
3 July 2018

Equality Impact Assessment (EqIA) for Policies, Procedures and Services

Proposal name	New Contract for Independent Domestic Violence Advocate (IDVA) Service		
Directorate	Children's Services		
Service	Children's Commissioning		
Responsible Officer	Andrea Cooke		
Proposal planning start	01/06/2017	Proposal start date	01/10/2018

1	What is the purpose of the proposal?	Yes / No	New / revision
	Policy	No	
	Procedure	No	
	Guidance	No	
	Is this a service to customers/staff/public?	Yes	
	If yes, is it contracted or commissioned?	Commissioned	
	Other - give details		
2	What is the business case for this proposal? Please provide the main purpose of the service, intended outcomes and reasons for change?		
	<p>To provide an accredited Independent Domestic Violence Advisor (IDVA) service to men and women in Walsall aged over 16 who have been victims of domestic violence and abuse (DVA) . The overarching objective is to reduce the risk level and increase the safety of victims of domestic violence & abuse identified as at high risk of serious harm or homicide via the provision of an Independent Domestic Violence Advocacy (IDVA) Service.</p> <p>The current contract which is being delivered by Black Country Women's Aid ends 31st March 2018, therefore consultation commenced in June 2017 to review the service, a waiver was completed in January 2018 to give us a 6 months extension to the end of September 2018, this was to allow us time to review the service and undertake the Procurement of the service.</p> <p>The overall aim is to get the balance right between providing services for people at high risk of serious harm or even fatal injury, and services that can offer support at an early stage (to people assessed as being at medium and standard risk of serious harm) to prevent a situation becoming worse.</p> <p>Please click on the link below to see the service specification which outlines the purpose of the service with the; aims, objectives and outcomes of the service also see Appendix 1 for the data collected.</p> <p> DV&A IDVA Service Specification</p>		



3	Who is the proposal likely to affect?																				
	People in Walsall	Yes / No	Detail																		
	All	No	<p>The provider will target and deliver a Domestic Violence & Abuse service to males and females aged 16+ living in Walsall;</p> <ul style="list-style-type: none"> • Victims • Those at risk of becoming victims • Black, minority, ethnic communities • Preferred language not English (relevant to local community) <p>The provider recognises the needs and concerns of a diverse range of survivors, and addresses them appropriately by working proactively to ensure that a non-discriminatory service is accessible to all eligible victims.</p>																		
	Specific group/s																				
	Council employees																				
Other (identify)	Victims of domestic Violence																				
4	Please provide service data relating to this proposal on your customer's protected characteristics.																				
<p>The service is currently commissioned and commenced in April 2016, monitoring is undertaken quarterly to ensure that they are delivering the outcomes on the Key Performance Indicators (KPI's), which are listed in the attached Service Specification which includes;</p> <ul style="list-style-type: none"> • Demographics • Service User Feedback / Customer satisfaction • Caseloads • Partnerships • Improved victims health & wellbeing • Social Value • Criminal Justice <p>Please see some of the data collected below;</p> <p>Target - 500 IDVA referrals per year</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>High Risk referrals</th> <th>2016-17</th> <th>2017-18</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>136</td> <td>141</td> </tr> <tr> <td>Q2</td> <td>120</td> <td>143</td> </tr> <tr> <td>Q3</td> <td>142</td> <td></td> </tr> <tr> <td>Q4</td> <td>139</td> <td></td> </tr> <tr> <td>Total high referrals</td> <td>537</td> <td></td> </tr> </tbody> </table> <p>Black Country Women's Aid (BCWA) have reviewed 1815 referrals to assess reduction in repeat domestic abuse duplicate cases</p> <p>83% of referrals resulted in only one referral to the service and have not received any repeat or subsequent referrals</p> <p>17% (312) clients have had repeat referrals made to the service 312 clients have accumulated 764 repeat referrals between them This is an average of 2.5 referrals each</p> <ul style="list-style-type: none"> • 47 repeats were standard risk <ul style="list-style-type: none"> ○ 22 were given advice and guidance ○ 25 were supported • 123 were medium risk cases <ul style="list-style-type: none"> ○ 58 were given advice and guidance ○ 65 were supported 				High Risk referrals	2016-17	2017-18	Q1	136	141	Q2	120	143	Q3	142		Q4	139		Total high referrals	537	
High Risk referrals	2016-17	2017-18																			
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Q3	142																				
Q4	139																				
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- 142 were high risk
 - All clients were supported

