

# Public Document Pack



## TRAFFORD COUNCIL

### AGENDA PAPERS FOR SCRUTINY COMMITTEE MEETING

Date: Wednesday, 11 December 2013

Time: 5.45 pm

Place: Committee Rooms 2&3, Trafford Town Hall, Talbot Road, Stretford  
M32 0TH

AGENDA	PART I	Pages
1.	<b>ATTENDANCES</b>	
	To note attendances, including Officers, and any apologies for absence.	
2.	<b>MINUTES</b>	1 - 6
	To receive and, if so determined, to agree as a correct record the Minutes of the meeting held on 30 <sup>th</sup> October 2013.	
3.	<b>DECLARATIONS OF INTEREST</b>	
	Members to give notice of any interest and the nature of that interest relating to any item on the agenda in accordance with the adopted Code of Conduct.	
4.	<b>DOMESTIC ABUSE - TRAFFORD'S APPROACH TO PREVENTING AND TACKLING DOMESTIC ABUSE</b>	7 - 70
	In the context of the Committee's earlier review of Domestic Violence services, to receive a report of the Executive Member for Health and Wellbeing, setting out details of a refreshed approach based on an enhanced strategic approach and partnership working.	
5.	<b>UPDATE ON LOCALISED SCHEME FOR COUNCIL TAX BENEFITS</b>	71 - 80
	Further to a presentation made to the Committee in December 2012, to receive an update report from the Executive Member for Finance setting out progress in implementing the localised scheme.	

**6. UPDATE FROM TOPIC GROUPS, INCLUDING BUDGET SCRUTINY**

To receive oral updates from Topic Group Chairmen on current issues.

**7. URGENT BUSINESS (IF ANY)**

Any other item or items (not likely to disclose "exempt information") which, by reason of special circumstances (to be specified), the Chairman of the meeting is of the opinion should be considered at this meeting as a matter of urgency.

**8. EXCLUSION RESOLUTION (REMAINING ITEMS)**

Motion (Which may be amended as Members think fit):

That the public be excluded from this meeting during consideration of the remaining items on the agenda, because of the likelihood of disclosure of "exempt information" which falls within one or more descriptive category or categories of the Local Government Act 1972, Schedule 12A, as amended by The Local Government (Access to Information) (Variation) Order 2006, and specified on the agenda item or report relating to each such item respectively.

**THERESA GRANT**

Chief Executive

Membership of the Committee

Councillors B. Shaw (Chairman), M. Cordingley (Vice-Chairman), S. Adshead, R. Bowker, C. Candish, R Chilton, Mrs. P. Dixon, A. Duffield, D. Higgins, J.R. Reilly, D. Western and J. Lloyd (ex-Officio)

Further Information

For help, advice and information about this meeting please contact:

J. Maloney, Senior Democratic Services Officer, 0161 912 4298

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This agenda was issued on **Tuesday, 3 December 2013** by the Legal and Democratic Services Section, Trafford Council, Trafford Town Hall, Talbot Road, Stretford M32 0TH.

## SCRUTINY COMMITTEE

30 OCTOBER 2013

### PRESENT

Councillor B. Shaw (in the Chair),  
Councillors M. Cordingley (Vice-Chairman), S. Adshead, R. Bowker, C. Candish,  
R Chilton, Mrs. P. Dixon, A. Duffield, D. Western and J. Lloyd (ex-Officio).

#### Also Present

Councillor M. Hyman (item 54).

#### Also in attendance

A. Prideaux	Head of Property and Development (item 54)
J.M.J. Maloney	Senior Democratic Services Officer
S. Frost	Democratic Services Officer

### APOLOGIES

Apologies for absence were received from Councillors D. Higgins and J.R. Reilly.

### MINUTES

RESOLVED: That the Minutes of the meeting held on 17 July 2013, and of the Special Meeting also held on 17 July 2013 be approved as correct records and signed by the Chairman.

### 52. DECLARATIONS OF INTEREST

No declarations were made.

### 53. EXECUTIVE RESPONSE TO THE SCRUTINY REVIEW OF THE COMMUNITY ASSET FRAMEWORK

Councillor Hyman, Executive Member Economic Growth and Prosperity, and Andy Prideaux, Head of Property and Development were in attendance to brief the Committee on the implementation of the agreed proposals and progress to date following the Scrutiny Topic Group meeting on 16<sup>th</sup> May 2013.

An opportunity was provided for Members to ask questions, this led to a discussion on the wording of the Rent Grant Questionnaire which will be sent out to community organisations. Members agreed that they would welcome the opportunity to review a copy of the covering letter in advance and make any comments on its content. The Committee requested a schedule of all assets held by the Council, and it was agreed that this could be provided. It was noted that the list of community assets presented to the Committee was out of date, and a revised, updated list was requested.

RESOLVED:

- (1) That the content of the report and progress made to date be noted and welcomed.
- (2) That a copy of the covering letter that will accompany the Rent Grant Questionnaire be given to Members.
- (3) That a copy of the schedule of all assets held by the Council be made available to Members.
- (4) That a revised updated list of community assets be made available to Members.

**54. EXECUTIVE RESPONSE TO BUDGET SCRUTINY 2013/14  
RECOMMENDATIONS**

The Committee received a joint report from Councillor Anstee, Executive Member for Finance, and Ian Duncan, Director of Finance outlining the Executive response to recommendations arising from the review of the 2013/14 budget. Members considered the planned actions in response to the recommendations and discussed how the information may help towards the scrutiny of the 2014/2015 budget proposals.

A specific query was raised, centering on concerns of the impact of the HR savings, particularly regarding the support available for managers in undertaking disciplinary proceedings. In this regard, it was agreed that some further information would be sought on how delivery from the AGMA contract works in practice at a local level.

RESOLVED:

- (1) That the content of the report be noted.
- (2) That an assurance is given with regard to the support available for managers in undertaking disciplinary proceedings, and that further information on how delivery from the AGMA contract works in practice at a local level be given to Members.

**55. EXECUTIVE RESPONSE TO THE SCRUTINY REVIEW OF INVESTMENT IN  
STREETLIGHTING**

The Committee received a joint report from Councillor Mitchell, Executive Member for Highways and Environment, and Aidan Flynn, Head of Highways, in response to requests made from Members for additional actions to be considered on the proposed investment in streetlighting.

The Committee welcomed the fact that the Executive was taking the proposed suggestions into account, including the subsequent suggestion which the Committee supported, about pursuing the proposals on a wider basis than just this Council. Members commented that it could be beneficial to pursue potential advantages of economies of scale, and avoidance of duplication via this route. The Committee expressed the hope that this approach will be reflected in any future report which is presented for the Executive's consideration in due course.

RESOLVED:

- (1) That the content of the report be noted.
- (2) That a letter be sent to the Executive Member for Highways and Environment thanking him for providing the updated report which was welcomed by the Committee.

**56. EXECUTIVE RESPONSE TO THE SCRUTINY REVIEW OF DOORSTEP CRIME**

The Committee received a joint report from Councillor Mitchell, Executive Member for Highways and Environment, and Graeme Levy, Public Protection Manager, in response to the request for an update on the recommendations from the Scrutiny Topic Group.

Specific reference was made in support of the involvement of the Communications Team, and a request that the opportunity be taken to maximise publicity and dissemination of the iCan system.

The Committee welcomed the work with Trafford Housing Trust in support of a bid to expand the initiative to deter rogue traders. Acknowledging that the bid will include Trafford Housing Trust properties, the Committee expressed the hope that partnership working would allow the initiative to be expanded on a community wide basis across the Borough.

RESOLVED:

- (1) That the content of the report be noted and welcomed.
- (2) That opportunities to maximise publicity and dissemination of the iCan system be identified.
- (3) That dependant on the success of the bid to Trafford Housing Trust the Committee would support the expansion of the initiative on a community-wide basis across the Borough.

**57. SAFER TRAFFORD PARTNERSHIP UPDATE**

The Committee received an introductory report from David Boulger, Strategic Manager – Crime and Anti-Social Behaviour, setting out the background to the Partnership's work, and its key priorities.

**Scrutiny Committee**  
**30 October 2013**

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Following a discussion by the Committee on the anti-social behaviour, and acquisitive crime information in the report, Members requested that a future report or presentation should make a specific reference to any statistical data that would relate it to drug crime incidents. An area of concern was noted with reference to the issues of illegal activity associated with match day car parking in Stretford and surrounding areas, and it was agreed that Members would be pleased to receive information associated with this subject as part of any future referral to this Committee.

RESOLVED:

- (1) That the content of the report be noted and welcomed.
- (2) That the Committee would welcome a presentation from the Strategic Manager of Crime and Anti-Social Behaviour, and Greater Manchester Police at a future Scrutiny Meeting.
- (3) That the Committee would welcome a future briefing on both drug related crime incidents, and illegal activity associated with match day parking in Stretford and surrounding areas.

**58. OVERVIEW AND SCRUTINY REVIEW OF THE EXECUTIVE'S DRAFT BUDGET PROPOSALS FOR 2014-15 - PROCESS UPDATE**

The Committee received for information a report of the Democratic Services Manager setting out proposed arrangements for the forthcoming scrutiny review of the Executive's Budget Proposals for 2014/15. Members endorsed the broad principles and processes underpinning the proposed budget scrutiny exercise, but expressed some reservations regarding timing issues. The officers were requested to review this aspect of the proposals in the light of key Members' availability, and bring forward alternative suggestions for consideration by the Chairman and Vice-Chairman. Members agreed the service divisions and Topic Group chairmen who would lead the relevant Scrutiny sessions, namely: CWB Adults, Councillor Holden, CBB Children's, Councillor Mrs. Young, ETO / EGP, Councillor John Reilly, and T&R, Councillor Chilton. The Committee was asked for, and agreed, a delegated arrangement in order that the budget scrutiny report could be finalised as promptly as possible and referred to the Executive in a timely fashion.

RESOLVED:

- (1) That the content of the report be noted.
- (2) That the officers review timing aspect of the proposals in the light of key Members' availability, and bring forward alternative suggestions for consideration by the Chairman and Vice-Chairman.
- (3) That Scrutiny Members identify which directorate-based topic groups they would wish to participate in, and notify the officers and respective Chairmen accordingly.

- (4) That authority to finalise the Budget Scrutiny Report be delegated to the Democratic Services Manager in consultation with the Chairman and Vice-Chairman of this Committee.

**59. UPDATE ON TOPIC GROUPS**

Councillor Chilton advised the Committee of progress to date on the Cycling project, including key areas of focus and stakeholders. Further meetings were planned, and an update would be made to the Committee's next meeting. He also briefed the Committee on the forthcoming meeting, to be held at the request of the Executive, to allow Scrutiny input into the proposed consultation on school places sufficiency. It was noted that this would provide an opportunity to seek education co-opted members' views on the broader Scrutiny work programme.

RESOLVED: That the content of the update report be noted.

The meeting commenced at 6.30 p.m. and finished at 8.30 p.m.

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## TRAFFORD COUNCIL

**Report to:** Scrutiny Committee  
**Date:** 11<sup>th</sup> December 2013  
**Report of:** Executive Member Health and Wellbeing

### Report Title

**Domestic Abuse – Trafford’s Approach to Preventing and Tackling Domestic Abuse.**

### Summary

A partnership commitment in Trafford owned by the Safer Trafford Partnership to tackle domestic abuse on an intergenerational basis was recognised by the Senior Leadership Team of the Children’s Families and Wellbeing Directorate, Trafford Council in May 2013 by the receipt of a report which proposed a review of services commissioned to support the Domestic Abuse agenda and underpinning governance arrangements. The review has now been completed and was set in the context of that in spite of a commitment to the agenda there was a lack of co-ordination on a strategic level and that subsequently a clear direction was required in order to strengthen the safeguarding of residents across the Borough of Trafford. The report outlines the findings and subsequent actions taken to ensure continual partnership working and commissioning based on a collaborative approach to ensure excellent services and support to the residents of Trafford.

### Recommendation(s)

Scrutiny note the information included in this report.  
Scrutiny agrees the recommendations in the strategy and action plan.  
Scrutiny agrees the next steps in regards to the commissioning, delivery and monitoring of Domestic Abuse services.

### Contact person for access to background papers and further information:

**Name:** Linda Harper.  
Children, Families and Wellbeing, Director Service Development,  
Adults and Commissioning  
**Extension:** x4776

Background Papers: N/A

Financial Impact:	£200,00.00- £250,00.00
Legal Impact:	NA
Human Resources Impact:	NA
Asset Management Impact:	NA
E-Government Impact:	NA
Risk Management Impact:	NA
Health and Safety Impact:	NA

### **Consultation**

All areas within this report will continue to be monitored via the Domestic Abuse Programme Delivery Board, Domestic Abuse Practitioners Network which will report to the Serious Violent Crime Group. This in turn will report to and be monitored by the Safer Communities Partnership.

### **Reasons for Recommendation(s)**

The Scrutiny Committee note the information included within the report to ensure a clear audit and performance trail.

