

Coventry DA Services wef 1st July 2019

Lot 1 - Victim & Family Services for Information, Advice and Community Based Support

Lot 3 - Perpetrator Programme

Our Partnership – delivering an integrated approach

- ▶ Our Consortia model reflects our integrated approach and commitment to working together. Our Partnership consists of Coventry Haven, Panahghar and Relate. All three agencies were formed by service users' needs and are service user led. We are passionate about addressing abuse and developing healthy relationships, this being the sole purpose of each organisation
- ▶ Delivering **Change That Last** model, to meet domestic abuse needs in the City - together
- ▶ We have distinct and combined roles in delivering our Service Model which are as follows:
 - ▶ **Coventry Haven WA, Contract Lead** – WA full, accredited members, specialists in services for domestic abuse (in all forms) – will provide helpline in partnership with Panahghar, and offer a full range of community based services for female victims and their children
 - ▶ **Panahghar** – IMKAAN members, specialist BAMER domestic abuse agency – will provide helpline in partnership with Haven, specialist BAMER workers to support BAMER females (and children), and support for male victims in the community
 - ▶ **Relate** – Specialists in Relationship & perpetrator work, and work with children and young people (CYP) – will provide services for CYP, access to male workers to support male victims and the perpetrator programme

Change That Lasts Model

- ▶ 'Change that Lasts' is a trauma informed support model devised from assessment of survivor needs, and Women's Aid organisations' experience of what works for victims of abuse. It is grounded in a thorough understanding of coercive control, seeking to empower and build resilience in victims thus lessening the need for external support
- 'Change that Lasts' provides a comprehensive case management system, comprising of a database, forms and methodology to support victims. This enables us to map the support we provide from the start of engagement with a victim, right through to case closure, capturing the journey electronically on a database

CTL Key Principles

- ▶ **1.Survivors are the best informed** about what their individual needs are
- ▶ 2.Survivors have Individual strengths and resources available to them, therefore our service response is built around and supports the **internal** and **external resources** available to individual survivors (reducing long term need to draw public resources)
- ▶ 3.There are **choices** and **change points** on a survivors journey – these can be opportunities for, or barriers to change depending on the agency response
- ▶ 4. We seek to ensure that from point of disclosure victims are offered the right support. Our response should **ALLOW, ENABLE, ASSIST** a victim to manage their lives and empower them to make choices for change
- ▶ 5.Support for the "safe parent" to **improve safety and wellbeing of their children.**

- ▶ 6. Recognise that **at any point** of interaction **there is opportunity** for intervention. (Addressing immediate safety needs is vitally important but should not be the sole focus of interventions)
- ▶ www.womensaid.org.uk

Safe To Talk

Freephone helpline 0800 111 4998

- ▶ The Helpline will be delivered in partnership by CHWA and Panahghar
- ▶ Free number:
 - ▶ 8.30am-5pm: Monday to Friday
 - ▶ 10.00am-1.00pm Saturday and Sunday
- ▶ Available to victims, perpetrators, families, professionals and the public
- ▶ Provide advice, information, emotional and practical support on all issues of abuse
- ▶ Undertake initial risk and needs assessment and refer immediately into MASH, MARAC & Police, accommodation service or perpetrator service if needed & signpost to other agencies as required
- ▶ Will have access to trained multi-lingual helpline workers, run by paid staff and volunteers
- ▶ Will provide clear information on National DA Helpline, emergency numbers for support and accommodation (Valley House) outside of hours of operation

Community Services

- ▶ We will provide a range of community based active management support, all tailored to victim needs as follows:
 - ▶ All services will be available a minimum of 9am-5pm weekdays, evenings and weekends with extended service hours where needed
 - ▶ Referral route: self-referrals & from professionals and agencies
 - ▶ For 400 victim's minimum per year
 - ▶ One worker allocated to each victim to ensure continuity of support
 - ▶ A diverse staff team, with dedicated BAMER staff too, speaking a range of languages (South Asian, European, Eastern European, Arabic, African languages currently available)
 - ▶ Delivery of structured programmes of support, offering options based on needs such as, the 'Power to Change' programme; one to one support and Group support, specifically tailored for support in the community

