

Hillingdon Council's response to Domestic Violence

Information Pack
revised edition 2008/09



www.hillingdon.gov.uk

Hillingdon Council's Response to Domestic Violence

Information Pack

Contents

| | |
|--|----|
| Chairman's foreword | 2 |
| Domestic Violence Forum | 3 |
| Domestic Violence Policy/Strategy | 6 |
| Specialist Domestic Violence Court (SDVC) | 9 |
| MARACs | 11 |
| HIDVAS | 13 |
| Common Risk Assessment Tool | 14 |
| Multi-Agency Domestic Violence Training | 26 |
| Sanctuary Scheme | 28 |
| Education and Children Services | 30 |
| Information Leaflets | 31 |
| Directory of national, local agencies and help lines | 32 |
| White Ribbon Day | 33 |
| Services for Men | 34 |
| Supporting People programme | 36 |
| Safeguarding Adults | 38 |

Chairman's foreword



Domestic violence is the secret scandal of Hillingdon. Often unreported and largely un-discussed it brings pain and suffering to many thousands of people in the Borough. It affects every section of the community and does untold damage, particularly to women and children but increasingly to men too. The Council with its partners has a profound duty to tackle this sad state of affairs.

The setting up of the Domestic Violence Forum in 1996 (and its predecessor the Domestic Violence Working Party) brought together for the first time the statutory and voluntary agencies that could begin to address the problem. The Forum has put the issue on the agenda and much good work has been done, particularly by Housing Services, the Police and the voluntary sector and with schools.

However there is still an enormous challenge to be faced if we are to achieve the significant reduction in domestic violence that we all seek. The targets set in the Government's new Best Value Performance Indicators make it even more important that all agencies are working together to best effect.

The domestic violence strategy set out in this document has been drawn up with the full support and involvement of all the agencies represented on the Forum. It charts a course for the next three years and highlights the priorities we need to adopt. Building on the excellent work to date and harnessing the goodwill and commitment of all those involved I am sure that we can and will succeed. We owe it to those who have suffered domestic violence and still suffer in silence and to future generations across the Borough.

Councillor Mary O'Connor
Chair of Hillingdon Domestic Violence Forum

Domestic Violence Forum

The Domestic Violence Forum was launched in May 1996. Its purpose is to ensure that Hillingdon Council's policy on domestic violence continues to be reviewed and updated. Members of the forum include the police, local solicitors, and representatives from relevant agencies. To date the forum has achieved a number of initiatives including the following:

- Publicised the Council's policy on domestic violence and made information more readily available.
- Supported and raised the awareness of Council staff dealing with victims of domestic violence by providing on-going training and information.
- Made further emergency accommodation available for victims of domestic violence.
- Developed initiatives to combat domestic violence and made Council services more sensitive to the needs of victims and their children.

Advice leaflets for people affected by domestic violence are available from Council offices including One Stop Shops. The main leaflet incorporates a tear off-off card, which contains handy emergency numbers that can be used in a crisis.

Domestic Violence Forum terms of reference



Hillingdon Domestic Violence Steering Executive Terms of Reference

1. Purpose

The Domestic Violence Forum was launched in May 1996. Its purpose is to ensure that Hillingdon Council's Policy on domestic violence continues to be reviewed and updated, ensuring that there is a robust action plan.

The overall purpose of the Executive will be to have strategic oversight of domestic violence working in Hillingdon.

2. Objectives

- a) To have ultimate responsibility for the Forum and its associated documents, including the Domestic Violence Policy and Action Plan.
- b) To provide strategic direction to the Forum.
- c) To keep abreast of legislation and best practice and ensure compliance.
- d) To monitor the Action Plan and ensure sub-groups are delivering on all targets.
- e) To take high-level policy decisions in relations to domestic violence issues.
- f) The final DV Action Plan is to be agreed by the DV Steering Executive Forum before wider consultation.

3. Membership

- Membership is contained to Heads of Service or equivalent senior managers, who are able to make strategic decisions on behalf of their service.
- Representatives on the Domestic Violence Executive are expected to undertake relevant tasks to progress domestic violence work in Hillingdon and devote a sufficient amount of time and energy to this work.

Cllr Mary O'Connor
Cllr Janet Gardner
Cllr Philip Corthorne
Ed Shaylor
Erica Rolle
Graham Hamilton
Carole Malone
Rajinder Lall
Jenny Reid
Andrea Nixon

Conservative Group Offices, LBH
Labour Group Offices, LBH
Cabinet Member, LBH
Community Safety Team, LBH
Community Safety Team, LBH
Community Safety Unit, Police
Hillingdon IDVA, LBH
Uxbridge Magistrates Court
Hillingdon Primary Health Care Trust
Education and Children Services

Aalapi Mehta
Deanne Isaac
Beatrice Cingtho
Ann Otesanya
Fiona Millar

Crown Prosecution Service
Westside Support Service
Adult, Social Care & Housing, LBH
Hillingdon Homes
HAVS

4. Appointment of Elected Members to Forum

Councillors will be appointed to the Steering Executive by Full Council at their Annual General Meeting.

5. Appointment of Chairman and Vice Chairman

The Chairman and Vice Chairman of the Steering Executive will be those of the Domestic Violence Action Forum, who are appointed by Full Council.

6. Attendance at the Executive

- Members of the Executive are required to attend all meetings.
- Members are required to forward their apologies to the Administrator.
- Deputies are not allowed to attend in the absence of the nominated officer unless of a higher rank.
- There will be no press attendance.