## **1.0 Introduction**

- 1.1 The historical overarching aim in Trafford has been for partners to recognise the importance and impact of domestic abuse, to reduce the incidence of domestic abuse, to raise awareness across the Borough, to protect victims and to hold perpetrators to account.
- 1.2 This report also builds upon the previous scrutiny report and action plan which is updated at appendix 5 (originally presented at Select Committee 2011/2012). Further to this the council has conducted a review of all services and governance structures, the finding and subsequent changes will be reflected throughout the report.
- 1.3 A range of services and strategies have been put in place to support the delivery of the overall aim by partner organisations and the Council which have been enhanced by the work of the Children's and Adult's Safeguarding Boards, who are pivotal to the success of the partnership approach, and led by the Safer Trafford Partnership.
- 1.4 The report has built upon the areas of improvement as identified in the previous Scrutiny Report and Action Plan. The action plan has been finalised and updated and can be found at Appendix 5. Those actions which have not been fully completed have been reviewed and built into the new Domestic Abuse Delivery Programme Board Action Plan where appropriate. (Appendix 6).
- 1.5 However, there is a view amongst key partners that whilst there is some good practice tackling Domestic Abuse in Trafford, the overarching approach is incoherent and that steps need to be taken to develop an improved operating model that:
  - Has meaningful and robust governance
  - Has a clear and coherent Strategic Vision
  - Enables the delivery of high quality, accessible and credible value for money services

### **Context**

- 1.6 In response to these concerns a review of governance, strategy and commissioned services has recently been undertaken and a mapping exercise completed in June 2013.
- 1.7 Subsequent to the review a number of changes have been implemented to address governance arrangements, these include:
  - Disestablishment of the Domestic Abuse Forum
  - Disestablishment of the Multi Agency Risk Assessment Conference (MARAC) steering Group
  - Development of a multiagency Domestic Abuse Delivery Programme Board
  - Development of a Practitioner Lead Network
  - Development of clear governance structures
  - Development of a Commissioning sub group

(The previous and current arrangements are detailed in Appendix 2 and 3)

- 1.8 A Performance Framework is currently being developed to evidence outcomes of the work and will underpin the refreshed Domestic Abuse Strategy and Action Plan. (The strategy and action plan can be viewed at Appendix 4 & 5)
- 1.9 A review of commissioning activity and spend aimed to provide a baseline of existing commissioned services and to identify the current funding arrangements. The review findings supported and informed the development of Trafford's Domestic Abuse Strategy and a coherent approach to the delivery and commissioning of domestic abuse services in Trafford. The review focussed on the following areas:-
- Baseline of Commissioned services
  - Sources and levels of funding available
  - Transformational opportunities
- 1.10 The review presented at (Appendix 1) found governance to be unclear with a lack of co-ordination across groups which risked creating confusion and served as a barrier to the delivery of a cohesive and collaborative approach. The full review is accompanied by a breakdown of Trafford commissioned services at point 1.21
- 1.11 The scope of the review covered the following commissioned services and functions:
- Independent Domestic Violence Advisors
  - Domestic Violence Support Workers
  - Alcohol Related Domestic Violence Advisors
  - Domestic Abuse Refuge Services
  - Domestic Abuse Housing related Support Service
  - Domestic Abuse Information and Advice Service
  - Freedom Programmes

The total budget for the in Scope Services in 2013/14 is £245,573. The following services are commissioned:

Independent Domestic Violence Advisors	£81,900
Domestic Violence Support Workers	£44,000
Alcohol Related Domestic Violence Advisors	£28,673
Domestic Abuse Refuge Services	£39,500
Domestic Abuse Housing Related Support Service	£21,500
Domestic Abuse Information and Advice Service	£13,000
Freedom Programmes	£7,000

Rape Crisis	£5,000 Public Health £5,000 CCG £70,000 Home Office
Total Including RC HO funding	£245,573 £315,573

The majority of the current funding is from Adult Care budgets, with £24k from the Safer Trafford Partnership and £100k via agreement from the Home Office.

1.12 The review is also accompanied by the development of a Domestic Abuse Problem Profile which will aim to establish the scale of the problem of Domestic Abuse across Trafford.

1.13 The findings have been key to assessing current provision and developing the strategy, key findings are as follows;

- Between April and September 2013, 1,696 domestic abuse incidents were reported to Trafford Police
- It is estimated that only 1 in 5 incidents will be reported to the police, therefore the level of domestic abuse experienced in Trafford could be estimated in the region of 4,400 incidents.
- The Police are the biggest single referrers to MARAT – often due to domestic abuse issues. (However referrals from other agencies have started to increase)
- Between April and September 2012 Trafford MARAC reviewed 284 cases of domestic abuse in families. (2013 data being collated)
- On average, 59% of cases going to Child Protection Conference in Trafford have domestic abuse as the most significant factor.

1.14 The findings relating to prevalence of Domestic Abuse in Trafford has assisted in the development of a coherent strategy which is underpinned by a number of key themes and principles as identified below;

#### 1.15 Adult Victims

- To work in partnership to meet the needs of all victims in Trafford and to enable access to specialist support.
- To improve the quality of life and safety of adult victims.

#### 1.16 Children and Young People

- To recognise the needs of, and provide support for, the children and young people whose lives are affected by domestic abuse.
- To improve the safety and quality of life of children and young people affected by domestic abuse.

#### 1.17 Perpetrators

- To ensure individual perpetrators of domestic abuse (convicted and non-convicted) recognise and understand their behaviour, held accountable and supported if they wish to change.
- To provide perpetrators of domestic abuse with programmes and interventions that helps them to understand and change their behaviour.

### 1.18 Awareness

- To increase awareness of the extent and impact of domestic abuse both across the local community and within agencies.
- To raise awareness among professionals of resources and activities available to support people affected by domestic abuse.

### 1.19 Early Intervention

- To promote preventative and early intervention approaches when domestic abuse is recognised as a potential or actual issue within a relationship or family.

### 1.20 Joint working

- To continue to improve the joint working between agencies, including information sharing, and establish robust structures to enable a co-ordinated approach (The full strategy can be viewed at Appendix 5).

### 1.21 **Scope of current commissioned services**

The current services are:-

#### Independent Domestic Violence Advisors

The cost of the service is £110,500.

There are currently 4 IDVA posts in Trafford, 3 posts provided by Victim Support and 1 post provided by Phoenix Futures.

An IDVA (Independent Domestic Violence Advisor) is a named professional case worker for domestic abuse victims whose primary purpose is to address the safety of '**high risk**' victims and their children.

Referrals to the IDVA service come via the Trafford MARAC (Multi Agency Risk Assessment Conference) using a risk assessment tool, only the highest risk cases are referred to the IDVA service. The MARAC is coordinated by Greater Manchester Police.

IDVAs serve as a victim's main point of contact and work with the victim from the point of crisis to assess the level of risk, discuss the range of suitable options and develop coordinated safety plans.

IDVAs are pro-active in implementing safety plans, which include practical steps to protect victims and their children, as well as longer-term solutions. These plans will include actions from the Multi-Agency Risk Assessment Conference (MARAC) as well as sanctions and remedies available through the criminal and civil courts, housing options and services available through other organisations.

IDVAs offer independent support and work over the short- to medium-term to put victims on the path to long-term safety.

The IDVA provision in Trafford of 4 full time posts meets the recommended level of provision based on population size and the current MARAC caseload.

Approximately 100 victims per year are referred to each Trafford IDVA and 70% of these victims will engage with the IDVA and take up the support that they are offering.

66% of current IDVA referrals feature children.

National research has shown that IDVAs make a demonstrable difference to the safety of high risk domestic abuse victims. 57% of all victims supported by an IDVA experienced a complete or near cessation in the abuse they were suffering following around 3-4 months of contact.

The Greater Manchester MARAC and IDVA provision and particularly the Trafford provision are seen nationally as exemplars of best practice.

The current IDVA service is split between 2 service providers with one provider specialising in cases where drug and alcohol issues also feature.

The contract for 3 of the IDVA posts provided by Victim Support ends at the end of March 2014. The contract for the other post provided by Phoenix Futures is part of a wider drug and Alcohol service and ends at the end of March 2017.

A 20K of funding towards the Trafford IDVA service is provided by the Home Office, this funding ends at the end of March 2015.

### Domestic Violence Support Workers

The cost of the service is £44,000.

There are currently 2 DVSW posts in Trafford provided by Victim Support.

The posts work with lower risk victims and closely coordinate and complement the work of the MARAC and IDVA service.

Referrals to the service come from a range of services but particularly from the MARAC, GM Police and accident and emergency department.

The DVSWs contact victims and complete risk assessments, lower risk victims are supported by the DVSW through direct support or coordinated support from other agencies and when appropriate volunteers.

The role provides on-going support to victims previously within the IDVA service whose level of risk has reduced.

The 2 DVSWs provide an important element of the support package to victims who do not meet the level of risk needed to trigger IDVA involvement.

The positioning of the posts within the same service as the majority of the IDVAs adds value to both elements of the service providing a seamless link between differing levels of support.

The development of volunteers provides added value to the service.

The current funding of the posts is from the Safer Trafford Partnership and this funding may not be available from the end of March 2014.

#### Alcohol Related Domestic Violence Advisor

The cost of the service is £28,673.

There is one commissioned post provided by Phoenix Futures.

The service works with domestic abuse perpetrators particularly those who misuse alcohol. The service provides assessment, one-to-one intervention, group-work, referral and care management services.

This service is available to anyone who is resident in Trafford or has a Trafford GP. Referrals can be accepted from anyone GPs, Probation Social Services, and clients can also refer themselves.

The service works closely with the probation service and police.

The contract for the post is part of a wider drug and Alcohol service and ends at the end of March 2017.

#### Trafford Domestic Abuse Refuge

The cost of the service is £39,500

The refuge is provided by TDAS (Trafford Domestic Abuse Services)

9 units of accommodation are available, 5 units in a core shared facility and 4 units in dispersed properties.

The refuge is for victims and their children who need to escape from their abuser.

The refuge provides short stay accommodation pending longer term housing options being obtained.

A network of similar "refuges" is available across the country and it is usual for refuges to provide a service to those needing to move from a different part of the country.

Demand for the refuge exceeds supply.

The current contract ends at the end of March 2014. The current service is being supported by other charitable income as well as the Trafford contribution.

#### Domestic Abuse Housing Related Support Service

The cost of the service is £21,500 and is provided by TDAS.

The service works with women and men who live in the Trafford area who have been affected by domestic abuse to prevent or reduce the abuse they may be



experiencing and enable them to remain living in the community and prevent homelessness.

The service provides

- Regular face to face work and telephone contact
- Advocating with housing, health and social services
- Help with form filling
- Help to access benefits and grants e.g. Community Care Grants.
- Accompaniment at meetings and appointments
- Support and help to enable you to continue living in your own home

Referral to the service can come from any organisation or from the service user themselves.

The current contract ends at the end of March 2014. The current service is being supported by other charitable income as well as the Trafford contribution.

#### Domestic Abuse Information and Advice Service

The cost of the service is £13,000 and is provided by TDAS.

The service provides an information and advice service to anyone who lives or works in Trafford.

The service provides a telephone advice line that is staffed for 3 hours daily outside these times messages can be left and calls will be returned.

Referrals to the service can come from any organisation or from the service user themselves.

In addition to the phone line one to one appointments are available.

The service as well as providing direct advice and information signposts to other services such as: solicitors, counsellors, police, drug, alcohol and health support

The current contract ends at the end of March 2014. The current service is being supported by other charitable income as well as the Trafford contribution.

#### Freedom Programmes

The cost of the service is £7,000 and is provided by TDAS.

3 programmes are run per year and are currently available to female victims.

The Freedom Programme is a 12-week information and support programme built around the realities and effects of domestic abuse. It runs for 2 hours a week over a 12 week period.

The programme aims to:

- Help victims gain self-esteem and the confidence to improve the quality of their lives

- Help to understand the beliefs held by abusive men and to recognise which of these beliefs they have shared.
- Assist women to recognise potential abusers
- Illustrate the effects of domestic abuse on children and young people
- Introduce women to community resources such as Women's Aid, Police Public Protection Investigation Unit etc.

Referrals to the service can come from any organisation or from the service user themselves.

The current contract ends at the end of March 2014.

### Rape Crisis

The cost of the service is £80,000 and is mainly funded via a grant from the Home Office.

The service has developed a volunteer support network to provide advice and support to anyone who lives in Trafford.

The service provides a telephone advice line that is staffed over five days, outside these times messages can be left and calls will be returned.

The service provides a bespoke service including a telephone advice line to the BME community.

The service provides drop in sessions, one-one support and group session to all residents across Trafford.

The service provides support at all stages of the criminal justice system.

The service provides direct advice and referrals to other services such as: solicitors, police, drug and alcohol services and other health support.

The service will support a service user for as long as required ensuring counselling is accessed and support is provided wherever necessary including accompanying to various appointments etc.

The current service is funded by a variety of sources all funding ends March 2014.

- 1.22 The DA commissioning sub group will consider the implication of disestablishing any of the provision and develop a collaborative approach to commissioning, to develop a broader funding pool and consider bespoke commissioning where gaps have been identified in provision.

## **2.0 Conclusions**

- 2.1 The recent reviews have evidenced that there is a partnership commitment in Trafford to tackle domestic abuse. However, the energy and passion in relation to the Domestic Abuse agenda needs to be channelled more effectively and is in

need of transformational change to ensure the funding, commissioning and delivery of services are fit for the future. This has been addressed by the development of the Domestic Abuse Delivery Programme Board and associated sub groups and by the establishment of a clear governance structure.

- 2.2 The Domestic Abuse strategy and agenda has embraced a commissioning model of delivery based on robust governance, clear strategic vision and outcome based performance management of the market.
- 2.3 A universal family model of early intervention and support commissioned and shaped based on an integrated approach across partners and the pooling of budgets is the way forward in Trafford.
- 2.4 This new model aims to ensure that Domestic Abuse becomes an integrated and universal priority to ensure Trafford is in a position to respond in relation to the challenges and opportunities ahead.
- 2.5 The Domestic Abuse Delivery Programme Board will develop a more integrated outcome based approach to service delivery with strong performance management arrangements, including the development of a Domestic Abuse Performance Framework and multiagency action plan.
- 2.6 Trafford will focus services on safeguarding and prevention for both adults and children based on a family and community model of activity. Strengthen pathways into services, enhance collaboration and remove service overlap.
- 2.7 Through representation at appropriate Greater Manchester Forums Trafford will continue to work as appropriate with Greater Manchester partners to seek efficiencies in service delivery. This includes adopting the Greater Manchester Domestic Abuse Pledge and ensures commissioned services across Trafford are signed up to the principles of the pledge.
- 2.8 Through the Commissioning Sub Group merging of a pooled budget will develop a model of delivery which is aligned to the developing well-being hub in Trafford and aligned to the fundamental principles of Public Health.
- 2.9 The Practitioner Lead Network is due to be established and will assist in the synergies between strategy and operational activity. The Network will be led by Rape Crisis and will undertake bespoke pieces of work to make sure the victim's needs are understood, recognised and reflected in the sustainment and development of appropriate services.
- 2.10 In order to make certain that all operational staff have adequate understanding of Domestic Abuse including identification, assessment and appropriate referrals the Domestic Abuse Delivery Programme Board will link with Workforce Strategy and the Greater Manchester Network to make sure staff are trained to appropriate standards.