- **Pregnancy**

	total 2016-17	Q1 2017- 18	Q2 total	High risk	Medium risk	Standard risk
Pregnant	53	11	13	6	6	1

- **Children**

Male children	High	Medium	Standard	Total
0 - 2	19	12	8	39
3 - 5	12	14	14	40
6 - 10	23	37	15	75
11 -13	9	22	3	34
14 -18	17	13	4	34
totals	3	7	1	11

Female children	High	Medium	Standard	Total
0 - 2	25	28	16	69
3 - 5	21	33	13	67
6 - 10	31	39	21	91
11 - 13	20	15	7	42
14 - 18	16	22	8	46
totals	9	12	3	24

126 cases have been referred through Multi Agency Support Hub (MASH) and have already had a multi-agency screening process in place.

Domestic abuse prevalence and demand data has been extracted from Children's Services Performance Scorecard and is drawn from Mosaic input to identify those Child and Family Assessments (CFA) completed over a 12 month period where DV&A has been a primary factor. These are assessments (not referral numbers) completed by either Initial Response Service (IRS), Safeguarding Family Support (SfS) or Looked After Children's (LAC) teams either at point of referral or at a time during the management of each case.

The table below shows that between 2015 to 2018 the total number of CFA assessments have remained stable, however the frequency of DV&A within that stable number has **increased by 19%** in Walsall;

Year	Assessments with DV&A	Total Number of CFA Assessments
2015/16	1393	4945
2016/17	1490	4825
2017/18	1723	4888

In 2017/18 of the 1723 assessments with DV&A, **459 (20%)** identified children who were direct victims as opposed to being a 'witness' to DV&A towards an adult.

The table below shows:

- a) There is a steady annual increase of Children In Need (CIN) & a slower but gradual

increase in Child Protection Plan (CPP). *These increases may be due to our enhanced ability and capacity to identify and respond to DV&A circumstances and suggests future demand growth is both identifiable and real.*

- b) That LAC Plans increased by in 2017/18. *This increase in LAC numbers may suggest our ability to intervene in those high threshold cases is more accurate.*
- c) The number of No Further Action (NFA) increased relative to annual overall referral increases. *This may indicate our thresholds at point of referral are accurate and only those more complex DV&A cases are coming into the system.*

Final outcome of CFA	2017-18	2016-17	2015-16
CIN Plan	420	374	321
CPP Plan	363	350	433
LAC Plan	97	104	49
NFA (Universal, Early Help etc.)	843	662	590
TOTAL	1723	1490	1393

Early Help data over 2 ½ years (January 2016 to May 2018) indicates;

- a) The top 3 primary needs for referrals are (i) Domestic Violence, (ii) Physical Abuse and (iii) Neglect
- b) Domestic Violence is highest presenting need - 1556 referrals (40%)**
Physical Abuse is second - 1237 referrals (32%)
Neglect is third - 1118 referrals (29%)

The table below identifies the number of service users who accessed DV&A commissioned services

Commissioned Service	Outcomes 2017/18
Independent Domestic Violence Advisor (IDVA) service + Children & Young Persons Advocate	1,454 adults (639 risk assessed as high) 56 children
Brighter Futures DVPP	101 adults (year to date)
Safe Families for Children (SFFC)	56 families (32 Early Help & 24 Social Care)
Children's & Young Peoples Counselling Service	18 children (year to date)

(This data can be broken down further to identify Males, Females, ethnicity etc)

5 Please provide details of all engagement and consultation undertaken for this proposal. (Please use a separate box for each engagement/consultation).