7. Meetings and Administration

- Meetings will be held quarterly (4 times a year) prior to Forum meetings.
- Where an emergency meeting is called, a full weeks notice will be given to members.
- The duration will be for an hour and a half.
- Committee rooms of a suitable size should be given preference for meetings.
- The Executive meetings will be held on Mondays at 10.00am.
- Administrative duties are performed by Democratic Services with assistance required on request from the Community Safety Team.
- Agendas will be set by the Chairman, Vice Chairman and the DV Strategic Co-ordinator, who will meet a month before each meeting.
- The Agenda for Executive meetings will be circulated to all members 5 working days prior to the meeting by Democratic Service.
- The minutes will be circulated by Democratic Services.

Domestic Violence Policy

This policy aims to promote an appropriate and efficient response to clients who are fleeing or experiencing domestic violence. It will give detailed information on how to respond effectively to Domestic Violence. It includes information on understanding Domestic Violence and Best practice responses, as well as detailed information about legal protection and service provision. As the vast majority of domestic violence is perpetrated by men against women, this document assumes the victim to be female and the perpetrator to be male, but the information contained can be used for all people facing domestic violence, irrespective of gender or sexual orientation.

Positive statement on women

Hillingdon Council is committed to taking positive action for women's equality. Our aim is to give each woman in Hillingdon the chance to reach her potential. We want women to have equal access to the services we provide and we want our services to be of high quality and for women to find them relevant and sensitive. Women in Hillingdon are entitled to live in a society which recognises and challenges all violence against women and children, irrespective of the survivor/victim's race, religion, sexuality, disability, age, class or livelihood, her relationship with the perpetrator or whether such violence takes place within or outside the home. We will continue to work in partnership with other organisations affecting local women's lives, such as the Police and Health Authority. Through positive action the Council intends to progressively break down the barriers many women face in order to take their full part in the local community and to have equal access to services that are of benefit to them.

Definition of Domestic Violence

We use the term Domestic Violence to describe the pattern of abuse such as threats, intimidation, physical, sexual emotional or psychological violence of one person, usually a woman by another, usually a man, with whom they have or have had an intimate or family relationship. Domestic Violence can affect anyone regardless of age, race, class, religion, sexual orientation or disability. We recognise that in this society certain groups may face additional obstacles and discrimination when seeking help. Domestic Violence is unacceptable and is a crime. Everyone has the right to live their life free from fear, intimidation and violence. Different agencies work with different groups of people within the broad definition of Domestic Violence, for example some agencies work only with women.

Domestic Violence Strategy

Executive Summary

The Domestic Violence Strategic Co-ordinator, under the management of Community Safety Team and guidance of the Domestic Violence Steering Executive Forum, will take the strategic lead in developing and implementing the Strategy and the Delivery Plan.

The Strategy and Implementation Plan has been developed in partnership with all relevant statutory and voluntary partners.

Hillingdon Council has a responsibility to adhere to the Best Value performance Indicators (BVPI 225) introduced in 2005 in relation to domestic violence. This Strategy reflects all indicators and a Chief Officer and Executive Member are therefore to take responsibility for its implementation within the local authority.

Each partner needs to remember their responsibilities both as service providers and employers. As such, each should introduce a Workplace Domestic Violence Policy to recognise and support staff experiencing domestic violence, as well as hold perpetrators accountable. The policy should provide easy access to support information and raise awareness amongst service managers and staff.

Information sharing, in relation to individual cases, is crucial for effective multi agency working at a local level. This increases victim's safety and holds perpetrators accountable. It is vital an information Sharing Protocol be developed and implemented to support this. It is also important that this process is not cumbersome, preventing appropriate responses in crisis interventions and reflecting the core definition of domestic violence.

Clear, objective, measurable aims, performance indicators and targets to monitor the progress and success of the Strategy will be detailed in the Implementation Plan.

To improve responses to Domestic Violence, anonymised data on domestic violence should be collected by all partners to provide the statistical evidence by which to measure performance.

Most of the statutory agencies often refer clients to organisations that offer services from volunteers. These organisations are often poorly resourced and the burden of crisis work often limits their capacity to train and develop through research.

Parental conflict undermines the effectiveness of parent education programmes and it is important that frontline agencies are supported in delivering such interventions effectively, sharing Good Practice standards, so

that responses to Domestic Violence are more consistent across the region. The Domestic Violence Coordinators will be offering a course in parental conflict to frontline parenting educators, professionals and volunteers supporting families to address this matter, which will be accredited.

Specialist Domestic Violence Court Programme (SDVC)

Background

Domestic violence has been steadily ascending the political agenda and has been recognised as an inter-ministerial priority. This priority has been formalised through the formation of Inter-Ministerial Group (IMG) for domestic violence chaired by Baroness Scotland and supported by ministerial membership from other Departments. The reason for this increased focus is illustrated by the statistics, which reveals domestic violence as a pernicious and prevalent crime that has devastating personal consequences for victims and their families and has a major impact on the local and national economy, as well as the Criminal Justice System and statutory services.

For Instance:

- Domestic Violence accounts for 17% of reported crime¹;
- On average 2 women a week are killed by a male partner or former partner: in 2003/2004 nearly 40% of all female homicide victims were killed by their current or ex-partner compared with about 5% of male homicide victims²;
- About 1 in 4 women and 1 in 6 men have been a victim of domestic violence since the age of 16, though women are likely to suffer greater injury and be classed as chronic victims³;
- 89% of those suffering 4 or more attacks are women⁴;
- One incident is reported to the police every minute⁵.