### **3.0 Recommendations**

- 3.1 Scrutiny note the information included in this report.
- 3.2 Scrutiny agrees the recommendations in the strategy and action plan.

3.3 Scrutiny agrees the next steps in regards to the commissioning, delivery and monitoring of Domestic Abuse services.

# DRAFT

**Domestic Abuse  
Commissioned Services Review  
Trafford**

Ian Peet  
Senior Market Relationship Manager  
19<sup>th</sup> July 2013

## **1. Introduction**

There is a partnership commitment in Trafford to tackling domestic abuse on a universal and intergenerational basis.

A series of actions designed to ensure robust governance arrangements and to strengthen links in relation to safeguarding vulnerable children and adults are being put in place.

As part of this process it was agreed to carry out a review of current commissioned activity and spend.

The aim of the review is to provide a baseline of existing commissioned services and to identify the current funding arrangements.

The review findings will support and inform the future development of Trafford's Domestic Abuse Strategy and a coherent approach to the delivery and commissioning of domestic abuse services in Trafford.

## **2. Process and Timescale**

The review focused on the following areas:

- Baseline of commissioned services
- Sources and levels of funding available
- Transformational opportunities

It was agreed that the review would report in July 2013.

## **3. Scope**

The scope of the review covered the following commissioned services/functions:

- Independent Domestic Violence Advisors
- Domestic Violence Support Workers
- Alcohol Related Domestic Violence Advisor
- Domestic Abuse Refuge Service
- Domestic Abuse Housing Related Support Service
- Domestic Abuse Information and Advice Service
- Freedom Programmes

#### **4. Methodology**

The review was undertaken based on a programme management approach.

A time limited programme board was established made up of key commissioners to oversee the review, including:

Linda Harper	Deputy Corporate Director CFW, Director of Service Development, Adult and Community Services
David Boulger	Strategic Manager - Crime and ASB
Cathy Rooney	Head of Service MARAS
Kylie Thornton	Commissioning and Service Development Manager
Ian Peet	Senior Market Relationship officer

An assessment tool was developed to baseline the service profile and funding arrangements of current services. (See attached appendix 1)

The findings of the review will report to the review programme board, Children Families and Wellbeing Senior Leadership Team, and the Safer Trafford Violent Crime Thematic Group.

#### **5. Headline Budget Information**

The key budget information used in the review is as follows:

The total budget for the in scope services in 2013/14 is £264,173.

The following services are commissioned:

Independent Domestic Violence Advisors	£110,500
Domestic Violence Support Workers	£44,000
Alcohol Related Domestic Violence Advisor	£28,673
Domestic Abuse Refuge Service	£39,500
Domestic Abuse Housing Related Support Service	£21,500
Domestic Abuse Information and Advice Service	£13,000
Freedom Programmes	£7,000
<b>Total</b>	<b>£264,173</b>

The majority of the current funding is from adult service budgets, £24K is from the Safer Trafford Partnership and 20K is via a grant from the Home Office.

Due to the on-going pressures on public sector budgets the ability to provide funding at current levels may be compromised unless a wider funding arrangement can be put in place.

## **6. Current Services - Profile and Funding**

### Independent Domestic Violence Advisors

The cost of the service is £110,500.

There are currently 4 IDVA posts in Trafford, 3 posts provided by Victim Support and 1 post provided by Phoenix Futures.

An IDVA (Independent Domestic Violence Advisor) is a named professional case worker for domestic abuse victims whose primary purpose is to address the safety of 'high risk' victims and their children.

Referrals to the IDVA service come via the Trafford MARAC (Multi Agency Risk Assessment Conference) using a risk assessment tool, only the highest risk cases are referred to the IDVA service. The MARAC is coordinated by Greater Manchester Police.

IDVAs serve as a victim's main point of contact and work with the victim from the point of crisis to assess the level of risk, discuss the range of suitable options and develop coordinated safety plans.

IDVAs are pro-active in implementing safety plans, which include practical steps to protect victims and their children, as well as longer-term solutions. These plans will include actions from the Multi-Agency Risk Assessment Conference (MARAC) as well as sanctions and remedies available through the criminal and civil courts, housing options and services available through other organisations.

IDVAs offer independent support and work over the short- to medium-term to put victims on the path to long-term safety.

The IDVA provision in Trafford of 4 full time posts meets the recommended level of provision based on population size and the current MARAC caseload.

Approximately 100 victims per year are referred to each Trafford IDVA and 70% of these victims will engage with the IDVA and take up the support that they are offering.

66% of current IDVA referrals feature children.

National research has shown that IDVAs make a demonstrable difference to the safety of high risk domestic abuse victims. 57% of all victims supported by an IDVA experienced a complete or near cessation in the abuse they were suffering following around 3-4 months of contact.

The Greater Manchester MARAC and IDVA provision and particularly the Trafford provision are seen nationally as exemplars of best practice.

The current IDVA service is split between 2 service providers with one provider specialising in cases where drug and alcohol issues also feature.



The contract for 3 of the IDVA posts provided by Victim Support ends at the end of March 2014. The contract for the other post provided by Phoenix Futures is part of a wider drug and Alcohol service and ends at the end of March 2017.

A 20K of funding towards the Trafford IDVA service is provided by the Home Office, this funding ends at the end of March 2015.

### Domestic Violence Support Workers

The cost of the service is £44,000.

There are currently 2 DVSW posts in Trafford provided by Victim Support.

The posts work with lower risk victims and closely coordinate and complement the work of the MARAC and IDVA service.

Referrals to the service come from a range of services but particularly from the MARAC, GM Police and accident and emergency department.

The DVSWs contact victims and complete risk assessments, lower risk victims are supported by the DVSW through direct support or coordinated support from other agencies and when appropriate volunteers.

The role provides on-going support to victims previously within the IDVA service whose level of risk has reduced.

The 2 DVSWs provide an important element of the support package to victims who do not meet the level of risk needed to trigger IDVA involvement.

The positioning of the posts within the same service as the majority of the IDVAs adds value to both elements of the service providing a seamless link between differing levels of support.

The development of volunteers provides added value to the service.

The current funding of the posts is from the Safer Trafford Partnership and this funding may not be available from the end of March 2014.

### Alcohol Related Domestic Violence Advisor

The cost of the service is £28,673.

There is one commissioned post provided by Phoenix Futures.

The service works with domestic abuse perpetrators particularly those who misuse alcohol. The service provides assessment, one-to-one intervention, group-work, referral and care management services.

**This service is available to anyone who is resident in Trafford or has a Trafford GP. Referrals can be accepted from anyone—GPs; Probation; Social Services—and clients can also refer themselves.**

The service works closely with the probation service and police.

The contract for the post is part of a wider drug and Alcohol service and ends at the end of March 2017.

### Trafford Domestic Abuse Refuge

The cost of the service is £39,500

The refuge is provided by TDAS (Trafford Domestic Abuse Services)

9 units of accommodation are available, 5 units in a core shared facility and 4 units in dispersed properties.

The refuge is for victims and their children who need to escape from their abuser.

The refuge provides short stay accommodation pending longer term housing options being obtained.

A network of similar “refuges” is available across the country and it is usual for refuges to provide a service to those needing to move from a different part of the country.

Demand for the refuge exceeds supply.

The current contract ends at the end of March 2014. The current service is being supported by other charitable income as well as the Trafford contribution.

### Domestic Abuse Housing Related Support Service

The cost of the service is £21,500 and is provided by TDAS.

The service works with women and men who live in the Trafford area who have been affected by domestic abuse to prevent or reduce the abuse they may be experiencing and enable them to remain living in the community and prevent homelessness.

The service provides:

- Regular face to face work and telephone contact
- Advocating with housing, health and social services
- Help with form filling
- Help to access benefits and grants e.g. Community Care Grants.
- Accompaniment at meetings and appointments
- Support and help to enable you to continue living in your own home

Referral to the service can come from any organisation or from the service user themselves.

The current contract ends at the end of March 2014. The current service is being supported by other charitable income as well as the Trafford contribution.

### Domestic Abuse Information and Advice Service

The cost of the service is £13,000 and is provided by TDAS.

The service provides an information and advice service to anyone who lives or works in Trafford.

The service provides a telephone advice line that is staffed for 3 hours daily outside these times messages can be left and calls will be returned.

Referrals to the service can come from any organisation or from the service user themselves.

In addition to the phone line one to one appointments are available.

The service as well as providing direct advice and information signposts to other services such as: solicitors, counsellors, police, drug, alcohol and health support

The current contract ends at the end of March 2014. The current service is being supported by other charitable income as well as the Trafford contribution.

### Freedom Programmes

The cost of the service is £7,000 and is provided by TDAS.

3 programmes are run per year and are currently available to female victims.

The Freedom Programme is a 12-week information and support programme built around the realities and effects of domestic abuse. It runs for 2 hours a week over a 12 week period.

The programme aims to:

- Help victims gain self-esteem and the confidence to improve the quality of their lives
- Help to understand the beliefs held by abusive men and to recognise which of these beliefs they have shared.
- Assist women to recognise potential abusers
- Illustrate the effects of domestic abuse on children and young people
- Introduce women to community resources such as Women's Aid, Police Public Protection Investigation Unit etc.

Referrals to the service can come from any organisation or from the service user themselves.

The current contract ends at the end of March 2014. The current service is being supported by other charitable income as well as the Trafford contribution.

## **7. Key findings and recommendations**

Trafford currently commissions a range of quality services that support victims of domestic abuse. The Trafford IDVA service is recognised as an example of best practice and the funding of the refuge service supports the national network of refuge provision enabling victims to escape their home area.

The services demonstrate good links with partnership agencies particularly through the MARAC bringing together Police, Probation, Health, Children's and Adults services.

Commissioned services provide tiers of support from low level information and advice services through to high risk victim support.

The majority of our services focus on victims of abuse but we also commission a small service working with perpetrators. This service links closely to Probation and youth offending services and our services supporting victims.

The focus of our current services is on supporting an adult victim or adult perpetrator who may or may not also have children. As a result our services may not be taking a holistic family based approach to support.

Significant gaps in provision have been identified currently we have no specific commissioned services that focus solely on the needs of children and young people.

The funding of our existing services is precarious, depending on a mix of one off funding pots provided through the Safer Trafford Partnership, the home office, charitable reserves of our providers and adult social care budgets. All of these budgets are under pressure and significant amounts of current funding will end at the end of this financial year.

The majority of our current service contracts expire at the end of March 2014.

### **Recommendations**

1. Trafford Council and its partners should work together to improve the quality and breadth of our commissioned services.
2. Particularly we should expand service provision to enable a family focused service where appropriate and greater prevention and support activity with children and young people.
3. Future strategy and commissioning activity should seek to:
  - Develop more outcome based services within strong performance management arrangements.
  - Focus services on safeguarding and prevention for both adults and children.
  - Strengthen path ways into services, enhance collaboration and remove service overlap.

- Continue to work as appropriate with our Greater Manchester partners to seek efficiencies in service delivery.
4. The budget pressures identified in the findings have demonstrated that there is an urgent need to develop a broader funding partnership if we are to protect and improve our current services. This funding partnership should include:
- Adult services
  - Children and young people services
  - Health and public health
  - The Safer Trafford Partnership.

## **8. Delivery**

The majority of the current contracts end 31st March 2014. The recommendations contained within this report provide the basis for how services could be developed.

It is recommended that a comprehensive programme management approach is adopted and an implementation plan is developed to ensure implementation of agreed recommendations within required time scales.

The Safer Trafford Violent Crime Thematic Group and the proposed Domestic Abuse Steering Group should oversee the Implementation plan and further assess the detail of the remodeling and transformation of services linked to risk and availability of funding.

**Appendix 1: Base Line Assessment Tool**

**Domestic Abuse Commissioned Services Review 2013**

A Council review team has been put together to undertake a review of the domestic abuse services commissioned in Trafford. The review team will be arranging to visit your service in early July to complete the review tool. We ask that you take this opportunity to engage with the review team to ensure that we gain a thorough and accurate picture of the services that you are currently providing to our residents, in order to shape our recommendations for the future.

Organisation \_\_\_\_\_  
Contact Name \_\_\_\_\_  
Telephone Number \_\_\_\_\_ Mobile: \_\_\_\_\_

Email address: \_\_\_\_\_

**Description of Organisation**

Number of paid staff \_\_\_\_\_ Number of volunteers: \_\_\_\_\_

Funding sources \_\_\_\_\_

Brief overview of the commissioned service provided : aims/objectives/cost/number of staff/delivery method etc.

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\_\_\_\_\_  
\_\_\_\_\_

Page 20

**Access to services:** The service should be aware of the environment in which they operate and provide a service to meet the needs of their community

Standard	Outcome	Evidence / comments
1 – The service has a written strategy including aims and objective of the service with detailed plans for the coming year and outline plans for the next two years	Staff and stakeholders are aware of the service provided and the target audience as well as future plans	
2 – The community is made aware of the service offered	Staff, stakeholders and clients have access to information about the service(s) offered	
3 – The service provides equality of access to all clients	In designing and reviewing the service staff are aware of the needs of all clients and potential clients	
4 – The service responds equitably to enquiries face-to-face, by telephone and email.	Clients receive the same service regardless of communication method	

**Networking and Partnership:** Organisation participates in networks that further its aims and works in partnership with other relevant organisations to the benefit of their clients and the wider community.

Standard	Outcome	Evidence / comments
5 – The views of other organisations are sought in the development of the service	Stakeholders' views are considered as part of the service development process	
6 – Meetings are attended with other information and advice service providers	The service has awareness of other DA providers and current issues affecting organisations locally and nationally	
7 – Information about the service is shared between organisations	Information about the service is provided to other organisations. The service regularly obtains information about other organisations	
8 – The organisation delivers services in partnership with other organisations	Clients receive services they need without regard to the delivery organisation	



**Innovation in services:** The organisation, potentially in collaboration with partners, develops innovative services.

Standard	Outcome	Evidence / comments
9 – The organisation, working in partnership with others, delivers innovative new projects to meet the needs of its clients	Clients have their needs met in new, innovative ways	
10 – The organisation delivers innovative new projects to meet the needs of its clients	Clients have their needs met in new, innovative ways	
11 – The organisation has ideas for the development of new innovative projects to meet the needs of new and/or existing clients	People within organisations have the opportunities to discuss new, innovative ideas	

**Client involvement:** The service obtains feedback from clients and acts on it to inform the way the service is developed.