Consultation Activity

Complete a copy of this table for each consultation activity you have undertaken.

Type of engagement/consultation	Service Users Questionnaire	Date	June 2017
Who attended/participated?	Service Users		
Protected characteristics of participants	Victims of Domestic Violence & Abuse		
Feedback	<ul style="list-style-type: none"> • It helped me • Consistency with the same person, • reassurance, excellent understanding, good resources, easy access • Understanding, helpful, friendly, supportive 		

- Made me strong
- Talk in an open & honest manner & get things off your chest
- Help me know I'm not alone.
- Meeting new people Talking & listening with other ladies
- Having somebody to talk to, being reassured
- I felt like I could open up and not be judged
- Kind & caring people that talked & helped me through the bad times & made me feel better
- Friendly, supportive
- Extra help one to one
- More help & support & sticking to one counsellor
- To hear that this service is available so other women know it's there I think there could be longer group times
- Yes, made me feel safe
- I understand a lot more about abusive relationships
- Yeah we keep busy concentrate on value time with children
- Made me feel more confident
- Yes, talking with other people makes you feel that you're not alone. Treated as an individual
- It helped me to recognise what DV was & gave me confidence to leave my abusive relationship Moved my partner out of my home also made me feel supported & happy
- Demand continues to increase as awareness grows & nothing beats consistent face to face support when in crisis or reaching for help
- Extra one to one
- Work closer with social workers as I don't feel that they give DV women the right treatment. It would be good to have someone on our side at meetings

Type of engagement/consultation	Focus Group	Date	June 2017
Who attended/participated?	Service Users		
Protected characteristics of participants	Victims of Domestic Violence & Abuse		
The overall view and key comments of service users;			
<ul style="list-style-type: none"> • They listen to you • Nice to share different experiences • I didn't like it at first then it's made me open up • You don't look at domestic violence until you get to this point. I'm a private person. • They help you identify different types of abuse • Emotional is worse than physical. I'd rather be hit than the constant this • I thought it was both of us. It's helped me understand he went over the line • It's nice to think there are others who know how you feel • You're not judged • Females analyse a bit more and blame themselves • It was our dirty secret- me and the kids- no one knew until 10 days before I left. • Worse is the fighting with yourself. 			

- You learn about others. You shouldn't be embarrassed.
- Asian culture is worse. You lose everything. I'd rather my child call a friend 'aunty' than some of my own family.
- It's fantastic.
- Being together as a group makes you stronger.
- You're embarrassed when you first come but then you get to know people. They're the same as you.

Other discussions were around;

- Housing - issues with the refuge and move on
- Children's Social Care – Need better relationships with social workers
- Perpetrator – Victims not notified when perpetrator released from prison.

Type of engagement/consultation	Strategic Group (agenda item) followed by a questionnaire	Date	June 2017
Who attended/participated?	Officers & Partners		
Protected characteristics of participants			
Feedback			
<ul style="list-style-type: none"> • Feedback on Service specification – through a questionnaire being circulated • All comments were fed into the revised service specification • However no feedback has changed the way the service is delivered • Officers and partners were happy with the specification and service. 			

Type of engagement/consultation	Online Questionnaire	Date	January 2018
Who attended/participated?	Children Services - Referrers		
Protected characteristics of participants			
Feedback			
<ul style="list-style-type: none"> • Overall 90% (n.19) of professionals making referrals to the Service were 'very satisfied' or 'fairly satisfied' with the Service. • 95% (n.20) found the referral process straightforward and said it was easy to access or contact the Service with 52% (n.11) having made 3 or more referrals within the last year. • 90% (n.19) said the service was responsive, while 57% (n.12) said they were kept informed of their referrals. • Of those who had not referred to the Service , the majority, 56% (n.10) said they had not needed to, while 17% (n3) said this was because they did not know about the Service or how to refer and 11% (n.2) were not given consent for the referral by the victim 			