In 2001 in England and Wales, domestic violence was estimated to cost a total of £23 billion⁶. £3 billion was spent on public services, £2.7 billion was absorbed by employers and workers and £17 billion represented the cost of human and emotional suffering. £1 billion was spent by the Criminal Justice System accounting for a quarter of its budget for dealing with violent crime. £300 million is spent by civil legal services

Statistical Bulletin No. 11/05. London: Home Office.

² Povey, D. (ed.) (2005) Crime in England and Wales 2003/2004: Supplementary Volume 1: Homicide and Gun Crime. Home Office Statistical Bulletin No. 02/05. London: Home Office.

³ Walby, S. and Allen, J. (2004) Domestic Violence, sexual assault and stalking: Findings from the British Crime Survey. Home Office Research Study No. 276. London: Home Office.

⁴ Walby, S. and Allen, J. (2004) Domestic Violence, sexual assault and stalking: Findings from the British Crime Survey. Home Office Research Study No. 276. London: Home Office.

⁵ Stanko, E. (2000) The Day to Count: A snapshot of the Impact of Domestic Violence in the UK. Criminal Justice 1:2.

⁶ Walby, S. (2004) The Cost of Domestic Violence. Report to the DTI Women and Equality Unit. London: Women and Equality Unit/DTI.

Specialist Domestic Court in Hillingdon

The Council passed the Domestic Violence Court motion on the 25 January 2007 identifying how difficult it is for victims to report domestic violence to the police. This is coupled with the historical background of the criminal justice system to be slow moving and ineffective in its response to domestic violence cases.

The London Borough of Hillingdon, in a motion inspired by the DV Forum and passed on 25th January 2007, asked the Residents' and Environmental Services Policy Overview Committee to explore how Hillingdon can secure its own SDVC.

A dedicated Steering Group was set up to establish the SDVC. This group consisted of representatives from all partner agencies involved – the London Borough of Hillingdon, Hillingdon Police, Crown Prosecution Service, Hillingdon Independent Domestic Violence Advocacy Service, Her Majesty's Court Services (Uxbridge Magistrates Court), and the Probation Service.

The SDVC means that all cases involving domestic violence will be heard in the same courtroom on the same day every week. When a case is passed to Uxbridge Magistrates Court for listing, the relevant officer will identify the case as domestic violence by a red 'DV' sticker. The officer will then know to list the case in courtroom 2 on a Wednesday.

The main aim of the SDVC is to improve the services available to victims of domestic violence in Hillingdon, including enhanced effectiveness of court and support services for victims, improved risk management of victims and children, greater accountability of the perpetrators, improved victims participation and satisfaction and increased public confidence in the criminal justice system

Having all domestic violence cases heard in courtroom 2 allows agencies to tailor their support for attending victims. For example, if a victim of domestic violence has been granted special measures to use a screen whilst giving evidence, the Witness Service at Uxbridge Magistrates Court will escort the victim to court room 2 via a concealed route, meaning the chances of the victim seeing the perpetrator are greatly reduced. There is also be an Independent Domestic Violence Advocate in attendance at each SDVC, providing additional support to their clients going through the criminal justice system.

The SDVC model also encourages Magistrates to attend regular domestic violence training to understand the impact that domestic violence can have on victims. This increased understanding allows Magistrates to consider the sentences they pass and assess whether they are appropriate.

Multi-Agency Risk Assessment Conference (MARAC)

Hillingdon Police is the lead agency in developing on the setting up of a MARAC and is aiming to hold the first meeting in January 2008.

What is a MARAC?

A MARAC is a Multi-Agency Risk Assessment Conference (MARAC) recently developed in services offered to victims of DV. The MARAC system is one multi-agency approach that has been externally evaluated and which offers a significant improvement in these crucial areas. MARACs meet to plan strategies to protect women and their children who are at high risk due to domestic violence.

MARACs **usually focus on high-risk victims** as indicated through the use of risk assessment and management process. By sharing information, agencies get a better picture of victims' situations and so develop responses that are tailored to the needs and goals of individual victims and their children. **Safe information sharing** also allows agencies to manage the perpetrator in ways that reduce risk.

It is important that **MARACs co-ordinate their work with LSCBs, MAPPAs and local systems to safeguard adults.**

Victim safety, as an outcome, can be measured by recording the number of cases that are referred to a MARAC where a subsequent incident is recorded by any agency in a 12- month period as well as **reviewing directly with victims what impact the intervention had on their safety.** (Source: Specialist Domestic Court Resource Manual).

Why MARACs in domestic violence cases?

The strategic management of DV straddles a number of existing public protection arrangements:

- Crime and Disorder Reduction Partnerships (CDRPs)
- Local Safeguarding Children Boards (LSCBs)
- Multi-agency Public Protection Arrangements (MAPPAs)
- Local Criminal Justice Boards (LCJBs).

Each seeks to protect the public, including known adult and child victims of domestic violence, and inevitably each has a particular focus on aspects of abuse e.g. LSCBs will want to ensure the safety of children subject to domestic violence; MAPPAs will address the risk management issues of those offenders posing the highest risk of serious harm.

In the most complex of domestic violence cases, an adult victim, his/her family and the perpetrator may therefore be subject to conference and review by each of these systems.

Traditionally there has been no systematic assessment of risk faced by victims of domestic violence, nor has there been a co-ordinated response from agencies as a result of sharing information about risk.

The **lack of standardised data gathering and evaluation** has contributed to **a lack of robust information about any decreases that may have occurred in instances of repeat victimisation**, despite the efforts of individual agencies to address safety.