Standard	Outcome	Evidence / comments
12 – People are advised of the mechanism(s) for feedback	Clients have access to information concerning how clients can provide feedback	
13 – The organisation proactively seeks the views of its clients.	Clients are made aware of, and can participate in, consultations	
14 – Formal and informal comments are evaluated and acted on as appropriate.	Comments are proactively sought from clients and are considered as part of ongoing development	

**PPD:** The service has the procedures in place for identifying, maintaining and developing the competence of all staff who deliver the service.

Standard	Outcome	Evidence / comments
15 – Induction	At the end of the induction process staff are competent in their role	
16 – Maintaining competence in the role	Staff have access to the ongoing training and development necessary to remain competent in their role	
17– Support and supervision	Staff are supported in their role	
18 - Lone working policy	When working alone, for example during home visits and outreach, staff remain safe.	
19 – Volunteer management	Volunteers are provided with the necessary ongoing training and support to fulfill their role	

**Compliments, comments and complaints:** Clients feel supported by a complaints process that provides for the effective handling of all complaints.

Standard	Outcome	Evidence / comments
20 – Procedures are in place for recording and responding to compliments, comments and complaints	Clients are aware of how to feed back and receive a timely response to issues raised	
21 – Information about the procedure is publicised	Clients are aware of the compliments, comments and complaints policy	
22 – Annual review of compliments, comments and complaints to inform future development of the service	Clients’ comments, compliments and complaints are considered as part of the development of the service	

**Quality assurance:** The organisation has mechanisms in place to measure the quality of the service provided.

Standard	Outcome	Evidence /comments
23– Effectiveness of the service is monitored and evaluated in relation to the aims and objectives of the organisation	Staff regularly audit the quality of the service	
24 – Clients’ feedback is obtained as part of the quality assurance process	Clients have a role in the quality assurance process	
25 – Actions are taken in addressing issues raised during the quality assurance process	The outcomes of the quality assurance process are acted upon	

**Referral process:** Where a service cannot meet the needs of the client, the client must be informed and directed to an alternative service provider, where available.

Standard	Outcome	Evidence / comments
26 – The organisation promotes the information and advice services	Clients are provided with comprehensive information about the service provided	
27 – The organisation makes quality referrals as and when appropriate	Clients are referred to other organisations in a timely manner. Staff are aware of the outcome of the referral	
28 – The organisation has a process in place where it cannot help and no referral can be made	Clients are made aware if the service cannot support them and there is no appropriate referral available Staff use the information in future development	

**Information materials used by the service:** Services should have access to high quality, accurate, accessible information to support them in service provision

Standard	Outcome	Evidence /comments
29 – Information is an integral part of the organisation	The development, use and maintenance of information is detailed within the organisation's Plans	
30 – Information held or accessed by the organisation is sufficient for, and relevant to, the stated service	Staff have access to the information necessary to respond to enquiries	
31 - Information and advice provided to people is accurate, current and inclusive	Clients can access reliable information and advice to address their queries	
32 - Information is managed and evaluated to ensure it remains relevant to the stated aims of the service	The organisation has policies concerning the development and production of information that are regularly reviewed	
33 - People are supported in accessing, understanding and using information through resources appropriate to their needs	Clients are provided with and supported in accessing relevant information and advice	

**Web presence:** Services should have a process in place for the production and updating of all information used

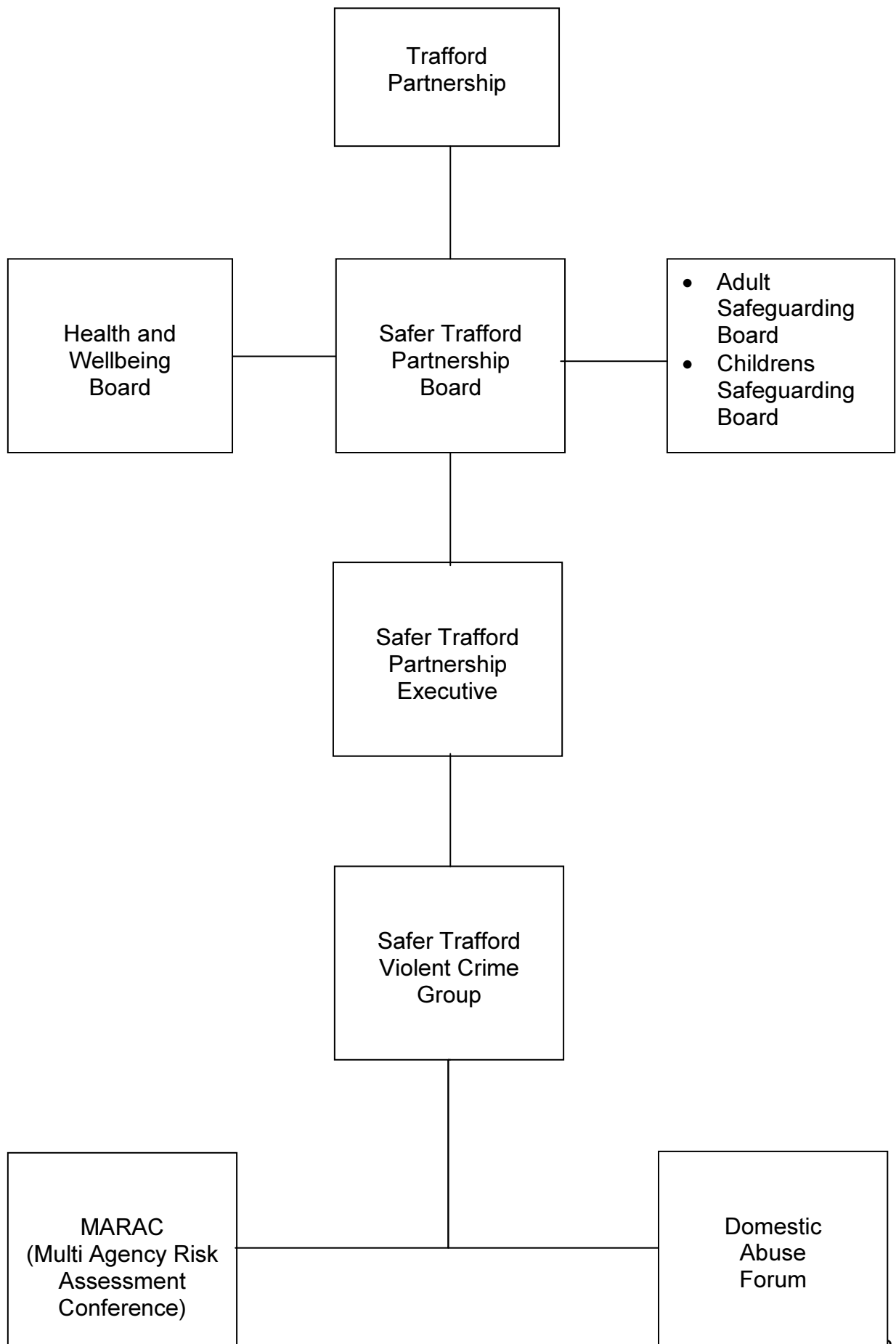
Standard	Outcome	Evidence/comments
34 – Accurate, up-to-date information about the service is available online	Clients are able to access information about the service provided online	
35 – The service has strategic plans concerning future IT development	Plans for the development of the services consider new technology	

**Customer journey:** the customer is able to access and exit the service in a way that meets their needs.

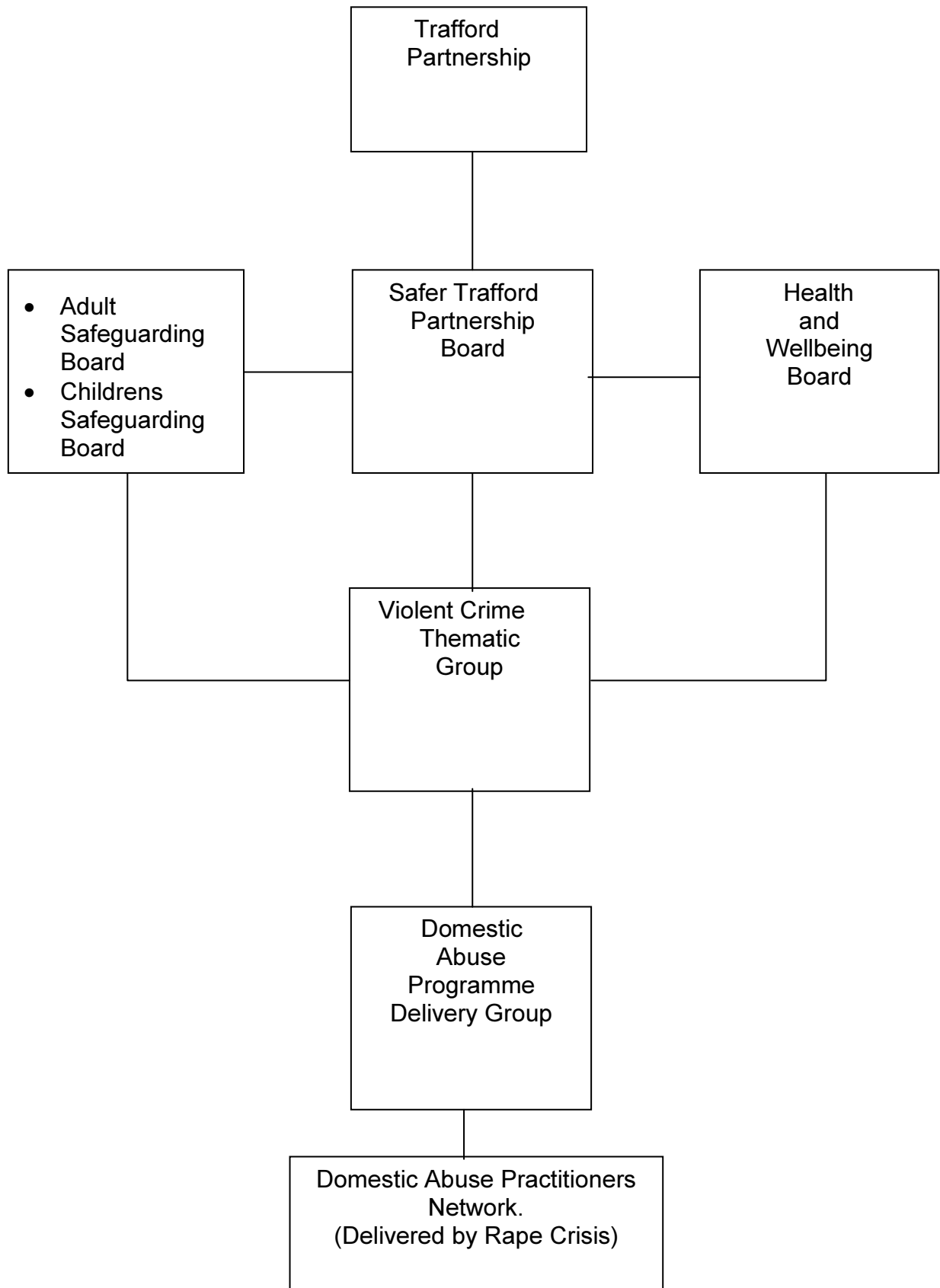
Standard	Outcome	Evidence/comments
36 – The service available to clients free at the point of access	Clients receive a service which is free at the point of delivery	
37 – The needs of clients are met in a way that is sensitive to individuals' needs	Clients the service in a way that is sensitive to their individual needs, for example considering disability and culture	
38 The needs of clients leaving the service are considered and next steps on going support agreed	Clients exit the service in a way that is sensitive to and supportive of their individual needs	



**Appendix 2: Current Governance Arrangements – Domestic Abuse, 2012/13**



**APPENDIX 3: Proposed Governance Arrangements – Domestic Abuse, 2013/14**



## WORKING TOGETHER TO TACKLE DOMESTIC ABUSE IN TRAFFORD STRATEGY

2013 - 2016

### 1.0 NATIONAL DEFINITION

From March 2013 the Government's new definition of domestic violence is:

***Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass, but is not limited to, the following types of abuse: psychological; physical; sexual; financial; emotional.***

*Controlling behaviour is: a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.*

*Coercive behaviour is: an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.” \**

*This definition, which is not a legal definition, includes so called 'honour' based violence, female genital mutilation (FGM) and forced marriage, and is clear that victims are not confined to one gender or ethnic group*

### 2.0 THE AIM OF THIS STRATEGY

**Our aim is for all agencies to work together to recognise the importance and impact of domestic abuse, to reduce the incidence of domestic abuse, to raise awareness of domestic abuse throughout the community, to protect victims and to hold perpetrators to account in Trafford.**

This strategy is the overall document which sets out a common understanding and commitment from key stakeholders to tackle domestic abuse in Trafford. It promotes working together in a planned way.

### **3.0 UNDERLYING PRINCIPLES TO THE STRATEGY**

- Domestic abuse cannot be tackled in isolation and a co-ordinated partnership approach is essential.
- Agencies must work together to prevent, intervene and reduce the impact of domestic abuse.
- The safety of victims and their families should be the primary consideration in service delivery, strategic development and implementation.
- Perpetrators should be held accountable.
- Prevention and early intervention is vital.

### **4.0 KEY NATIONAL STATISTICS**

- Domestic abuse accounts for 25% of all violent crime recorded across England and Wales.
- 2 women are killed every week by a current or former partner.
- Domestic abuse has the highest rate of repeat victimisation of any crime - 35% of households have a second incident within five weeks of the first.
- One incident of domestic abuse is reported to the police every minute across England and Wales.
- Estimates suggest that one in four women and one in six men will be a victim of domestic abuse in their lifetime.
- On average, 10,000 women are sexually assaulted and 2,000 women are raped every week. 34% of all rapes recorded are against children under 16 years of age.
- The UK forced marriage Unit indicates there are over 1600 reports of forced marriages a year.
- Domestic abuse is a factor in 75% of child deaths in serious case reviews.

