

Improving Lives Select Commission

Domestic Abuse Update

Is this a Key Decision and has it been included on the Forward Plan?

No

Strategic Director Approving Submission of the Report

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Report Author(s)

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Ward(s) Affected

All

Summary

This report provides an update in relation to key activity and progress in relation to the provision of Domestic Abuse Services across Rotherham.

Recommendations

- That the Committee note the report.
- That the Committee notes the intentions in relation to varied case audits and requests a report in relation to the findings and learning as a result.
- That the committee requests continued regular updates on progress.

List of Appendices Included

Appendix A – Peer Review Outcome

Background Papers

No

Consideration by any other Council Committee, Scrutiny or Advisory Panel

No

Council Approval Required

No

Exempt from the Press and Public

No

Domestic Abuse Update

1. Recommendations

- 1.1 That the Committee note the report.
- 1.2 That the Committee notes the intentions in relation to varied case audits and requests a report in relation to the findings and learning as a result.
- 1.3 That the committee requests continued regular updates on progress.

2. Background

- 2.1. Domestic abuse remains a key priority for the Council and its partners, through the Safer Rotherham Partnership (SRP). This report follows previous reports to this Committee throughout 2017 and prior. The last report to this Committee was presented in November 2017.
- 2.2 The following outstanding recommendations will be addressed within this report, alongside providing a general update against progress:
 - That an update is provided to this Committee in 6 months to include information about how the voice of the victim is captured in the strategy and its implementation.
 - That an update is provided outlining progress in addressing the recommendations of the PEEL review in relation to South Yorkshire Police's response to domestic abuse.

3. Delivering the Strategy

- 3.1 The Domestic Abuse Strategy is a partnership strategy and adopted by the Safer Rotherham Partnership towards the end of 2017. It was subsequently endorsed by the Councils' Cabinet. The strategy lays out the collective vision for Domestic Abuse (DA) services within Rotherham for the next three years. There have been some key achievements to date, a number of which are outlined in further detail below. A summary however of key achievements is as follows:
 - The agreement of a revised action plan
 - A reduction in waiting lists in commissioned DA services
 - Additional funding secured through Housing
 - A revised training offer
 - Commencement of a Perpetrator Programme
 - Development of a hand-book for practitioners
 - Delivery of an independent peer review
 - Subject of the Council's independent Health Check
 - OFSTED – rated GOOD
 - PEEL – rated GOOD
 - A complete data set
 - Deliver of a targeted World Cup operation

- Additional DA support over Christmas period
- Enhanced engagement with service users

4. Governance and Assurance

- 4.1 As can be noted from the above summary, there has been a significant increase in the level of assurance and governance relating to DA. A large part of this assurance has come from the various Inspectorates. In relation to the Council, Members will be aware of the GOOD rating given by OFSTED at the start of 2018. This coincided with South Yorkshire Police being ranked GOOD by the Police Efficiency, Effectiveness and Legitimacy (PEEL) inspection, demonstrating progress against the improvement plan within the Police, as discussed at the previous meeting of this Committee.
- 4.2 Alongside general inspections, Domestic Abuse has been subject to two further independent reviews. Significantly, this area of business was a specified area within the Council Commissioners' Independent Health Check, the report of which demonstrates confidence in the provision of Domestic Abuse services. In addition, and as a direct result of the recommendations of this Improving Lives Select Committee, DA services underwent a full independent peer review, led by colleagues from Bradford City Council and a sector led improvement specialist. This is thought to have been the first review of its kind in the country. In order to support the review process, the DA priority group developed a storyboard in relation to services, highlighting good practice alongside areas where improvement was required. In summary, the good practice identified related to:
- Positive progress in individual agencies
 - Up 2 you
 - Rothacs
 - Multi-Agency Domestic Abuse meeting (Daily meeting within MASH)
 - Multi-Agency Safeguarding Hub (MASH)
 - Op Encompass (notification to schools following incidents in the home)
 - Perpetrator programme
 - Strategy
 - Action Plan