It is essential, therefore, that there is integration in the policy development and practice review being undertaken locally by these strategic bodies. Only by this integration can domestic violence be tackled holistically and **a single integrated risk management plan to protect the victim be implemented by all relevant agencies**. (Source: GLDVP 2007).

Hillingdon Independent Domestic Violence Advocacy Service (HIDVAS)

(formerly known as the 'DV Community Outreach Project')

Definition:

An independent domestic violence advocacy service which involves the professional provision of risk assessment, safety planning, advice and support to victims of domestic violence living in the Hillingdon Community as part of a multi agency risk management strategy or MARAC process.

Whilst accepting all referrals HIDVAS will focus on providing a premium crisis service to victims at medium to high risk of harm. Typically casework will be short to medium term focusing on immediate security using both civil and criminal and housing options for victims and their children.

The work of HIDVAS has clear and measurable outcomes in terms of improved safety and reduction of repeat offences/victimisation. HIDVAS also supports other agencies involved in an individual case and ensures ongoing support for victims.

Based at:

The Community Safety Unit – West Drayton Police St.
Direct Line: 0208 246 1745. Mobile: 07802 871486.
Email: Carole.malone@met.police.uk

Service:

An independent domestic violence advocate offers (IDVA):

- An independent and confidential listening service.
- An initial telephone risk assessment (risk and vulnerability)
- Appointments and full safety plan.
- Legal advice and support through civil and criminal systems.
- Referral to relevant agencies and ongoing support services.
- Referral, advice and training.
- Caada* accreditation

*Co-ordinated Action Against Domestic Abuse.

Common Risk Assessment Tool

Background

Hillingdon Council introduced a common risk assessment tool in October 2007. Its purpose of this tool is to provide a simple straightforward resource to assist with the negotiating of the legal and good practice requirements when sharing personal and sensitive data with other relevant statutory and voluntary agencies. This is also to ensure that information is shared in a common way by all agencies that previously or presently hold information on clients, which needs to be shared to address any risks, safety plans or other important information that is relevant to meeting their needs.

Practitioners who have contact with domestic violence clients or encounter domestic violence and perpetrators frequently need to assess whether and how to share information about clients with other professionals/agencies. Lawful and responsible information sharing can be vital to help keep victims and their children safe, to carry out risk assessment, to provide support and advocacy services and to help bring perpetrators to justice.

The Police, Emergency Housing, Housing Advice and Options Team and Hillingdon Homes in Hillingdon currently use the risk assessment form when interviewing victims of domestic violence. The aim is to assist in the identification of risk and streamline the response to domestic violence approaches. It also acts as an effective risk assessment form to sustain accuracy amongst all agencies and is promoted at all the monthly domestic violence multi-agency training sessions.

The risk assessment form will assess whether there are any high, medium and low risk factors and apply the appropriate support mechanisms to ensure the safety of the victim and children. The risk assessment tool is also part of the Multi-Agency Risk Assessment Conference (MARAC) process, which focuses on the high risk elements of all domestic violence cases.

Hillingdon Domestic Violence Risk Assessment Form

| | |
|--|--|
| Your name | |
| Your contact details (tel no., email address) | |
| Your organisation | |
| Date | |

Client Details:

| | | | |
|--------------------------|--|--|--|
| Client name | | | |
| Known by any other name? | | | |
| Client address | | | |
| Client contact nos: Home | | Is it safe to contact the client on these numbers? Please tick. | |
| Work | | | |
| Mobile | | | |
| Marital status | | Benefit status | |
| DOB | | Country of birth | |
| Immigration status | | Ethnicity | |

| | |
|--|--|
| Does the client have any medical needs? | |
| Is the client pregnant? | |
| Does the client have any needs re drug or alcohol use? | |
| Does the client have any needs re their mental health? | |

What services/support if any is the client accessing re the above issues?
 Insert service name, worker details, tel no/address, and whether client
 agrees for them to be contacted

| | Contact? |
|----|----------|
| 1. | |
| 2. | |
| 3. | |

Family details:

| Does the client have any children living with them? Yes / No | | | |
|--|---------|--------|----------------|
| Name | DOB/Age | School | Special Needs? |
| 1. | | | |
| 2. | | | |
| 3. | | | |
| 4. | | | |
| 5. | | | |
| 6. | | | |

| | Yes / No | Details of contact person |
|--|----------|---------------------------|
| Are the children known to Social services? | | |
| Does the family have a health visitor? | | |

Housing Situation

| | | |
|---|--|-------------------------------|
| Is the above address the partnership/matrimonial home? | | Yes / No |
| Who lives at the above address? (List names & relationship of anyone not already stated on the form) | | |
| | | |
| | | |
| | Delete type of accommodation as applicable | |
| Owner occupier | Private rented | Local authority: Temp/Perm |
| Housing association | Living with family | Living with friends |
| Whose name is the accommodation in? | | |
| Where applicable, give the name & contact details of the housing officer? | | |
| What proof of residence does the client have? (e.g. tenancy agreement, bills etc) | | |

About the perpetrator.

| | | | |
|--------------------|--|------------------------|--|
| Name | | Relationship to client | |
| Address | | | |
| Tel No | | | |
| Benefits status | | Marital status | |
| Immigration status | | DOB | |
| Ethnicity | | Country of birth | |

| | |
|---|--|
| Does the perpetrator have any previous convictions? Give details | |
| Does the perpetrator have any drug or alcohol issues? Give details | |
| If yes, is (s)he having any treatment for these? Give details | |
| Does the perpetrator have any mental health issues? Give details | |

History of the relationship

| | |
|--|--|
| How long have the couple been together? | |
| If married, how long for? | |
| How often in the relationship has he been violent/abusive? | |

About the domestic violence.