6 Concise overview of all evidence, engagement and consultation

	<ul style="list-style-type: none"> • Following the analysis of the data and consultation the service specification has been updated to integrate comments, however the feedback has not changed the way the service is delivered as Officers and partners were happy with the specification and service delivered. • All victims of domestic violence and abuse aged 16+ who live in Walsall can access this service, with no adverse impacts on certain groups, in particular equality groups. • Further work identified; <ul style="list-style-type: none"> ○ Housing - issues with the refuge and move on ○ Children's Social Care – Need better relationships with social workers ○ Perpetrator – Victims not notified when perpetrator released from prison. 																																																
7	<p>How may the proposal affect each protected characteristic or group? The effect may be positive, negative, neutral or not known. Give reasons and if action is needed.</p> <table border="1"> <thead> <tr> <th data-bbox="197 797 671 909">Characteristic</th> <th data-bbox="671 797 959 909">Affect</th> <th data-bbox="959 797 1323 909">Reason</th> <th data-bbox="1323 797 1489 909">Action needed Yes / No</th> </tr> </thead> <tbody> <tr> <td data-bbox="197 909 671 949">Age</td> <td data-bbox="671 909 959 949">Positive</td> <td data-bbox="959 909 1323 949">Aged 16+</td> <td data-bbox="1323 909 1489 949">No</td> </tr> <tr> <td data-bbox="197 949 671 1003">Disability</td> <td data-bbox="671 949 959 1003">Positive</td> <td data-bbox="959 949 1323 1003">All Disabilities</td> <td data-bbox="1323 949 1489 1003">No</td> </tr> <tr> <td data-bbox="197 1003 671 1057">Gender reassignment</td> <td data-bbox="671 1003 959 1057">Not known</td> <td data-bbox="959 1003 1323 1057">An action that could be taken is that we collect data around Gender Reassignment.</td> <td data-bbox="1323 1003 1489 1057">Yes</td> </tr> <tr> <td data-bbox="197 1057 671 1133">Marriage and civil partnership</td> <td data-bbox="671 1057 959 1133">Positive</td> <td data-bbox="959 1057 1323 1133">Accessible</td> <td data-bbox="1323 1057 1489 1133">No</td> </tr> <tr> <td data-bbox="197 1133 671 1209">Pregnancy and maternity</td> <td data-bbox="671 1133 959 1209">Positive</td> <td data-bbox="959 1133 1323 1209">Accessible</td> <td data-bbox="1323 1133 1489 1209">No</td> </tr> <tr> <td data-bbox="197 1209 671 1263">Race</td> <td data-bbox="671 1209 959 1263">Positive</td> <td data-bbox="959 1209 1323 1263">Accessible</td> <td data-bbox="1323 1209 1489 1263">No</td> </tr> <tr> <td data-bbox="197 1263 671 1317">Religion or belief</td> <td data-bbox="671 1263 959 1317">Positive</td> <td data-bbox="959 1263 1323 1317">Accessible</td> <td data-bbox="1323 1263 1489 1317">No</td> </tr> <tr> <td data-bbox="197 1317 671 1370">Sex</td> <td data-bbox="671 1317 959 1370">Positive</td> <td data-bbox="959 1317 1323 1370">Accessible</td> <td data-bbox="1323 1317 1489 1370">No</td> </tr> <tr> <td data-bbox="197 1370 671 1424">Sexual orientation</td> <td data-bbox="671 1370 959 1424">Positive</td> <td data-bbox="959 1370 1323 1424">Accessible</td> <td data-bbox="1323 1370 1489 1424">No</td> </tr> <tr> <td data-bbox="197 1424 671 1478">Other (give detail)</td> <td colspan="3" data-bbox="671 1424 1489 1478"></td> </tr> <tr> <td data-bbox="197 1478 671 1856">Further information</td> <td colspan="3" data-bbox="671 1478 1489 1856"> <p>This service will deliver positive impact to all Characteristics victims who will receive a service of support.</p> <p>Data is collected for all the characteristics above</p> <p>The proposal will target Domestic Violence & Abuse Victims and will not exclude specific equality group or community.</p> </td> </tr> </tbody> </table>	Characteristic	Affect	Reason	Action needed Yes / No	Age	Positive	Aged 16+	No	Disability	Positive	All Disabilities	No	Gender reassignment	Not known	An action that could be taken is that we collect data around Gender Reassignment.	Yes	Marriage and civil partnership	Positive	Accessible	No	Pregnancy and maternity	Positive	Accessible	No	Race	Positive	Accessible	No	Religion or belief	Positive	Accessible	No	Sex	Positive	Accessible	No	Sexual orientation	Positive	Accessible	No	Other (give detail)				Further information	<p>This service will deliver positive impact to all Characteristics victims who will receive a service of support.</p> <p>Data is collected for all the characteristics above</p> <p>The proposal will target Domestic Violence & Abuse Victims and will not exclude specific equality group or community.</p>		
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8	Does your proposal link with other proposals to have a cumulative effect on particular equality groups? If yes, give details.	(Delete one) No																																															
9	Which justifiable action does the evidence, engagement and consultation feedback suggest you take?																																																