The areas that partners identified for improvement were as follows:

- Understanding our provision
 - Access to it (geographically and individually)
 - Informing commissioning
- Assessments
 - Quality
 - Consistency
 - Shared Use
 - Situational
- Engaging Service Users
- Data
 - Gathering
 - Using
 - Reviewing

- Training
 - Needs
 - Delivery
 - Assurance

- 4.3 The team from Bradford included the Assistant Director of Performance Partnerships Commissioning who led the review; the DA Coordinator; the Clinical Commissioning Group funded Health DA Coordinator; Bradford Social Care Multi-Agency Safeguarding Hub (MASH) Service Manager; two police officers from the MASH; a representative from adult commissioning; the Chief Executive of Keighley Domestic Violence Services; and Bradford's Head of Targeted Early Help. Bradford colleagues were supported in the review by the Sector Led Improvement Lead, Rob Mayall (ADCS).
- 4.4 The day began with a presentation from the Rotherham team, led by the Chair of the Domestic Abuse Priority Group (Head of Community Safety, Rotherham Metropolitan Borough Council (RMBC)) alongside the Deputy Chair (Assistant Chief Nurse, The Rotherham NHS Foundation Trust (TRFT)) and supported by a wide range of officers including colleagues from Health, Police, Commissioning, Adults and Children's Services. This presentation sought to articulate Rotherham's wider journey and within that, the journey in relation to domestic abuse. In particular, officers articulated the significant progress made recently in relation to the strategy, coordination and delivery, whilst at the same time offering an honest overview of the issues.
- 4.5 Following the presentation and subsequent question and answer session the team from Bradford undertook fourteen interviews and focus groups, hearing from a total of nearly sixty multi agency staff and service users as part of the challenge day.
- 4.6 The review included meetings with the Strategic Director of Children and Young People's Services; Police Commander for Rotherham; the Chair of Improving Lives Select Commission; the Chairs of both the Adult and Children's Safeguarding Boards; a focus group of middle managers; a prevention focus group; a provider focus group; service users; health partners; commissioners; workforce development staff. One team spent the day in the MASH and attended Multi Agency Risk Assessment Conference (MARAC) and the Multi Agency Domestic Abuse (MADA) meeting. The Portfolio Holder from Bradford for Health and Wellbeing undertook a telephone interview with the Cabinet member in Rotherham who is also chair of the Safer Rotherham Partnership Board.
- 4.7 The full outcome report is attached as Appendix A and addressed to the Strategic Director for Regeneration and Environment. The findings of the report are largely consistent with those issues identified by the partnership and make a clear case for improvement in some areas. The report also identifies a number of areas of good and effective practice. Worthy of note is the fact that not only did the Rotherham team learn a significant amount; the Bradford team also took some good practice from the process.

5. Voice of the Victim

- 5.1 As highlighted previously to this Committee, there is a clear ambition of partners to work closely with service users, victims and survivors to better understand how the service works for them, and to work together on designing services for the future. Whilst there have been some challenges in this area, Rotherham RISE did arrange for the Chair of the Safer Rotherham Partnership and the DA lead to address an open group in relation to the strategy during 2017. The Council's Chief Executive also spoke about the strategy at the 'Reclaim the Night' event in November 2017. During the Peer review, assessors and the team also ensured that service user's voices were captured to inform the overall outcome and this was done through a focus group.
- 5.2 Looking ahead to the remainder of 2018, Rotherham RISE have agreed to work with the DA coordinator to plan an annual calendar of engagement events. The purpose of this will be to both hear feedback and to consult on key policies and strategies. There is also an ambition to seek to have service users represented on the strategic group for DA. Finally, officers are seeking to routinely capture satisfaction data, to provide a consistent input from the victim's perspective. The Safer Rotherham Partnership has also agreed to focus some of its funding on engagement and awareness.