### **5.0 PREVELANCE OF DOMESTIC ABUSE IN TRAFFORD**

- Between April and September 2012, 1,696 domestic abuse incidents were reported to Trafford Police
- It is estimated that only 1 in 5 incidents will be reported to the police, therefore the level of domestic abuse experienced in Trafford could be estimated in the region of 4,400 incidents.
- The Police are the biggest single referrers to MARAT – often due to domestic abuse issues.

- Between April and September 2012 Trafford MARAC reviewed 284 cases of domestic abuse in families.
- On average, 59% of cases going to Child Protection Conference in Trafford have domestic abuse as the most significant factor.

## **6.0 TRAFFORD'S BROAD PRIORITIES IN TACKLING DOMESTIC ABUSE**

### **6.1 Adult Victims**

- To work in partnership to meet the needs of all victims in Trafford and to enable access to specialist support.
- To improve the quality of life and safety of adult victims.

### **6.2 Children and Young People**

- To recognise the needs of, and provide support for, the children and young people whose lives are affected by domestic abuse.
- To improve the safety and quality of life of children and young people affected by domestic abuse.

### **6.3 Perpetrators**

- To ensure individual perpetrators of domestic abuse (convicted and non-convicted) recognise and understand their behaviour, held accountable and supported if they wish to change.
- To provide perpetrators of domestic abuse with programmes and interventions that help them to understand and change their behaviour.

### **6.4 Awareness**

- To increase awareness of the extent and impact of domestic abuse both across the local community and within agencies.
- To raise awareness among professionals of resources and activities available to support people affected by domestic abuse.

### **6.5 Early Intervention**

- To promote preventative and early intervention approaches when domestic abuse is recognised as a potential or actual issue within a relationship or family.

### **6.6 Joint working**

- To continue to improve the joint working between agencies, including information sharing, and establish robust structures to enable a co-ordinated approach.

**All priorities are of equal importance and require commitment from all agencies involved.**

## 7.0 KEY OBJECTIVES

**7.1 Adult Victims** – to provide and maintain support to adult victims of domestic abuse to reduce repeat victimisation, increase confidence to encourage reporting and prevent future harm. To improve the quality of life and safety of adult victims.

Enable victims to have access to appropriate support and information.

Enable victims to stay safely in their own homes should they wish to do and to be supported if they want to leave.

Develop formal commissioning arrangements for future projects to reflect local need.

**7.2 Children and Young People** – To recognise the needs of and provide support for children and young people whose lives are affected by domestic abuse. To improve the safety and quality of life of children and young people affected by domestic abuse.

Work to reduce the numbers of children at risk due to domestic abuse by tackling causal factors eg substance misuse and by promoting resilience.

Enable children and young people living with domestic abuse to be signposted to services for appropriate advice and support at the first point of contact and to maximise their safety through appropriate support and intervention.

Identify and protect high risk victims through the engagement of key services in MARAC and child protection systems.

Develop appropriate packages to help children and young people recognise domestically abusive relationships and behaviour

**7.3 Perpetrators** – To ensure individual perpetrators of domestic abuse (convicted and non-convicted) recognise and understand their behaviour, are held accountable and supported if they wish to change. To provide perpetrators of domestic abuse with programmes and interventions that helps them to understand and change their behaviour.

Continue and develop further pro-active offender management approaches for known domestic abuse perpetrators in order to reduce their risky behaviour.

Develop a sustainable perpetrator programme or service reflecting the needs of non-convicted perpetrators who pose a risk to families in order to maximise improvements in their ability to manage the risks they pose.

Support the developing programme to support young people at risk of becoming perpetrators or engaging in violent lifestyles.

**7.4 Awareness** To increase awareness of the extent and impact of domestic abuse both across the local community and within agencies. To raise awareness among professionals of resources and activities available to support people affected by domestic abuse.

Raise awareness of the issue of domestic abuse and make information available to the public via internet and other media based communication channels.

To develop information, resources and services to support families when domestic abuse issues have been identified and ensure a high level of professional knowledge about them and how best to use these.

Continue and develop sustainable training programmes for domestic abuse awareness and ensure that all relevant front-line professionals have access.

Ensure domestic abuse training is incorporated within existing training structures.

**7.5 Early Intervention** - To promote preventative and early intervention approaches when domestic abuse is recognised as a potential or actual issue within a relationship or family.

To ensure that professionals are aware of the indicators of domestic abuse or the causal factors which increase its likelihood and have the skills and knowledge to offer support at the earliest possible stage.

To develop information, resources and services to support families when domestic abuse issues have first been identified and ensure a high level of professional knowledge about them and how best to use these.

**7.6 Joint working** - To continue to improve the joint working between agencies, including information sharing, and establish robust structures to enable a co-ordinated approach.

Ensure that key services recognise domestic abuse as a priority and identify agency champions.

Develop agencies capabilities to collect domestic abuse data and commit to sharing this information.

Work to maximise links between Safer Trafford Partnership, Adult Safeguarding Children Board, Trafford Safeguarding Children Board, Children's Trust Board and the Health and Well-Being Board to ensure support for this strategy and delivery of its action plan.

Continue to work with AGMA to improve cross boundary working.

## **8.0 EVIDENCE OF SUCCESS**

8.1 This strategy will be implemented via a partnership action plan and although evidence of success is challenging to measure, indicators of success could be demonstrated by the following:

Continued high levels of reporting to the police of lower level incidents of domestic abuse and MARAC referrals at a level agreed as appropriate with CAADA

Number of high levels of reporting from other agencies referring to MARAC in line with CAADA.

Fewer domestic abuse incidents resulting in threat to life or serious injury

Reduction in repeat incidents in cases open to MARAC, whilst understanding that appropriate repeat referrals into MARAC is a sign of greater confidence of victims to report incidents and is essential to ensure effective management of risk for victims and their safety.

Evidence of reduction in perpetrator risk leading to partners and /or families being able to remain together

Positive outcomes for children with child protection plans where domestic abuse is a key factor (including children with child in need plan or common assessment framework)

Self- reporting from victims both adult and child that they feel safer and more supported as a result of the interventions available

## 9.0 SIGNATURES

This strategy forms the basis of an agreed approach to accepting the importance of the issue of domestic abuse and commitment of every relevant agency within Trafford to work together to tackle this issue.

<b>AGENCY</b>	<b>SIGNATURE</b>	<b>DATE</b>
Trafford Safeguarding Children Board		
Trafford Adult Safeguarding Children Board		
Safer Trafford Partnership		
Children's Trust Board		
Health & Well-being Board		



Appendix 5

**ACTIONS ARISING FROM OVERVIEW AND SCRUTINY REPORTS**

Date: Originally presented for financial year 2011/2012 (Last updated September 2013)

Committee: Scrutiny Committee

Report Title: Review of Domestic Violence

Lead Overview and Scrutiny Member: Cllr B Shaw

Executive Members Responsible: Lead Cllr Karen Barclay. Support: Cllr J Coupe, Cllr Young, Cllr Blackburn

Page 47

Ref	Recommendation	Account able Officer	Action update	October 2013 Update	RAG	Timescale for Completion	Responsible Executive Member
1	That the Partnership note the method of tackling domestic violence by other Partnerships, specifically a "One Stop Shop" and/or a "wrap-around" formal Partnership, and consider the scope for any similar initiatives in a local context.	Dave Boulger	As part of ongoing work to review and develop our local response to Domestic Abuse the Safer Trafford Partnership will explore a wide range of other models and examples of effective practice.  This work will be on going during 2013	The review of Domestic Abuse in Trafford has now been completed.  A new Strategy has been signed off by the STP Board as have new governance arrangements.  A problem profile is under development to underpin future commissioning decisions.	G	Complete	Cllr Coupe

				Trafford is also involved in work at a GM level to enhance the GM-wide Domestic Abuse intervention package and to develop a clear set of minimum standards, including a GM Victims Charter.			
2	That the Strategic Housing Partnership consider whether short-term lets are an appropriate tool in order to support those victims who are fleeing domestic violence.	Richard Roe	The Safer Trafford Partnership welcomes this and recognises that accommodation can be a significant issue for victims of Domestic Abuse and their families. The Safer Trafford partnership will work with the Strategic Housing Partnership on this issue (It is preferable to keep female victims and their children in their own homes as moving is a great disruption. We target harden to protect the home, it is often the case that the perpetrator tries to or follows the victim to the next accommodation which could result in continuous movement for the victim)	The Council's housing options service will work with partner agencies to enable victims of domestic violence in their own home wherever possible. Where this is not possible a range of temporary accommodation is used as most appropriate, subject to availability.	G	Complete	Cllr Coupe
3	That the Probation Trust re-visit the value added by IDAP catch up sessions.	Paul Burton/D. Boulger	The partnership will liaise with probation and provide feedback through IOM	Discussions have commenced around this area and research is being undertaken across GM to establish best practice. We will proceed on an 'as is'	A	Dec 2013 To be built into new action pan	Cllr Coupe

				basis for now, pending any future changes resulting from the new action plan (which will be communicated effectively with clear stakeholder buy-in from the outset.)			
4	That the Probation Trust consider the development of a peer support group for those who have completed the IDAP.	Paul Burton/D. Boulger	This will be progressed with Probation partners . it is planned to provide a feedback process with offenders following IDAP and we will report back progress through IOM	Discussions have commenced around this area and research is being undertaken across GM to establish best practice. We will proceed on an 'as is' basis for now, pending any future changes resulting from the new action plan (which will be communicated effectively with clear stakeholder buy-in from the outset.	A	Dec 2013 To be built into new action plan	Cllr Coupe
5	That the Probation Trust fully explore the use of text messaging to communicate a range of different messages to its clients.	Paul Burton/D. Boulger	Probation will look at a variety of ways of communicating with offenders; this is one we are keen to research. We will report back to the committee (This will be progressed through IOM)	This is currently being explored via the IOM lead.	A	Nov 2013	Cllr Coupe
6	That the Partnership encourages an input from all Registered Social Landlords, to reflect the importance of their contribution. This could be provided by the co-location of officers of the Council and other relevant organisations as a cost	Richard Roe/P Burton	The Safer Trafford Partnership welcomes this and will work with the Strategic Housing Partnership on this issue (This will be progressed through IOM)	Officers from HOST are now collocated at Sale Waterside with the CAB and welfare rights teams as part of the review of Information and Advice Services.	G	Nov 2013	Cllr Coupe

	effective measure to improve the detection and tackling of all forms of Domestic violence.						
7	That the Council and relevant partners revisit staff training methods to ensure front line officers understand and are able to interpret relevant legislation in respect of sharing information.	Mark Grimes	A programme of training has been developed to address this need. Partners will be invited to attend and the attendance rates will be collated	This action will be incorporated into the new action plan and link with Greater Manchester work around developing a GM wide training package to ensure a standardised approach	G	Nov 2013	Cllr Barclay
8	That the Select Committee be provided with an update on the Housing Strategy's discussions with HOST in respect of reducing bureaucracy for homelessness applications.	Richard Roe	A meeting will be arranged to take this work forward	HOST have adopted a new approach to the need to provide documentary evidence from applicants fleeing domestic violence	G	Complete	Cllr young
9	That the Select Committee be provided with an update on the collaborative working between GMP and Trafford Women's Aid in the development of a peer support group.	Debbie Nash	A peer group is already in place at TWA, there is also Trafford Rape Crisis that has Women only space and forums and this is complemented by the domestic Abuse forum	Complete	G	Complete	Cllr Barclay/Cllr Coupe
10	That protocols for joint working and information sharing are reviewed to ensure that all service providers, including registered social landlords, are involved, where appropriate in multi-disciplinary teams and Information Sharing Protocols so to facilitate the sharing of relevant information.	David Frost D.Boulger	The Safer Trafford Partnership is currently in the process of reviewing its existing ISP, which already includes RSL's and will have a refreshed version in place.	The review of the STP Information Sharing Protocol remains in hold due to resource constraints. However this should not serve as a barrier to information sharing. With or without a protocol, partners are enabled within law to share information for the purposes of preventing or detecting crime, protecting	G	Complete	Cllr Coupe

				children, or safeguarding vulnerable adults. All 3 routinely apply to Domestic Abuse cases and it is felt that current information sharing is sound.			
11	That Registered Social Landlords, through the Strategic Housing Partnership, consider feasibility of the collection of housing repairs information as a tool to support the possible early detection of domestic violence.	Richard Roe/ Analysts	The Safer Trafford Partnership welcomes this and will work with the Strategic Housing Partnership on this issue (This is in progress)	This will be considered further as part of current work on the Prevention of Homelessness Strategy and Housing Strategy.	G	Dec 2013	Cllr Young
12	That the Partnership agree what is a successful outcome for victims of domestic violence.	CSP Dave Boulger/ M Grimes	The Safer Trafford Partnership in collaboration with the Commissioning directorate will determine what success looks like and will establish a clear basket of indicators based on caada feedback and that are managed within its existing governance structure	This is being undertaken as part of the work identified in Action 1 and will seek to balance statistical data with qualitative data which captures victim experience / perception in a much more meaningful way.	A	Dec 2013	Cllr Coupe/Cllr Barclay
13	That the Partnership undertake or delegate responsibility to another appropriate group to undertake a needs-led review of support services to victims.	CYPS Cathy Rooney/ Sian Davies	This work has started and began with a workshop of key stakeholders. Some research has been conducted by CYPs into support services available to children and adults s victims and for perpetrator support services. Report to be compiled by Cath Rooney	Report completed by Sian Davies and Marie Castle and submitted to final report created by Ian Peet.	G	Complete	Cllr Blackburn/Cllr Barclay