	B	Adjustments needed to remove barriers or to better promote equality More work around LGBT
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Action and monitoring plan				
Action Date	Action	Responsibility	Outcome Date	Outcome
From 1 st October 2018	Collect data around Gender Reassignment.	Commissioning – Monitoring		
From 1 st October 2018	More work/promotion of the service with LGB	Commissioning – Monitoring	On-going until contract ends	Reach the LGBT community
From 1 st October 2018	Housing - issues with the refuge and move on	Commissioning to work with the provider and service users	On-going until contract ends	Better service for Service Users
From 1 st October 2018	Children’s Social Care – Need better relationships with social workers	Commissioning to work with the provider, Children’s social Care and service users	On-going until contract ends	Better service for Service Users and outcomes for Social workers
From 1 st October 2018	Perpetrator – Victims not notified when perpetrator released from prison.	Commissioning to work with the provider, Police and service users	On-going until contract ends	Better service for Service Users and better outcomes for the Police.

Update to EqIA	
Date	Detail

Contact us

Consultation and Equalities
Change and Governance

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Textphone 01922 654000

Email equality@walsall.gov.uk

Inside Walsall: http://inside.walsall.gov.uk/equality_and_diversity-7.htm

Outcomes

Outputs and Outcomes	Demonstrated by
<p>Terminology:</p> <ul style="list-style-type: none"> • Referral is used to describe a person who has been referred to the service from an external agency • Service User is used to describe a person who has accepted the offer of service and has been taken on to the agencies caseload • Engagement – this is where a service user has accepted support and has had a face to face or over the phone appointment with the allocated worker • NB In some circumstances, being taken on to the caseload and engagement could happen simultaneously <p>500 high risk referrals a year of which 90% (450) are contacted and offered a service and 375 (75%) of these engage with the service.</p> <p>100% of those contacted to be offered a face to face appointment.</p> <p>Monitor – the number of people that accept a face to face appointment.</p>	<p>Quarterly Performance Monitoring Framework</p> <p>Exception report required; of numbers and reasons why face to face service refused and onward referrals to manage risk.</p>
<p>Target - 500 IDVA referrals per year</p> <p>Target - 100% of all referrals that are taken on to caseload to receive safety advice the same day of referral</p> <p>Target – 100% of referrals that are taken onto the caseload to be DASH risk assessed within five working days of referral.</p> <p>Target – 90% of all service users that are taken on to caseload to start support within one week of referral date</p> <p>Exception report for any service user waiting more than one week</p> <p>Target - 100% of service users to have a full safety / support plan completed within 10 working days of one to one support starting.</p> <p>Monitor –. Support will be for ‘as long as needed’ to support planned move- on; average time in IDVA support to be no longer than 3 months duration</p> <p>Monitor - Number of service users engaging with the service for minimum of one month</p> <p>Target – 50% of service users to exit the service in a planned way</p> <p>Target – 100% of service users exiting in a planned way to have their safety rating reduced from high to medium or standard</p> <p>Target - 60% of service users to have their risk reduced from High to Medium or standard by the time of exit.</p>	<p>Quarterly Performance Monitoring Framework</p>
<p>Working with partners, improved health and well being and reduced drug and alcohol misuse</p> <p>Monitor referrals from;</p>	<p>Quarterly Performance Monitoring Framework</p>