6. Focus for 2018/19

- 6.1 There are four key activities outlined within the domestic abuse delivery plan, which are as follows;
- Review the full partnership service offer, engaging with victims and providers to identify any gaps and produce recommendations
 - Ensure an effective governance, assurance and performance framework
 - Review, understand and ensure training needs across all partners are met
 - Engage with service users consistently, consult with them relating to strategy, policy and process, alongside delivery
- 6.2 The action plan has been consolidated to focus on those activities that will make the most difference to victims and survivors of DA. Generally, each action plan area has some form of delivery function reporting in to the DA priority group.

7. Police Efficiency Effectiveness and Legitimacy (PEEL) Review

- 7.1 As reported to this committee in October 2017, the DA priority group has also given greater focus to understanding the actions of South Yorkshire Police (SYP) in response to the Police Efficiency Effectiveness and Legitimacy (PEEL) inspection, conducted in November 2016. The SRP has received reassurance about the actions taken by SYP since this time. The key actions included:
- Increasing training for officers (both general and specialist)
 - *Training has been provided around civil orders re DA*
 - A revised process for supervision/monitoring of DA investigations

- *Superintendent, through Daily Management Meetings, provides clear focus on domestic abuse*
- Work across all types of crime to enhance victim care on offer
- Revised processes to ensure quick and regular contact alongside ensuring appropriate support is provided

7.2 Since the previous report to this committee, the Police have faced a further PEEL inspection and the outcome of this inspection was GOOD, which is a significant improvement. The report highlights further work still to be done, including the need to continue to upskill the workforce in relation to vulnerable people. There is a new Detective Chief Inspector in post within Rotherham and, additionally, the centralised Protecting Vulnerable Persons Team (PVP) has now moved to report to the district command structure, which is seen as beneficial in terms of developing local delivery. There remain some challenges in relation to policing, however these challenges are now more transparent to partners and a coordinated effort continues to be made to improve services.

8. Performance

- 8.1 Crime continues to rise in relation to Domestic Abuse, with a 28% increase in 17/18, when compared to the previous year. Whilst this figure may appear concerning, the majority of the increase is thought to be due to improvements in crime recording standards, rather than an increase in incidents. When a crime is reported to the Police the report turns in to an incident. When a Police Officer investigates an incident, if they are satisfied a crime has been committed then it is recorded as such. Previously, supporting evidence would have been required however currently, if a victims says it is a crime, it is recorded as a crime. There has not been a correlating increase in incidents and this is therefore understood to demonstrate that the police are turning more incidents in to crimes, which is a positive. This rise however does mean that there has been a decrease in the number of positive outcomes which reduced by 13% (18% of all crimes for 17/18). The decrease is not entirely accounted for by the rise in crimes and this is therefore a concern to the partnership currently.
- 8.2 In relation to high risk cases, there has been an 8% decrease in the overall number of referrals to the Multi Agency Risk Assessment Conference (MARAC). More work is needed to track assessments in order to understand whether this can be interpreted as positive. Superficially, it suggests fewer victims are escalating through high risk processes. There has also been a reduction in the number of repeat high risk cases and this is seen as positive by the partnership as it potentially offers a measure of success in relation to the MARAC process. However again, the partnership view these figures cautiously.
- 8.3 Finally, satisfaction rates have dipped slightly, though again this should be considered in light of an increase in overall levels of demand. The partnership does not yet fully understand satisfaction across the whole system, though individual agencies and providers do collect some information. In relation to commissioned services, as reported to Council via the performance framework, outcomes have remained consistently high with the end of year figures showing 99% of people given successful support to avoid or manage harm; 99% given support to maintain accommodation and 92% given support to maintain accommodation.