14	That the Partnership undertake to develop a co-ordinated and broadly family based approach to tackling domestic violence.	CYPS Cathy Rooney/ Sian Davies	This work is already underway and feeds into a wider piece of work being collated between CWB and CYPS through the Trafford Children's Safeguarding Board  (There is a wider piece of work looking at how the council manages its most troubled families and how that work seamlessly engages with other work in the borough. CYPs are researching the support mechanisms available for children who experience or witness DV, alcohol workers have family workers alongside their DV workers who will work within the model designed by CYPS to ensure full family support as an integrated approach to redesigning social and coping skill within the family setting)	This action has been superseded by the new gathering and focus of the Implementation Group which will oversee actions around identifying need and commissioning gaps in service provision.	G	Dec 2014	Cllr Blackburn/Cllr Barclay
15	That the Committee receive an update on the business case being developed by the Head of Youth Offending.	YOS Ken Mcdonald	Unfortunately the agency engaged to complete this piece of work has withdrawn from the project.	Business case was developed and funding agreed by CYPS. After a successful bid the provider was not able to deliver the intervention programme to the standard required and has withdrawn from the project. We are currently considering alternative options.	To be considered as part of commissioning sub group		Cllr Young/Barclay

				A new action will be developed and sit within the delivery board action plan and considered as a commissioning priority for the sub group.			
16	That terms of reference be developed amongst partners setting out their roles and responsibilities with a view to reducing the potential of service overlap.	Mark Grimes/ Jayne Stevenson	There will be a procurement exercise in 2013 to provide advice and guidance and refuge support, this will create links with the IDVA DA service and RSLs and so should reduce any risk of duplication, this will also be reviewed through the MARAC steering group. There is a proposal to go to tender in September 2013	We have undertaken service mapping and this will form the basis of future commissioning decisions.	G	Complete	Cllr Young
17	That funding for the IDVA service be taken from core funding streams and not short term grants.	Kylie Thornton /Mark Grimes	Complete – the budget for IDVAs is a core budget with effect April 2013		G	Complete	Cllr Young/ Cllr Barclay
18	That if any short term grants are received that they are used to enhance the current service in a sustainable fashion, within the prescribed terms, and not create short term solutions to long term problems.	Kylie Thornton	This point is noted and where grants are applied they will be used in the context of long term sustainability		G	Complete	Cllr Young/ Cllr Barclay

19	That wherever possible, the Partnership should maximise the use of pooled budgets to provide for a more effective and streamlined service.	Debbie Nash	This point is noted . The pooled budgets will be subsumed into the wider public health budget and subject therefore to approval from the HWB Board for any future changes		G	Complete	Cllr Young/ Cllr Barclay
20	That the Partnership explore the potential for sharing a common database in which to store and share data from. This database would capture information on low/medium risk cases and therefore its remit would extend beyond the use of Sharepoint which is currently used by the MARAC.	Dave Boulger/ Kylie Thornton	The use of Sharepoint is already shared by all providers involved in assessing levels of DV. A further database could be in breach of data protection and would require secure portals and victim/perpetrator/children approval of establishing another database. The partnership are, however, considering the development of a vulnerable resident database. This could be further explored.	See previous update.  However, work is ongoing at a GM level to explore options for Greater GM wide collaboration and information sharing.	A	On going – Dec 2013	Cllr Coupe/ Cllr Barclay
21	That the Scrutiny Committee endorse any additional training and development for GP's in respect of identifying/supporting victims and perpetrators of domestic violence.	Mark Grimes	CFWB directorate and HWBB will engage with the CCG to jointly agree training for GPs in this work	This action will be incorporated into the new action plan and link with Greater Manchester work around developing a GM wide training package to ensure a standardised approach	A	Sept 2014	Cllr Young/ Cllr Barclay



22	That the Partnership consider strengthening support and interventions to low and medium risk victims and offenders / potential offenders with a view to reducing the number of high risk victims.	Kylie Thornton/ Dave Boulger	<p>There are new support mechanism commissioned through CFWB to provide wider support through GMP PPIU for victims of low/medium risk. The new support worker is in post until 2014 when this needs to be reconsidered. Additionally the work provided through GMFRS is a being extended to include low/medium risk victims</p> <p>There is also a preventative workshop delivered to all secondary schools that explores the relationship between alcohol and DV and its impact on children.</p>	This is recognised as a risk at GM level and will also be part of GM wide commissioning discussions which are being led by the Police & Crime Commissioner.	G	Dec 2013 – for review to continue the work	Cllr coupe
23	That the Partnership explore the potential for sharing the DASH assessment as a universal initial approach amongst a wider pool of organisations where it could be an effective solution to minimising excess bureaucracy, where appropriate.	Charlotte Ramsden/ Dave Boulger	<p>The Safer Trafford Partnership can scope the potential for this through the Violent Crime Thematic Group. However this would require the consent of those individuals on DASH (D.A Stalking and Harassment form – 21 questions, if victim scores 14 s/he is considered to be at risk)</p> <p>This will be progressed through the Safer Trafford Violent Crime Group to establish if it can be a pilot</p>	This is being considered as part of the new action plan and also across the GM area via the GM DA meetings.	A	March 2014	Cllr Coupe/Cllr Blackburn

			with one of the agencies from which we can review its success				
24	That Strategic Housing, in consultation with the Strategic Housing Partnership, consider the feasibility of addressing the need to relocate perpetrators, where appropriate, within the Council's Allocation Policy.	Dave Boulger/ Richard Roe	The Safer Trafford Partnership welcomes this and will work with the Strategic Housing Partnership on this issue	Perpetrators can be given additional priority to move through the Exceptional Circumstances category in the Allocations Policy, were this is supported by the agencies involved.	A	Sept 2013	Cllr Young/Cllr Coupe

### Trafford Domestic Abuse Steering Group Main

**Greater Manchester Police and Crime Commissioner's Plan Aim: Protecting Vulnerable People – working with local people and partner agencies to identify and protect individuals and groups at greatest risk. This includes, but is not limited to, those at risk of domestic abuse**

**Safer Trafford Partnership Aim: Build upon our current Domestic Abuse services to ensure that victims are supported and protected and perpetrators are challenged and face justice.**

**Greater Manchester priority – to improve multi-agency collaboration and co-ordination at the Greater Manchester and Local Level**

Strategic Objective: Victims provide and maintain support to victims of domestic abuse to reduce repeat victimisation, increase confidence to encourage reporting and prevent future harm.	<b>Action</b>	<b>Milestone</b>	<b>Lead</b>	<b>Completion Date</b>	<b>Target</b>	<b>Update</b>	<b>RAG</b>
	Inputs to be provided in relation to Honour Based Violence and Female Genital Mutilation.	Multi agency Safeguarding Children training has been provided re FGM and Forced marriage  Task and finish group 6.12.13 to review FGM awareness and	R Speight Named Nurse Safeguarding Children	November 2014	Ensure effective response to prevention and safeguarding adults and children at risk of exposed to FGM in Trafford across agencies		

Action	Milestone	Lead	Completion Date	Target	Update	RAG
	safeguarding children and adults re FGM in Trafford					
Develop a understanding of the victims pathway / journey to assist in the commissioning process	DV pathway in place between A&E TGH (CMFT) and victim support Safeguarding children have TSCB Domestic Abuse Joint protocol information sharing protocol between police and Social care, health and education	To be led by Practitioner network	March 2014	To ensure a fit for purpose process for the victim experience		
Agree upon most appropriate mechanism for continued monitoring of the MARAC process.	For CAADA accreditation there needs to be a marac steering group addressing strategic issues currently Trafford marac functions effectively according to CAADA quality assurance and this needs to be maintained possibly through the Milestone programme delivery board	Jeremy Pidd, Kylie Thornton	January 2014	Ensure appropriate Marac delivery		

Action	Milestone	Lead	Completion Date	Target	Update	RAG
Consider developing a bespoke package for BME victims and BME communities.	Link to existing Sohali project in Old Trafford also there was a report commissioned and written in Trafford re forced marriage.	Lead by Commissioning Group Kylie Thornton / Ian Peet	April 2014	Ensure appropriate services are available for all sectors of Trafford Community		
Consider how housing letting legislation can be utilised to support victims and disperse perpetrators	Link to HOST Report to be submitted to DADPB	Richard Roe	June 2014	Effective housing practices in place to protect victims		
Consider process and support of young people who are in relationships, with a focus on girls linked to gangs, where domestic abuse is present.	Clear pathway and referral process.	Area Family Support representative (to be nominated to PDB) and YOS representative.	End of March 2014	Adequate awareness and support provided to those most in need.		

Action	Milestone	Lead	Completion Date	Target	Update	RAG
Continue to support and evaluate the Independent Domestic Violence Advisors.	Conduct review of existing service provision. Consider in line with the Greater Manchester arrangements.	Commissioning Group Kylie Thornton / Ian Peet / Graham Cruel	March-June 2014	To provide advocacy and support to male and female victims of domestic abuse (aged 16 plus). Particularly those at very high-risk of harm.		
Continue to support and evaluate Domestic Violence Support Workers.	Conduct review of existing service provision. Consider in line with the Greater Manchester arrangements.	Commissioning group. Kylie Thornton / Ian Peet /Graham Cruel	March –June 2014	Serving as a victim’s primary point of contact, discussing the range of options available, encouraging victims reporting incidents to the police, ensuring early signposting to other agencies.		
Ensure effective Target Hardening support is available to support victims of Domestic Abuse in their own homes.	Through the commissioning sub group consider funding pool for target hardening.	Kylie Thornton/ Ian Peet.	April 2014	To provide additional security measures to victims within their own home.		
Ensure learning from DHR both locally and nationally are adequately reflected in the Local Authority and commissioned services and that a process is in place to monitor	Agree how DHR outcomes will feed into the DA framework.	Dave Boulger	March 2014	Improved response to victims by lessons learned		

Page 60

				from DHR's		
<p><b>Strategic Objective: Children and Young People</b>  <b>To recognise the needs of and provide support for children and young people whose lives are affected by domestic abuse and to promote preventative approaches through early help.</b></p>						
Action	Milestone	Lead	Completion Date	Target	Update	Rag
Work with schools and area family support teams to scope the appetite for education /awareness sessions within schools, to work with young people (especially teenagers) to reduce the risks of becoming victims/perpetrators of domestic abuse.	Feedback to Programme Delivery Board business case for school education programme.	Angela Gibbons and Cathy Rooney(supporting)	March 2014	Effective package developed to promote understanding of DA amongst young people,	this has already been commenced in some schools through TDAS and education welfare service Kathy Bell has awareness of services within schools Also Ken McDonald chaired a DV scoping group that	

Action	Milestone	Lead	Completion Date	Target	Update	RAG
Page 62					was looking at addressing young peoples needs with a bespoke programme with the aim to reduce the likelihood of young people becoming victims/ perpetrators of domestic abuse	
Ensure providers of Domestic Abuse services across Trafford have embedded Safeguarding procedures and know how/ when to make appropriate referrals to MARAT	Safeguarding training completed and referral pathway supported.	Cathy Rooney and Angela Gibbons	April 2014	Raise awareness and understanding of DA issues to ensure seamless referral	TSCB have multi agency safeguarding children training course in place re domestic	



					abuse and children Safeguarding health deliver a domestic abuse awareness training course for health professionals in Trafford. This course is open to all health professionals but for specific groups of staff attendance is mandatory	
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Action	Milestone	Lead	Completion Date	Target	Update	RAG
Consider development of bespoke package to raise awareness of Domestic Abuse to young people including support for young people who experience Domestic Abuse in the home.	Evaluate previous service specification for this area of work Report to PDB on previous research to develop programme to target young perpetrators.	Youth Offending Service	Jan 2014	Raise understanding of DA and provide support at earliest opportunity.		
Ensure commissioned adult services are aware of how to effectively respond to reports of DA and consider the whole family make up.	Clear referral pathway for Family CAF and early help encompassing adults services and included in service offer.	Angela Gibbons and CR	March –April 2014	Ensure adequate training and promote referral mechanisms.		
Develop local offer of services supporting children and families around domestic abuse.	Publish service offer on Trafford’s Family Information Service including search functionality against domestic abuse.	Angela Gibbons	March-April 2014	Raise awareness across partners and to residents of Trafford.		
Consider development of Junior MARAC in line with Greater Manchester approach.	Attend GM meetings around the Junior MARAC. Report to be developed for DAPDB	Angela Gibbons, Catherine Fleming.	June 2014	Develop multiagency approach for young people identified as victims.		

**Strategic Objective: Perpetrators**

**To ensure individual perpetrators of domestic abuse recognise and understand their behaviour are held accountable and supported if they want to address and change their behaviours**

Action	Milestone	Lead	Completion Date	Target	Update	Rag
Consider development of specification by GM Probation Trust for local voluntary perpetrator programme, in conjunction with other available information on accredited programmes	Service Specification to be developed.	Probation / Commissioning Sub Group	March- July 2014	Greater number of perpetrators engaged through voluntary provision at an earlier stage.		
Consider development of a bespoke package to work with teenage perpetrators of Domestic Abuse	Report to PDB on previous research to develop programme to target young perpetrators.	Youth Offending Service representative	Jan 2014	Engaging with teenage perpetrators at the earliest opportunity.		
Review IDAP process and consider additional catch up sessions.	Report to DA business Delivery Board	Probation	Feb 2014	Ensure effective practices		

Action	Milestone	Lead	Completion Date	Target	Update	RAG
Probation service to consider development of a peer led support group for those completing IDAP.	Report to DA Programme Delivery Board	Probation	March 2014	Greater number of perpetrators successfully complete the IDAP programme.		
Research the Greater Manchester area for any bespoke perpetrator packages for example Freedom Programme for perpetrators.	Report to DA Programme Delivery Board	Probation	May 2014	Greater numbers of perpetrators engaged with provision.		