IDVA

- ▶ Designated team of IDVAs – MARAC, BAMER and generic
- ▶ IDVAs to provide In-depth 1-1 case work to high risk victims, male and female, 12 weeks initially and then reviewed
- ▶ After 12-week review, victims who need it will be referred to other case work support to ensure capacity in the MARAC team to take on new referrals
- ▶ Exciting pilots being discussed with PPU
- ▶ Email: idvateam@coventryhaven.cjsm.net

Case based Support (Std/Med Risk)

- ▶ For other victims who require longer term support, our Community Based team will provide:

- ▶ Up to 6 months' in-depth case work support. A review after 6 months will ensure capacity for others; if further support is needed after 6 months, service users will be referred into After Care services
- ▶ Haven will provide services to females and Panahghar and Relate to male victims
- ▶ We work with and will reach out to under-represented groups such as LGBTQ, BAMER, older and younger people, and those with a range of disabilities
- ▶ A range of structured programmes of support will be offered and can be delivered in other languages as required, including group and 1-1 support
- ▶ A range of geographical venues will be offered to allow for accessibility
- ▶ A named community worker linked to each Family Hub

Aftercare

- ▶ Peer groups (specialist)
- ▶ Drop Ins
- ▶ Coffee mornings, social meets eg: 'walk and talks', 'knit and natter'
- ▶ Just4Me© – activity based sessions
- ▶ Survivor/Thriver forums and closed group
- ▶ "Your Voice"
- ▶ Champions and Volunteer Programmes

Sanctuary Scheme

- ▶ Security installations will be provided through 'Safe Partnership', a not-for-profit group that already works with local authorities and is certified to British standards. They will:
 - ▶ Operate 8am-8pm, with emergency callouts & installations completed within 4 hours
 - ▶ All applications will be managed via Coventry Haven Women's Aid
 - ▶ Safe Partnerships locally based installer will work with private and other landlords, Police, Fire Service as needed. They are skilled in supporting victims, can assess risk and safety plan
 - ▶ Referrers acknowledged & victims contacted the same day; appointments made within 48 hours and installations completed in 5 days
 - ▶ 100 victims assisted annually
 - ▶ Basic and Basic Plus packages available
 - ▶ Property and surroundings will be comprehensively assessed. All installations will be demonstrated and clients assisted with ongoing safety planning if required

Training & Awareness

- ▶ We already have a comprehensive set of training programmes on DVA and Coercive Control, FGM, HBA etc, which are half/whole day offers for professionals, community groups, schools
- ▶ Minimum of 12 training sessions per year
- ▶ Commitment to honour safeguarding training sessions
- ▶ Stakeholder event on 9th May highlighted the need for the following training:
 - ▶ General DVA awareness, how to respond?
 - ▶ Perpetrators
 - ▶ Impact on children
 - ▶ Clare's Law/the Law

- ▶ Some preference for smaller bite size sessions (maybe over lunchtimes, or specific to staff teams)
- ▶ We intend to deliver a blend of all the above, and will produce a timetable to disseminate over the summer

'Wish' Project

To provide a specialist support service for children and young people who have witnessed or experienced Domestic Abuse.

Referrals into this service will come from Children`s Services and Children`s Panel.

- ▶ What is our offer?
 - We will provide specialist interventions to a minimum of 120 children and young people each year
 - Advocacy and support
 - Safety planning
 - Protective behaviours work
 - Children`s IDVA service as and when required
 - 1:1 Counselling
 - Family counselling
 - Group work when appropriate
 - DART (DA Recover Together Programme -NSPCC)
 - Signposting

Choose 2 Change Perpetrator Programme

- ▶ Respect Approved Programme
- ▶ Interventions that are designed to help people stop using abusive behaviour towards an intimate partner and others
- ▶ 18 week group programme for men, rolling programme
- ▶ Individual work with men and women
- ▶ Motivational Interviewing techniques
- ▶ Solution Focussed Programme
- ▶ Parallel support for victims (including men)
- ▶ Working collaboratively with other agencies
- ▶ Working within the Perpetrators Panel

How to access services?

SafeToTalk 0800 111 4998

Self referrals can be taken over the phone, or a contact form via www.safetotalk.org.uk or via our own websites.

Professionals secure emails to:
referrals@coventryhaven.cjsm.net

“Basic” referral info will be taken over phone, or can be emailed. We will pass on to the appropriate provider who will contact you within the next working day to complete a full needs assessment, provide you with a named contact person and keep you updated on progress.