9. Perpetrator Programme

- 9.1 As previously reported, the partnership prioritised the delivery of a perpetrator programme, following recommendations of this Committee. This programme is now in place across the South Yorkshire area by way of a partnership between all Local Authorities and the Police and Crime Commissioner. The programme is delivered by Sodexo, who also provide Community Rehabilitation Company (CRC) probation functions across South Yorkshire. The programme was delayed slightly in relation to commissioning, but was launched on the 20th April 2018 with an event in Rotherham.
- 9.2 Since commencement, Officers continue to deliver close monitoring. Currently, referrals have been slow to pick up within Rotherham and this continues to be pushed by the partnership. The low number currently being dealt with has allowed Officers to monitor cases closely, which also allows any concerns in relation to victims to be identified quickly and resolved. Performance in relation to this service will continue to be monitored through the DA priority group and development continues. An example of this would be the recent development of work with custody, which will see all entries referred to the service and assessed for suitability.
- 9.3 In terms of the profile of the individuals involved, this is varied. What is clear to date is that substance and alcohol misuse, and mental health issues are prevalent amongst those engaged in the programme, suggesting further work is needed in these areas.

10. Key Issues

- 10.1. Delivery of a single access point within the Council has been delayed. This is due to the partnership recognising the need to undertake a wider review of service provision. This decision was taken given the likelihood that a wider review may change structures and processes, which could in turn require a different way of delivering within the Council. Efforts will be focussed on delivering a single product which reviews the whole system, including both commissioned and non-commissioned services, and makes recommendations about gaps in delivery and the future model. This is being led by Commissioners within the Council, in Adult Care, Housing and Public Health, with support from a number of others. This is timetabled for completion by the end of this year with the potential to seek to commission in the early part of 2019.
- 10.2. The other key challenge remains enforcement. Officers are aware from the above data that outcome rates have reduced and that within the outcome rates, prosecution outcomes are low. South Yorkshire Police are keen to work with partners in a transparent way and this has been demonstrated by recent work within the DA priority group. Officers will collectively seek an increase in prosecutions, which are generally reliant on the survivor being given the reassurance and support to make formal complaints. The provision of reassurance and support cannot therefore come from the Police alone.

10.3 Whilst there are no current waiting lists within commissioned services, the partnership is aware of excess demand within non-commissioned services relating to DA. Further work needs to be undertaken to understand demand across services. This greater understanding will allow better allocation of resource of transfer of service.

11. Recommendations

11.1 That the Committee note the report.

11.2 It is recognised that there is much more work to do, but and that this is a key priority for the Council and its partner's and whilst progress continues to be made.

11.3 That, the committee requests regular updates on progress to be provided.

12. Financial and Procurement Implications

12.1 This report does not present any decisions and there are no additional financial or procurement implications.

13. Legal Implications

13.1 This report does not present any decisions and there are no legal implications.

14. Implications for Children and Young People and Vulnerable Adults

14.1 There are wide-ranging impacts as a result of domestic abuse on children, young people and vulnerable adults. Not only can the impact be physical injury but abuse of any forms can have long lasting psychological impacts. A range of professionals who work with young people are represented on the DA priority group and there is a process of continuous assurance in place through the Local Safeguarding Children's Board. In respect of vulnerable adults, again there are a range of professionals represented and assurance is provided through the Safeguarding Adults Board. The DA group continuously consider implications relating to children, young people and vulnerable adults and will continue to ensure services are fit for purpose in this regard.

15. Equalities and Human Rights Implications

15.1 The partnership continues to monitor data in relation to equal access to services. There is a bespoke commissioned service for Black, Asian and Minority Ethnic (BAME) Groups.

16. Implications for Partners and Other Directorates

16.1 Implications for partners and other Directorates are considered on an ongoing basis by all partners represented within the DA priority group and Safer Rotherham Partnership.

17. Risks and Mitigation

17.1 Domestic abuse presents risks to individuals alongside organisational risks relating to good quality service provision, the work outlined above seeks to continue to improve services whilst at the same time, provides assurance as to the current provision.

18. Accountable Officer(s)

Sam Barstow, Head of Community Safety, Resilience and Emergency Planning

Approvals Obtained from:-

	Named Officer	Date
Strategic Director of Finance & Customer Services	No implications	
Assistant Director of Legal Services	No implications	

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