**Strategic Objective: Joint Working and Commissioning**

**To improve the joint working and commissioning between agencies, including information sharing and establish robust structures to enable a co-ordinated approach.**

<b>Action</b>	<b>Milestone</b>	<b>Lead</b>	<b>Completion Date</b>	<b>Target</b>	<b>Update</b>	<b>Rag</b>
Agree short-term and long term funding and commissioning arrangements for DA service provision for 2014/15 onwards and communicate to providers. Where possible the board should maximise use of pooled budgets to provide a more sustained and streamlined approach.	Programme Delivery Board agreeing the commissioning approach of DA across CFW.	Commissioning Sub Group	April 2014	Ensure effective and ongoing support for victims.		
<b>Action</b>	<b>Milestone</b>	<b>Lead</b>	<b>Completion Date</b>	<b>Target</b>	<b>Update</b>	<b>RAG</b>
Agree a collective funding process that enables the Local Authority and Partners to contribute to and benefit from collaboratively developed or commissioned activities and initiatives, e.g. GM DV Helpline, GM-wide publicity campaigns	Programme Delivery Board develop and agree commissioning approach	Commissioning Sub Group	April 2014	Ensure effective and ongoing support for victims.		
Draft, consult upon and agree a revised and updated Domestic Abuse Strategy for the Borough	Draft strategy to be presented to SVTG, TSCB, Scrutiny Committee and HWB	Kylie Thornton	Dec 2013	Ensure effective practice is reflected in a robust strategy which is owned by all agencies.		
Ensure effective links are made across Greater Manchester and with the Office of the Police Crime Commissioner around Domestic Abuse funding	Make sure Trafford are represented at Greater Manchester Forums and mechanisms are in place to feed into GM business cases etc.	Kylie Thornton	Ongoing	Develop a stanardised approach across Greater Manchester		

The Local Authority and partners to consider training needs of staff to ensure all appropriate officers understand how to make appropriate referrals and interpret legislation. (Include Primary Care)	Review local and national training packages. Ensure links made with Safeguarding and MARAC training.	Workforce strategy. Kylie Thornton, Cathy Rooney	May 2014	Raise awareness and understanding of DA issues to ensure seamless referral mechanisms across agencies.		
<b>Action</b>	<b>Milestone</b>	<b>Lead</b>	<b>Completion Date</b>	<b>Target</b>	<b>Update</b>	<b>RAG</b>
Encourage greater links with Trafford Housing Trust and other Registered Social Landlords in ensuring adequate provision for tenants as victims of DA.	Develop effective links with all Registered Social Landlords through the Practitioner Network	To be led by Practitioner Network	Ongoing	All RSL's aware of DA support. Standardised approach developed across all RSL to support victims of DA.		
<p><b>Strategic Objective: Information Gathering</b>  <b>Gathering information from across the partnership to produce baseline data which will enable the partnership to understand whether intervention is effective and assist to highlight gaps in services</b></p>						
<b>Action</b>	<b>Milestone</b>	<b>Lead</b>	<b>Completion Date</b>	<b>Target</b>	<b>Update</b>	<b>Rag</b>
Draw together all available data in order to further develop DV victim and offender profile from that produced At the Problem Profile Meeting.	Draft problem profile to be developed. Completed Problem profile to be presented to DADPB.	Dave Boulger	Jan 2014	Develop clear picture of the extent of DA		

				across Trafford to inform commissioning process.		
Map current known service provision and gaps to assist in developing Strategy and developing bids for future funding	CYPS Report completed and featured in report by Ian Peet.	Ian Peet	Nov 2013	G		
<b>Action</b>	<b>Milestone</b>	<b>Lead</b>	<b>Completion Date</b>	<b>Target</b>	<b>Update</b>	<b>RAG</b>
Ensure robust information exchange mechanisms are in place across the local authority to share information in regards to victims, perpetrators and children.	Review current information exchange arrangements. Implement any necessary changes.	Jed Pidd, Kylie Thornton	July 2014	Swift and robust information exchange protocol in place to assist in early identification and support of victims.		
Ensure information protocols are in place with registered social landlords to facilitate sharing of information.	Review current information exchange arrangements. Implement any necessary changes.	Richard Roe, THT other RSL's	August 2014	Swift and robust information exchange protocol in place to assist in early identification and support of victims.		

Page 69

The Delivery Board to agree what is a successful outcome and develops performance measures.	Draft suite of indicators to be developed. Finalised dashboard to be agreed at DAPDB.	Catherine Fleming, Dave Boulger, Kylie Thornton.	February 2014	Clear outcomes and indicators developed to measure success of DA services.		
<b>Action</b>	<b>Milestone</b>	<b>Lead</b>	<b>Completion Date</b>	<b>Target</b>	<b>Update</b>	<b>RAG</b>
The Board explores the feasibility of utilising the DASH assessment as a streamlined tool for identifying need.	Review all current assessment in place across all services to identify commonality. Review current approaches across Greater Manchester.	Jed Pidd.	June 2014	Development of standardised assessment across all services to assist swifter referrals between agencies.	<a href="#">DASH RS.doc</a>	
Review all communications and content of DA website to ensure all information is relevant.	Review all current information contained within the DA service directory. Agree new information and updated site with members of DAPDB	Kylie Thornton / Karen Cooney / Communications Team	July 2014	Ease of access to information for residents across Trafford		



## TRAFFORD COUNCIL

**Report to:** Scrutiny Committee  
**Date:** 11 December 2013  
**Report for:** Information  
**Report of:** Executive Member for Finance and the Director of Finance

### Report Title

Local Council Tax Support Scheme – progress report

### Executive Summary

Trafford's Local Council Tax Support Scheme was approved by full Council in January 2013 and rolled out to all new and existing (Council Tax Benefit) claims from April 2013.

This report provides members with an update on progress to date including:

- Caseload changes;
- Expenditure;
- Council Tax collection / recovery;
- The new discretionary fund.

### Recommendation(s)

That the Scrutiny Committee notes the contents of this report.

### Contact person for access to background papers and further information:

Name: Louise Shaw  
Extension: 3120  
Background Papers: None

**Contents**

1 Background & Introduction ..... 3

2 Impact on Council Tax..... 3

3 Impact on caseload ..... 4

4 Impact on expenditure..... 6

6 Discretionary Payments..... 8

7 Conclusion..... 9

Appendix A - A Summary of Trafford’s Council Tax Support Scheme..... 10

## 1 Background & Introduction

- 1.1 In April 2013, the Council implemented its new local Council Tax Support (CTS) Scheme, which was designed to reduce expenditure and contribute towards the £1.25m funding gap caused by a reduction in government support. The new scheme was designed following an extensive 12 week consultation and has helped to reduce costs and protect the most vulnerable. This has been achieved by carefully changing a number of specific components of the Government's national default scheme, designing specific protections and introducing new work incentives. A summary of Trafford's scheme can be found in Appendix A.
- 1.2 In April, all residents receiving Council Tax Benefit (CTB) were automatically transferred on to CTS and their awards re-assessed. As the new scheme was designed alongside changes to Council Tax empty property discounts and exemptions, the number of people financially affected was minimised to approximately 3000 residents. Many of these residents were already paying some Council Tax and only a small minority (260) were required to pay Council Tax for the first time. These were mainly people in a band D property (or above) or people living with other adults who were previously not counted because they were on benefits.
- 1.3 This report looks at how the new scheme has affected caseload, expenditure, the discretionary fund and Council Tax collection.

## 2 Impact on Council Tax

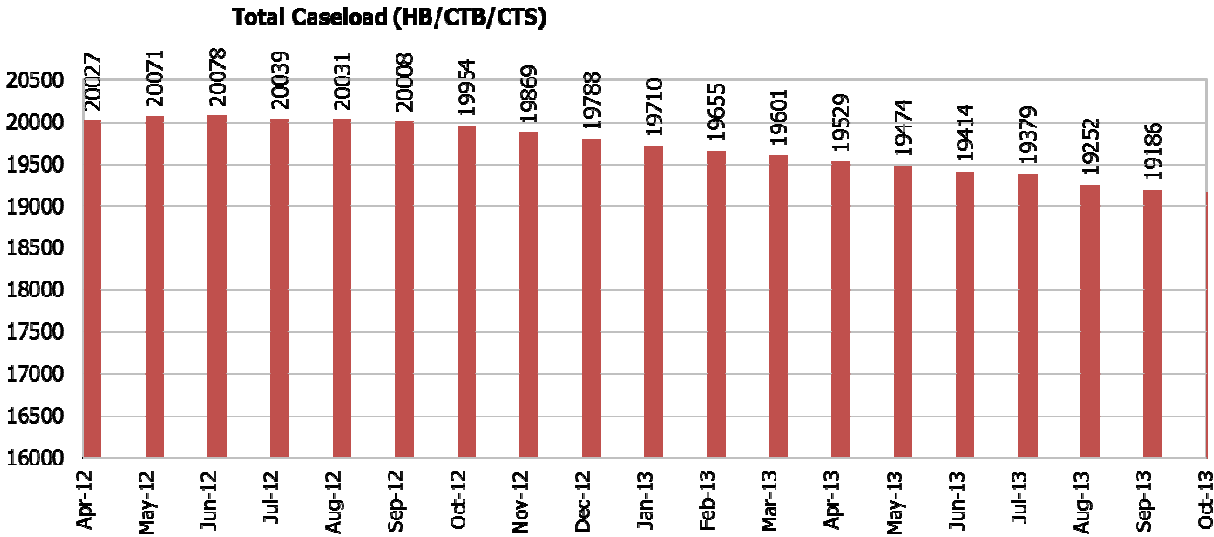
- 2.1 Extra steps were built into the Council Tax recovery process for any household who received CTS but did not qualify for the full amount and therefore have something to pay. Additional reminder notices and a final notice were developed for issue prior to a summons which contained clear information as to the consequence of continued non-payment and also advice where to go for assistance. To date over 3,500 additional notices have been issued.
- 2.2 An investigation of 100 of the additional notices issued in September and October was carried out and detailed findings can be found in the table below. Overall it appears that the policy is effective in assisting those affected understand their liability and helping them avoid summonses being issued and costs incurred.

<b>Paid in full after notice</b>	20
<b>Made contact</b>	48
<b>Arrangement agreed</b>	43
<b>Arrangement up to date</b>	38
<b>Recovery continued beyond notices</b>	32
<b>Arrears exist for other years</b>	31

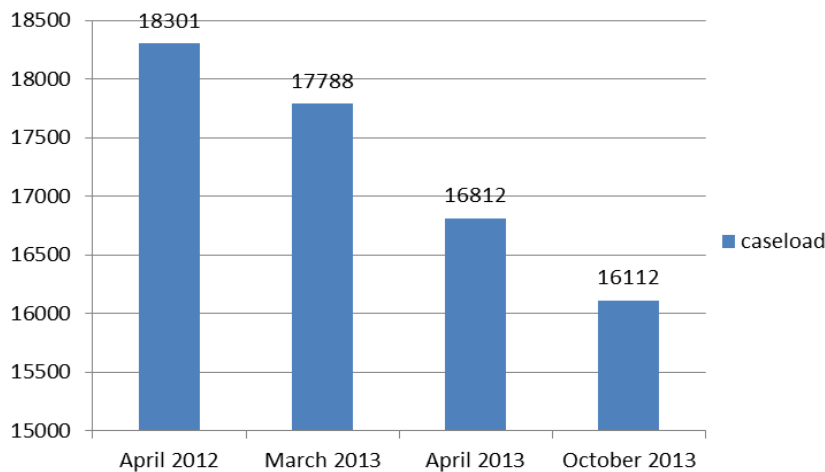
- 2.3 The table shows that approximately 20% pay and almost 50% contacted and made an arrangement. In total, only 32 of the hundred reviewed did not pay and had a summons issued. The majority of these cases have arrears of Council Tax relating to previous years.
- 2.4 Monthly on-going monitoring of the top 50 households affected by the changes since April has taken place. As at 31 October, 31 were completely up to date and 12 had required recovery proceedings. The others were either no longer liable or had partially paid.
- 2.5 Overall Council Tax collection in Trafford remains the highest across the GM Authorities and is in line with our annual target for 2013/14. As at 31 October, collection was 68.26% compared with 68.89% at the same time last year. However, approximately 2,000 households have opted to pay their Council Tax in 12 monthly instalments following regulation changes last year. It is estimated that this has deferred around £400k in payments and accounts for approximately half of the difference between this year and the same time last year.

**3 Impact on caseload**

- 3.1 The chart below shows the combined caseload figures for Housing Benefit (HB) and CTS (Council Tax Benefit prior to April 2013). The figures show that the introduction of CTS did not noticeably affect the overall caseload and there was no significant drop in caseload. This is because many residents claim both benefits. It is also important to note that the caseload has been reducing gradually on a monthly basis since June 2012 and this trend has continued under CTS.



3.2 The chart below highlights the differences in caseload between the old Council Tax Benefit scheme and the new CTS Scheme. In April 2013, the caseload reduced by just under 1,000 cases, which can mainly be attributed to the introduction of the £5 minimum threshold component of the new scheme i.e. no awards under £5 are paid and the abolition of second adult rebate. This figure is close to our initial estimation of 1,161 cases (991 due to the £5 threshold and 170 due to second adult rebate) which was predicted when designing the scheme.