The most recent incident:

| | |
|--|----------|
| Date | |
| Where did the incident take place? | |
| Were there any witnesses? | Yes / No |
| If yes, give details | |
| Was any medical attention sought/needed? | Yes / No |
| If yes, give details | |
| Was there any police intervention? | Yes / No |
| If yes, give Station | |
| Police Officer name and number | |
| Crime ref no | |
| Any action pending? | Yes / No |
| If yes, give details | |
| In the clients own words, what happened? | |

Summary of past incidents

| | |
|---|--|
| When was the first incident? | |
| What happened? | |
| | If answers yes to questions below, please give details |
| Were there any witnesses? | |
| Was there any medical attention sought? | |
| Was there any police involvement | |

| | |
|-----------------------------------|--|
| What has been the worst incident? | |
| What happened? | |
| | If answers yes to questions below, please give details |
| Were there any witnesses? | |

| | |
|---|--|
| Was there any medical attention sought? | |
| Was there any police involvement | |

| | |
|---|--|
| Are there any other instances that particularly stand out in your mind? | |
| What happened? | |
| | If answers yes to questions below, please give details |
| Were there any witnesses? | |
| Was there any medical attention sought? | |
| Was there any police involvement | |

| | |
|---|--|
| Have there been any instances of abuse towards the children (if any) or during pregnancy? | |
| What happened? | |

| | |
|---|--|
| | If answers yes to questions below, please give details |
| Were there any witnesses? | |
| Was there any medical attention sought? | |
| Was there any police involvement | |

Previous police involvement

| | |
|---|--|
| Have the police been called before? | |
| If yes, how many times? | |
| What previous action has been taken? | |
| Any previous injunctions? | |
| If yes - state solicitor | |
| Any previous refuge/B&B? | |
| If yes, give details | |
| Any previous hospital or medical treatment? | |
| If Yes, give details. | |

Metropolitan Police Risk Assessment

High Risk factors for serious injury/domestic murder

| | Yes / No |
|--|----------|
| Are there repeated worsening violent incidents? | |
| Assaulted whilst pregnant? | |
| Sexual assault/rape? | |
| Perpetrator mental health problems? | |
| Perpetrator class A drug/serious alcoholism? | |
| Stalking? | |
| Threats to kill? | |
| Is the client trying to leave the relationship? | |
| Is the perpetrator or other family members likely to take revenge on the client if she leaves? | |

Other risk factors

| | Yes / No |
|--|----------|
| Past criminal/violent behaviour | |
| Abuse towards children | |
| Violent family background | |
| Animal/pet abuse | |
| Suicidal behaviour | |
| Use of weapons/firearms | |
| Perpetrator blames others for their violence | |
| Violence in previous relationships | |

| |
|--|
| Based on the information above, is the client Low / Medium / High Risk ? (delete) |
| Details: |

Immediate safety plan

Interventions used depend on the applicants' specific circumstances and the level of risk. There is a range of options available for victims of DV.

| | |
|---|--|
| Legal remedies. State which ones the client has been advised to pursue if any, or if not, why? | |
| Occupation order | |
| Non molestation order | |
| Injunction | |

| | |
|--|--|
| Support and Safety | |
| Calling police (999) | |
| Outreach services - Carole Malone | |
| - SBHA | |
| Hillingdon Women's centre | |
| Other support workers already involved (e.g. drugs worker, mental health worker, social worker.) | |
| Women's Aid helpline (0808 2000 247) | |
| Family/Friends | |

| | |
|---|--|
| Housing. Give details for all answers. | |
| Does the client want to stay in their accommodation? | |
| Is it safe for the client to stay in their accommodation? | |
| What would make the accommodation safe? | |
| Has the client been advised what steps to take? (State what advice has been given.) | |
| Has the client got other accommodation available to them if required (i.e. with friends/family on an emergency basis) | |
| Would sanctuary be effective? If yes, give date referral made. | |

Signposting / Referrals.

| | |
|-----------------------------|--|
| 1. Service name | |
| Address | |
| Worker name, if applicable. | |
| Date of referral | |
| Client informed? | |
| Purpose of referral. | |
| 2. Service name | |
| Address | |
| Worker name, if applicable. | |
| Date of referral | |
| Client informed? | |
| Purpose of referral. | |
| 3. Service name | |
| Address | |
| Worker name, if applicable. | |
| Date of referral | |
| Client informed? | |
| Purpose of referral | |

Domestic Violence Multi Agency Training

Summary

The Domestic Violence (Multi Agency) training is currently delivered by Carole Malone and Erica Rolle.

Training Needs

This multi-agency domestic violence programme was identified by the Domestic Violence Executive as training necessary for all agencies (statutory and voluntary) and would be an opportunity for differing departments and disciplines to share experiences and learn a common approach to domestic violence.

Domestic Violence (Multi Agency) - Course Aims and Outcomes

Aim:

This course will provide an awareness of the issues surrounding domestic violence and how to deal with them.

Outcomes:

By the end of the courses participants will:

- Have an understanding of the manifestations of domestic violence
- Understand the consequences of domestic violence for women and children
- Gain an understanding of police risk assessment
- Be aware what criminal and civil options are available
- Understand the options available to victims of domestic violence
- Develop safety planning/counselling & listening skills

An impact evaluation was completed and based on the information gathered from the process contained in the impact evaluation strategy.