<ul style="list-style-type: none"> - A and E - GP surgeries - Midwifery Services - Health Visitors - Drugs and Alcohol services - Mental Health services 	
<p>Monitor the numbers of contacts by service user profile.</p> <p>Target – A minimum of 7% of all service users to be male victims Target – A minimum of 5% of all service users to be LGBT victims</p>	Quarterly Performance Monitoring Framework
<p>Target –100% of service users to have a general needs assessment.</p> <p>Target – 100% of service users to have a review of their support/safety plan every six weeks</p> <p>Monitor – Exception report for service users who had a significant life event, change in circumstances or repeat incident) and also had a review of their support/safety plan.</p>	Quarterly Performance Monitoring Framework
<p>Criminal Justice Outcomes Record the criminal justice outcomes for the following:</p> <ul style="list-style-type: none"> • Total numbers of individuals receiving support with criminal justice processes • Numbers of retractions re. domestic violence & abuse incidents • Numbers of individuals obtaining a civil order • Number of individuals who's evidence supports a successful prosecution 	Quarterly Performance Monitoring Framework
<p>Outcomes at Exit</p> <p>Target – 100% of planned exits to have a caseload closure report completed on exit</p>	Quarterly Performance Monitoring Framework
<p>Target - 90% of cases to MARAC to have an IDVA worker</p> <p>Target - 100% of cases supported by IDVA at MARAC</p>	Quarterly Performance Monitoring Framework
<p>Monitor - Service has strong and effective safeguarding children and adult's protocols and referral pathways agreed with Walsall's Safeguarding Board.</p>	Quarterly Performance Monitoring Framework Audit and Exception reports
<p>Target - 100% of cases where the service user is 16 or more weeks pregnant has a midwife.</p> <p>Number of service users with children referred to: Social Care & MASH</p>	Quarterly Performance Monitoring Framework
<p>100% of service users to be recorded on the agreed case management system.</p> <p>100% of service users to have all information recorded in accordance with the basic data set</p>	Quarterly Performance Monitoring Framework
<p>100% of staff and volunteers or students on placement to have an enhanced DBS check</p> <p>100% of IDVAs with Accredited training & nationally recognised qualification within two years of commencing employment. Exception report required if not achieved.</p> <p>The service to have achieved Safelives Leading Lights Accreditation within first year of the contract.</p>	Quarterly Performance Monitoring Framework

Attendance at a range of local meetings and groups as agreed with the Council and its partners and will respond positively to requests from commissioning, GP's and other organisations to provide information and attend meetings as requested.	List of meetings attended Evidence of partnership working
Service user feels safer and secure in accommodation following intervention Service user experience a reduction in repeat domestic violence and victimisation Service user experiences improved health and well being and reduced drug & alcohol misuse Service users are clear what to expect from domestic violence specialist services Service users feel positive about the referral process Service is adapted to meet identified service user needs	Service user's feedback
Evidence of the provider promoting the service (9.1) Evidence of work targeting underrepresented groups.	Quarterly Performance Monitoring Framework
Evidence of the provider delivering Social Value (15)	Required to report quarterly on how the provider/service has impacted upon Social Value