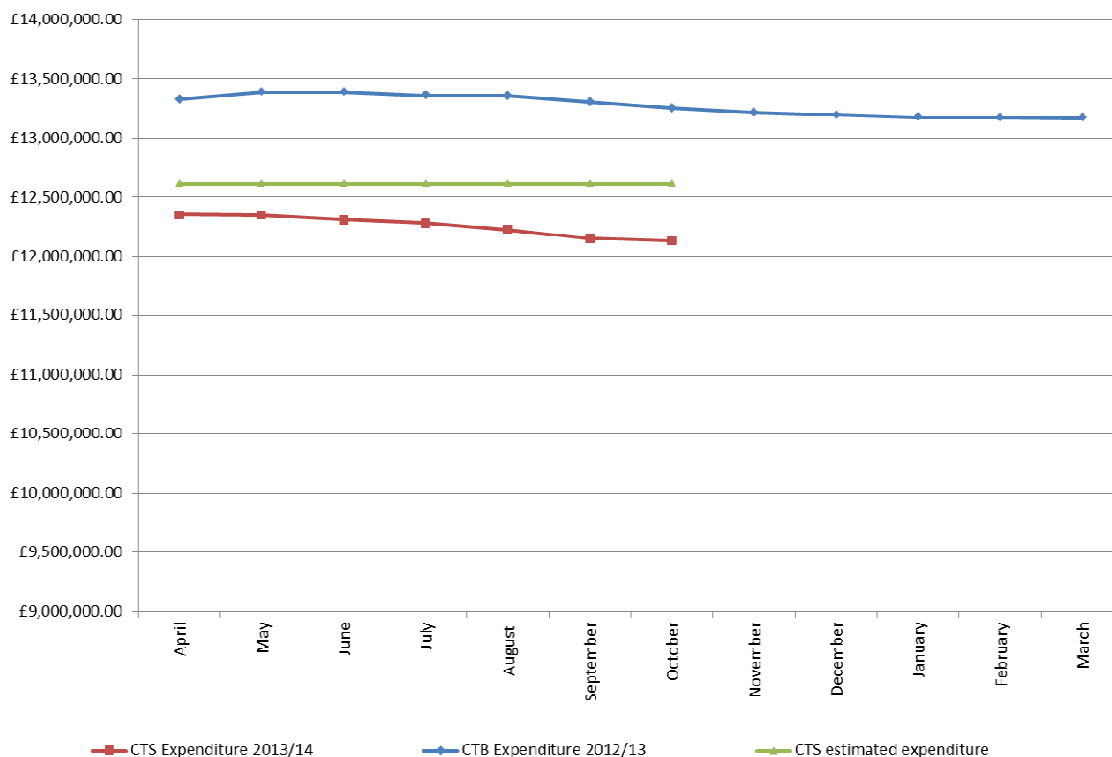
3.3 During this period the pensioner age caseload has also decreased from approx. 8,403 cases in April 2012 to approx. 7,911 in October 2013; a drop of 492 cases (which is 22% of the total caseload reduction). This is in comparison to a working age caseload drop for the same period of 1,697 (78%).

3.4 As pensioners are protected under the CTS scheme, it is likely that this small reduction in pension age caseload can be attributed to the following:

- the overall trend of falling caseload;
- the gradual increase in pension credit age over the same period; and
- Enhancements in software, enabling more accurate pension age data to be produced.

## 4 Impact on expenditure

4.1 Under CTS the Council receives a fixed grant and is not reimbursed if this is exceeded. The chart below shows that the monthly projected expenditure is below the estimated £12.61m scheme costs. This gap, between the estimated and actual (projected) spend is widening mainly due to a gradual reduction in caseload (which is following a drop in HB as shown in sections 3.1 & 3.2). The blue line at the top of the chart shows the Council Tax Benefit expenditure data in 2012/13 as a comparator.

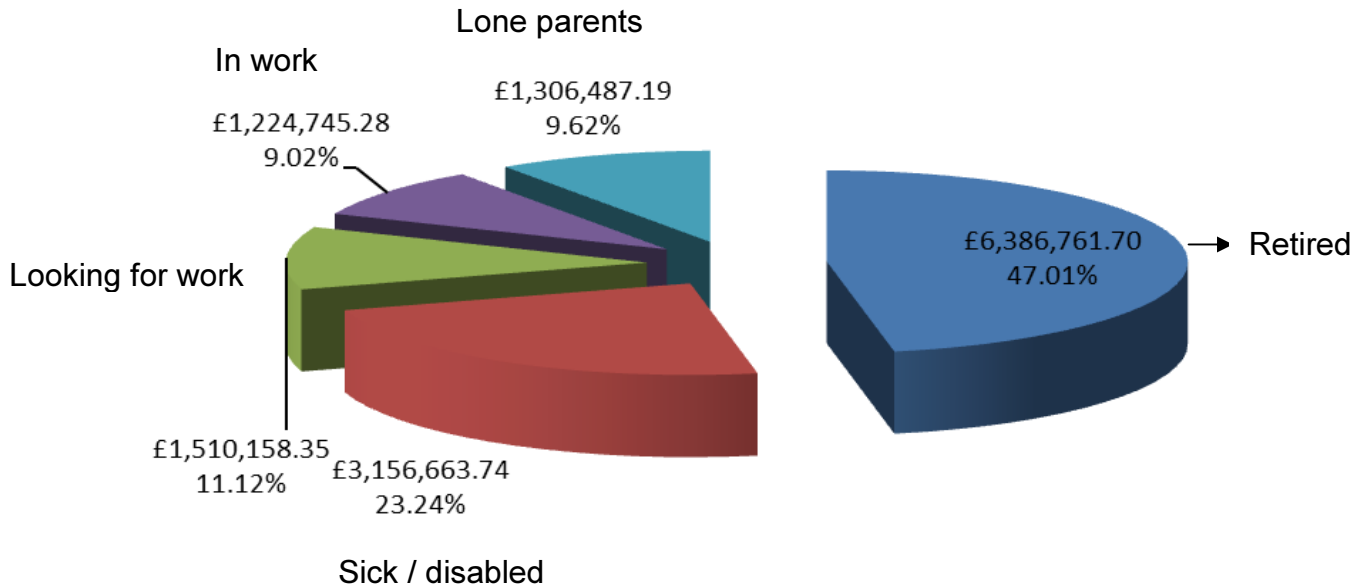


4.2 The chart below shows the gradual reduction in CTS expenditure on a month by month basis from April 2013 to October 2013. These figures are projected for the full financial year.

Month	Amount committed
Apr-13	£12,354,031.63
May-13	£12,348,751.46
Jun-13	£12,308,985.00
Jul-13	£12,280,923.34
Aug-13	£12,226,191.52
Sep-13	£12,150,547.06
Oct-13	£12,132,604.00

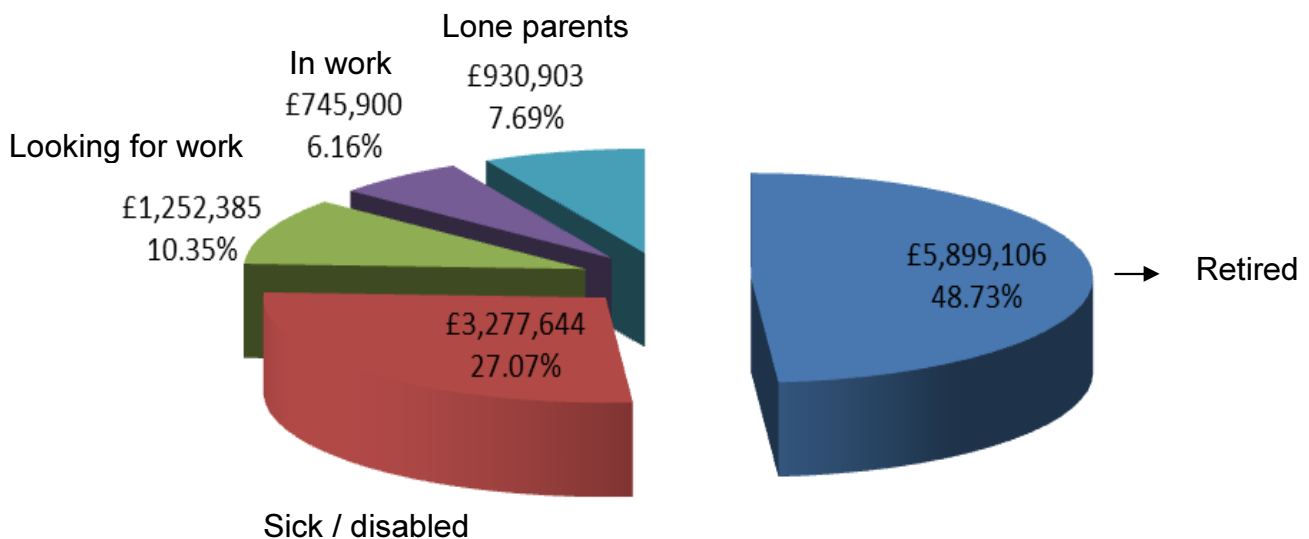
## 5 Council Tax Benefit - expenditure 2012/13

5.1 The chart below provides a breakdown (April 2012) of Council Tax Benefit expenditure per customer group. This can be compared against the latest CTS expenditure data (See 5.2) for 2013/14.



Total Expenditure = £ 13,584,816 Total caseload = 18,335

## 5.2 CTS - expenditure 2013/14



Total Expenditure = £12,105,937 Total caseload = 16,112

5.3 Pensioners are fully protected by the new scheme, therefore the reduction in expenditure corresponds directly to a reduction in caseload, which was forecasted by DWP as the stage pension age continues to gradual increase. The disability protection within the new scheme and the fact that many disabled people claim income based Employment and Support Allowance

means that this group has been largely unaffected. The main reductions in expenditure can be seen within the other 3 groupings.

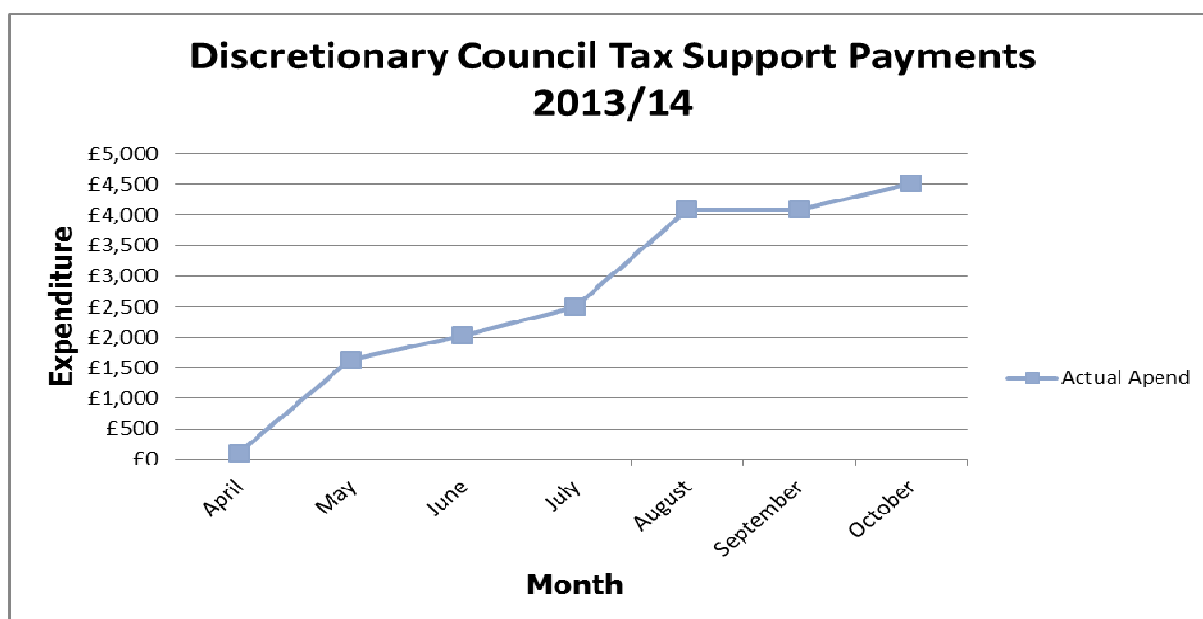
## 6 Discretionary Payments

6.1 To help with the transition from Council Tax Benefit to CTS, Members agreed that a discretionary fund should be set up to help residents on a case by case basis. A fund of £50k was set aside for this purpose.

6.2 To date, take up has been relatively low despite linking it to Discretionary Housing Payments and Trafford Assist. Officers are currently promoting a take up campaign by actively contacting residents who they feel may be eligible to claim a discretionary CTS award to see if they wish to apply.

6.3 To date the Council has received 64 applications to the discretionary Council Tax Fund, of which 39 (61%) applications were successful. The main reason for refusal was due to an applicant's income exceeding their expenditure, meaning they could afford to contribute towards the shortfall.

6.4 The graph below shows total expenditure to date:



6.5 The chart below shows the underlying reason for the discretionary award. Please note this is higher than the number of successful applications because some people were affected by multiple changes.

Cost Component	Number of applications
(a) Abolish Second Adult Rebate	0
(b) Restrict support to the charge for a Band D property	5
(c) Increase the income taper from 20% to 30%	23
(d) Include Child Benefit as income when calculating entitlement	5
(e) Abolish Backdating	3



<b>(f)</b> Increase the deductions made for other adults living in a property	10
<b>(g)</b> Restrict benefit, so no awards are made under £5 per week	12

## **7 Conclusion**

- 7.1 The information within this report shows that the new CTS Scheme appears to be functioning as planned. Indeed Council Tax collection remains on target; demand for discretionary payments remains low; and notably there have been no appeals to the Valuation Office Agency, against the local CTS scheme.

## **Council Tax Support scheme**

### **Cost Components:**

- (a) Abolish Second Adult Rebate
- (b) Restrict support to the charge for a Band D property
- (c) Increase the income taper from 20% to 30%
- (d) Include Child Benefit as income when calculating entitlement
- (e) Abolish backdating so all awards are paid from the date of application
- (f) Increase the deductions made for other adults living in a property
- (g) Restrict benefit, so no awards are made under £5 per week

### **Protections:**

- Protect claimants of pension age in line with Government policy.
- Protect claimants and/or their partners who receive the middle or high rate of Disability Living Allowance for Care or Mobility from all the above changes except for component (a) (abolish Second Adult Rebate) and (e) (abolish backdating).
- Protect households who have a dependent child under 5 years old from component (d) (including Child Benefit as income).
- Continue to apply our local discretion to disregard War Pensions and War Widows Pensions as income, when calculating awards of Council Tax Support.
- Set up a discretionary fund to help people in need on a case by case basis.
- Uprate applicable amounts in the calculation of Council Tax Support for 2013/14 in line with the national 1% increase for working age claimants.

### **Work Incentives:**

- Increase Extended Reductions (formally Extended Payments) from 4 weeks to 8 weeks. This entitles some long term unemployed claimants for assistance with their Council Tax bill for up to 8 weeks when they start work.
- Increase child care disregards by 10%, where parents are working and children are in approved child care

### **Change the Council Tax charges for empty and unfurnished properties and second homes:**

- Remove the 100% empty property exemption and replace it with a 100% discount for one month, followed by the full charge;
- Abolish the 10% Second Homes Discount;