The strategy outlines the departments approach to the evaluation of the training provided. The aim of the evaluation process is to ascertain to what extent the training impacted on service users, members of staff, services, the department and the organisation.

- Individual course evaluation feedback forms completed at the end of each session
- One week evaluation with staff and Manager

Learning and Development Impact evaluation form

Findings

This section outlines the evaluation rating given by participant immediately after attendance on a course. The possible categories of evaluation are 1 = Poor, 2 = Satisfactory, 3 = Good and 4 = Excellent. The specifically areas analysed are:

- To extent to which the course covers its objectives
- The quality of the training providers delivery
- The quality of course handouts and training materials

| | |
|---------------|-------------|
| Course Rating | 4 Excellent |
|---------------|-------------|

15 courses were held over the year all achieving a rating of excellent. The following table shows the percentage of each area across the organisation that attended out of a total of 183 attendees.

| | |
|------------------------------|-----|
| Housing | 43% |
| Hillingdon Homes | 16% |
| Children & Families | 10% |
| Adults & OPS | 5% |
| Private and Voluntary sector | 20% |
| Others | 6% |

Learning & Development Impact Evaluation

As a result of course attendees completing impact evaluation forms 30% were returned showing positive benefits of the training and giving the following comments-

- Useful for day to day work
- Will use in my job when interviewing victims of DV
- Risk assessment tool was very useful
- Will use information of agencies for perpetrators too
- Will use copy of relevant handouts to give to clients
- Broadened knowledge of DV in the travelling community
- Very beneficial in my role as a visiting officer

Course information will be advertised by way of the following-

- Learning & Development Training Brochure
- Learning & Development Horizon web page
- Promoted in December at the Joint Training Forum for the Private and Voluntary Sector agencies that have access to the L&D Programme
- Schools Learning & Development training programme
- LSCB (Local Safeguarding Children Board) Learning & Development training programme

Contact: Jan Bolter – Tel: 01895 55 6188 – email: jbolter@hillingdon.gov.uk

Sanctuary Scheme

Information

The sanctuary scheme was formally launched in July 2005. It provides specific security measures, to enable one room in a property to be a safe 'Sanctuary' for victims of domestic violence who wish to remain in their own home. The measures include security locks, window locks, strengthened doors, spy hole and in some cases an emergency alarm to the police. Where appropriate and if the client agrees, a referral is made to Shepherds Bush domestic violence floating support scheme.

The scheme is part of the range of options available when a client approaches the council as homeless due to a threat of or actual domestic violence. The client is offered a range of assistance from advice and legal remedies to a range of housing options. These include refuge accommodation (depending mainly on the number and ages of the children), the sanctuary scheme or, if eligible alternative temporary accommodation through the homelessness route.

The scheme is considered for all tenure types, including owner-occupiers, temporary accommodation (PSL), social housing and private rented tenants. Interim emergency accommodation can be provided by Shepherds Bush Housing Association or council's bed & breakfast whilst works are undertaken in the property. This is usually for a period of up to two weeks, the duration of the works.

Referrals are currently received from Housing Services, the Police, Hillingdon Homes and Shepherds Bush Housing Association. An Emergency Housing officer co-ordinates and processes the referrals. As part of this procedure the officer also interviews the customer to assess whether the scheme is appropriate and suitable in their particular circumstances including making contact with the landlord to confirm if s/he agrees to any installations, where appropriate.

If the client is suitable for the scheme a referral is then made to the police community safety team for an assessment of the physical suitability of the property.

The police officer specifies the security measures required and refers these to the Housing Officer for approval. Once approved the police issues the work Pinner Locks, the approved contractor for the sanctuary scheme, to undertake the work. This process takes up to an average of 14 days.

When the work is complete the same police officer visits with the client to inspect that the work has been completed satisfactorily and offer practical guide on how to use the security measures.

Customer feedback

Of the 14 clients who have had the installations completed, 8 were contacted through personal (5) and telephone interviews (3). The original partners of the scheme - police through community safety unit, Shepherds Bush Housing Association and housing services, had referred the clients to the scheme. Five of the clients had experienced domestic violence for over three years before seeking assistance.

- They were positively welcomed the scheme as they did not wish to leave their home. However, 2 said they felt like prisoners in their own homes due to the level of security installed.
- They found the referral process manageable and the installation work completed in a timely manner with little disruption.
- They stated that they would recommend the scheme to other victims as it protects them against any further incidents of violence in the home.

The above, whilst a snap shot, does demonstrate once in place the scheme is successful. It is also encouraging that there have been no repeat incidences of violence.

Education and Children Services

Children's Services currently employ two staff to deliver support services to victims of domestic violence. This service has been running for a number of years and the staff work closely with colleagues from the Police and Social Workers within the Department to get support to those at risk. The service offers a wide range of help, from straightforward telephone advice to on-going face-to-face contact with victims. The emphasis of the work is to assess risk and ensure that people have genuine opportunities to protect themselves from harm.

It is widely recognised that domestic violence is hugely damaging to children and in addition to providing the support services above some families who are very vulnerable also receive services direct from social workers. This service may range from practical support, assistance in getting a 'refuge' place to on-going work to keep children safe and recover from the impact of domestic violence. Often social workers will work alongside the domestic violence support workers in delivering services to families, making sure children as well as adults are kept safe.

Safeguarding & Quality Assurance Service Domestic Violence

The Safeguarding and Quality Assurance Service based at the Civic Centre in Uxbridge takes a lead in developing policy on domestic violence with partner agencies in the Hillingdon Safeguarding Children's Board (LSCB). The work of the Safeguarding Board is to ensure that the policies and procedures in relation to domestic violence are appropriately implemented. With this purpose in mind, two officers are employed to work specifically on issues relating to domestic violence. One of the officers works closely with schools and produces training material for children as well as teaching staff and allied workers within the schools network. This officer can be contacted via the Safeguarding and Quality Assurance Team based at the Civic Centre. (Telephone: 01895 277463).

The Safeguarding Board also employed a Training and Development Officer whose role it is to monitor the implementation of domestic violence procedures in social care and across partner agencies. Data is collected on the incidence of domestic violence within the context of the child protection system, and information on this key concern is presented to the LSCB Quarterly Board Meetings. In this way service plans can be adjusted to include domestic violence as part of the preventative work that is undertaken with children and families in the local community.

In recent months the London Safeguarding Board has revised its procedures on domestic violence as a result of a wide-ranging consultation. It is hoped that these procedures will be used effectively to protect children from harm in a proactive and sensitive way whilst supporting families who are affected by the trauma of domestic violence.

Information on the procedures used by the Safeguarding Board can be made available to any professionals or families who need it via the following telephone number 01895-250253.

Information Leaflets

A pack of leaflets on domestic violence issues and other related contributing factors are included in the pack.

Listed are just some of the subjects with information available for responding and meeting the needs of domestic violence clients and others. These include:

- Pukaar a confidential counselling service for Asian Women,
- Safeguarding Adults for adult abuse,
- Sexual Assault covered by The Havens,
- Respond help line for adults with learning disabilities,
- The Domestic Violence Floating Support Service,
- Hillingdon Sanctuary Scheme,
- Domestic Violence Intervention Project - Services for men who want to end violent and abusive behaviour towards a partner
- Information for children and young people

These leaflets are available to assist professionals in identifying the most suitable support and care plan available for clients.

Leaflets can also be distributed to clients offering them information on programmes and support available, helping them to focus on their individual needs and enable them to make informed choices with regards to their safety, life skills, housing and self-development.

Please note: Leaflets and Hillingdon's Directory of national and local agencies and help lines included in this pack.

Directory of national and local agencies and help lines

The London Borough of Hillingdon produced the National Directory of local agencies and help lines in March 2007.

It provides confidential information, counselling and support as crisis intervention for domestic violence clients and other service users across all cultures and ages meeting and responding to their needs.

The helpline will provides access to 24-hour emergency refuge accommodation, as well as an information service, including safety planning and translation facilities to thousands of women who suffer at the hands of an abusive partner.

As many as 1 in 4 women will experience domestic violence at some point during their lives, and it accounts for almost a quarter of violent crime. Women and children fleeing violent partners often become homeless and are forced to live in temporary accommodation. (Source: Home Office Crime Reduction).

The Directory shapes its focus and strenghs on domestic violence and related issues in line with five key goals for all agencies working with domestic violence to cover. These are as follows:

- Reducing the prevalence of domestic violence
- Increasing the rate that domestic violence is reported
- Increasing the rate of domestic violence offences that are brought to justice
- Ensuring victims of domestic violence are adequately protected and supported nationwide
- Reducing the number of domestic violence-related homicides.

The directory is included as part of the information pack for the use of all professionals that come into contact with victims of domestic violence and others in both statutory and voluntary sectors.

White Ribbon Day

Since 1981, 25th November was observed in Latin America and a number of other countries around the world as "International Day Against Violence Against Women". It was first declared by the first feminist conference for Latin America and the Caribbean held in Bogota, Colombia in 1981.

The date was chosen to commemorate the lives of three sisters from the Dominican Republic (Patria, Minerva, and Maria Teresa Mirabal) who were violently assassinated in 1960 during the Trujillo dictatorship.

On 17th December 1999, the United Nations General Assembly adopted a resolution designating 25th November as the International Day for the Elimination of Violence Against Women (IDEVAW). The white ribbon has become the symbol for the day.

The Hillingdon Domestic Violence Forum has celebrated White Ribbon Day since 2002. Annual conferences, attended by over 100 domestic violence practitioners every year, are held to encourage officers to learn more about specific domestic violence issues and share best practice. Hillingdon White Ribbon Day has focussed on the following issues:

- 2002 – Domestic Violence in general.
- 2003 - Domestic Violence and children. The event looked at domestic violence through pregnancy, childhood and into adulthood. A drama group enacting various scenarios allowed attendees to interact with actors playing domestic violence victims and perpetrators.
- 2004 - Domestic Violence in minority groups. Speakers presented on various topics including forced marriage, immigration, female genital mutilation and travellers.
- 2005 - Domestic Violence and elder abuse. The seminar included talks from the Director of Better Government for Older People, Age Concern and crime prevention advice.
- 2006 - Domestic Violence and the law. The event highlighted the options under civil law and criminal law, with a talk from the Crown Prosecution Service on victimless prosecution.
- 2007 - Domestic Violence and mental health. Organised in partnership with the Central and North West London NHS Foundation Trust, the event looked at the psychological effects of domestic violence and the support services available.

Services for Men

The Home Office (2003: 52) has invited views on how it should respond to the 'unmet needs' of male victims of domestic violence – a population it has identified through successive British Crime Surveys (BCS). The BCS found that there were an estimated 635,000 incidents of domestic violence in England and Wales. It highlighted that 81% of the victims were women and 19% were men. However, men do experience domestic violence and protected exactly by the same laws as women.

Hillingdon provides domestic violence services for everyone regardless of gender, age or race that are victim of domestic violence. Male victims of domestic violence are able to access the services that are available to women victims. Below are some of the services available to men.

Mankind UK

Mankind UK is a UK charity support and resource service for men that provides advice and help for victims of male sexual violence and sex attacks. As such it provides opportunities to talk to someone who understands and will help you to sort out your problems at your own pace. All counsellors are trained to deal with issues of sexual abuse and male sexual violence.

Aims of Mankind UK

Mankind UK aims to support all men over the age of 17 years, through advice and help, who have suffered male sexual violence or sex attack, or have been sexually abused, sexually assaulted and/or raped, at any time in their life, regardless of their sexual orientation, race, religion, or disabilities.

Mankind UK does not subscribe to the notion that "some types of abuse are worse than others". It is the impact on you that counts.

What can male survivors expect?

- A Safe Place to discuss your difficulties.
- Respect & Honesty.
- A Totally Confidential service.
- A Professional, Sensitive, Caring service.
- A Non-judgemental service.
- Information & Support.
- One to One Counselling.
- Group Therapy.

Haven Project

The Havens provides a service for anyone in London who has been raped or sexually assaulted can come to the Haven Project. Women, men and children can all attend.

The Havens, have specially trained, experienced professionals who can give:

- medical help and advice
- counselling
- practical and emotional support

Other Services For Men include:

Domestic Violence Intervention Project (DVIP)

Services for male abusers/anger management
Tel: 0208 563 2250

Respect

Phone line for perpetrators wishing to stop their violent behaviour
0845 122 8609

Everyman Project

Helpline for men concerned about their violence/counselling programme
Tues.Wed 6.30pm – 9pm
www.everymanproject.co.uk
Tel: 0207 263 8884

The Supporting People Programme

Background

The Supporting People programme was launched in April 2003, and saw a range of existing funding streams ‘rolled’ together to create Supporting People Grant. In Hillingdon the budget is almost £6 million, and this funds 33 organisations to provide 99 different services to 14 Supporting People client groups.

The Supporting People programme provides vulnerable people in Hillingdon with the housing related support services they need to enable them to live as independently as possible in their own accommodation, or work towards achieving independence.

The programme is governed by the Commissioning Body, a partnership board comprising the Council, the Primary Care Trust and the Probation Service. The Chair of the Commissioning Body is the councils’ Corporate Director of Adult Social Care Health & Housing.

In 2007 Civis Consultants were commissioned to review the unmet need of client groups in Hillingdon and produced a refreshed needs analysis and provisional new recommendations and priorities up to 2010. Separately a strategic review was undertaken of domestic violence housing related support services in West London.

Issues arising from the 2007/08 West London review of domestic violence housing-related support include relative over-provision of floating support services and the need for some changes to existing accommodation based services to cater for women with complex needs. There also appear to be issues regarding the length of stay in refuges and move on.

Outcomes from the strategic review

It was thought that:

- there is some limited need for more accommodation-based provision
- there should be less floating support (10 units have already been lost)
- there is scope to secure reduced expenditure
- better move-on would increase performance

Further Information

Information on the Supporting People programme can be obtained from the following websites:

www.hillingdon.gov.uk
www.spkweb.org.uk under Hillingdon

The national directory of services has information on all Supporting People services in England, and can be accessed at www.spdirectory.org.uk . Local information is available through the Hillingdon council website under Housing.

Supporting People team
2W/03 Civic Centre
Uxbridge
Middlesex
UB8 1UW
Email: supportingpeopleteam@hillingsdon.gov.uk
Tel: 01895 556925

Safeguarding Adults

Since 2000 every area in Great Britain has a multi-agency framework for addressing issues surrounding safeguarding vulnerable adults.

In Hillingdon the four major statutory agencies, Hillingdon Hospital NHS trust, Hillingdon PCT, the Metropolitan Police and the Borough Council have worked together with providers of services and the voluntary sector to ensure that vulnerable adults - any individual over 18 years old who has a physical disability, learning disability, mental health problem or is over 65 and meets the local authority eligibility criteria for community care services - are protected against abuse.

Abuse of vulnerable adults can include physical, sexual, psychological, financial, discriminatory, professional, institutional and neglect. Whether the vulnerable adult lives at home, attends day-care, lives in a residential or nursing home, abuse can take place anywhere. Vulnerable adults may be abused by a family member, an informal carer or friend, a paid carer or a stranger.

As the designated lead for safeguarding adults in the local area, Adult Social Care takes the lead on the majority of investigations into allegations of abuse. The investigation will be undertaken by a qualified experienced worker from the appropriate team. At the conclusion of each investigation an appropriate protection plan will be implemented to ensure the safety of the vulnerable adult. This can involve a range of different services providing appropriate support and care to the vulnerable adult and their carers. Where a criminal offence has been committed the police will bring a criminal prosecution.

In addition to the full range of services provided by statutory agencies, the voluntary sector in Hillingdon provide a full range of support services within the particular area for which they have responsibility.

Hillingdon Council
Safeguarding Adults
Report Adult Abuse
Adult Social Care, Health and Housing
Tel. 01895 556633

Hillingdon Council's Response to Domestic Violence

Published by Hillingdon Domestic Violence Action
Forum

For more information contact:
Community Safety Team
London Borough of Hillingdon
Civic Centre, High Street
Uxbridge, Middlesex UB8 1UW

Tel. 01895 556936



Violence DOMESTIC
FORUM