

**Manchester City Council
Report for Information**

Report to: Health and Wellbeing Board – 16 September 2015

Subject: Domestic Violence and Abuse

Report of: Strategic Director Adult Social Services

Summary:

The report provides an update on the reform and innovation work around domestic violence and abuse that is being delivered through the “Delivering Differently” programme.

Recommendations:

The board is asked to note the content of this report and the direction of future activity.

Board Priority(s) Addressed:

Health and Wellbeing Strategy priority	Summary of contribution to the strategy
Getting the youngest people in our communities off to the best start	
Educating, informing and involving the community in improving their own health and wellbeing	
More health provision in the community	
Providing the best treatment we can to people in the right place at the right time	
Turning round the lives of troubled families	Integration with troubled families and complex dependency models has been a key element of the programme design
Improving people’s mental health and wellbeing	Central to the programme is an emphasis on recovery, including access to community based recovery programmes and therapeutic interventions
Bringing people into employment and leading productive lives	The programme recognises employment as a key part of recovery for domestic violence and abuse victims/survivors
Enabling older people to keep well and live independently in their community	

Lead Board member:

Councillor Paul Andrews, Executive Member for Adult Services

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Background documents (available for public inspection):

None

1. Introduction

1.1 The purpose of this report is to provide an update on the development of new delivery models for people at risk of domestic violence and abuse (DV&A) as part of the “Delivering Differently” Programme. The report includes:

- An overview of analysis carried out so far into DV&A services within Manchester
- An overview of the new delivery models for DV&A services that have been developed with key partners, and their integration with other reform programmes

2. Background

2.1 The “Delivering Differently” programme was a joint initiative between the Cabinet Office, the Department for Communities and Local Government (DCLG), the Local Government Association (LGA) and the Society of Local Authority Chief Executives (SOLACE).

2.2 The programme, which was targeted at local authorities, was designed to support councils to select and implement new models of delivery for some of their public services. The programme included a £1m Challenge fund, which supported 10 pioneering local authorities, through the provision of specialist consultancy support (paid for in full by the Cabinet Office and DCLG).

2.3 MCC was selected as one of the ten local authorities in March 2014, seeking a new delivery model for domestic violence and abuse (DV&A). The Cabinet Office ran a procurement exercise to appoint the consultants for each local authority. MCC was involved in the evaluation of tenders and recommending consultants to support the project. The consultants started work on Delivering Differently on the 2 July 2014. The appointed consultants were a partnership of Bevan Brittan LLP, a public services law firm, and PPL Ltd, a management consultancy firm.

2.4 The Consultants worked closely with MCC until November 2014, the result of which was a comprehensive 100 page report on the ‘as is’ model for DV&A and some high level recommendations for reform. The report identified that MCC spends just over £1.3m on services specifically for people who are affected by domestic abuse although the estimated total wider cost to MCC is £24.5m. Of the total spend on DV&A only just over 5% is spent on preventative interventions. It also identified clear drivers for changing the way that domestic abuse services are provided in Manchester:

- Resident outcomes - Domestic abuse levels are high and current services are primarily reactive and short-term at the point of crisis
- Fiscal costs - Domestic abuse accounts for significant spend in public services
- Complex dependency - Domestic abuse links to wider issues including unemployment

- Current delivery models - Lack of focus on prevention / early intervention and recovery

2.5 Following the presentation on key findings on DV&A analysis for “Delivering Differently” at Communities Scrutiny and the Community Safety Partnership in November 2014, MCC engaged in a public consultation on budget options for 2015/16 from December 2014 until February 2015, which included all commissioned specialist DV&A services. In February 2015, Executive agreed that the budget for DV&A would not be subject to any budget reductions on the clear understanding that a full strategic quality review of all the commissioned DV&A services was undertaken. The strategic review process ran from 3rd February until 31st May 2015 and identified gap areas in the current offer which need to be addressed via a joint new business case for DV&A from the Directors of Children’s and Adults and Head of Neighbourhood Services to a future Manchester Investment Board. An investment business case for three directorates was submitted for their consideration on 22nd June 2015.

3. Designing a new delivery model

3.1 The central focus of the Delivering Differently programme since November 2014 has been the design of a new delivery model for DV&A services. The model, which closely supports other reform programmes and the principles of early intervention and prevention, aligns with the Early Help Hubs and Multi-Agency Safeguarding Hub (MASH) to provide tailored support for different levels of risk and need. This work has involved a range of activities and has engaged a number of stakeholders.

3.2 Analysis and Review

The design of the new delivery model has been supported by a programme of analytical work. These include a review of the DV&A Strategy 2010-14 and an analysis of the best evidence and innovation for DV&A interventions, models and systems, which along with the strategic review has formed the basis of the investment business case for the three directorates.

3.3 Another key piece of work has been an analysis of the Multi-Agency Risk Assessment Conference (MARAC) process and the Multi-Agency Safeguarding Hub (MASH), which has led to a business case and plan to fully integrate them into one process. This has also included a review of the in-house Independent Domestic Violence Advocacy Service (IDVA)

3.4 Co-design

Co-design has been central to the design of the new delivery model and since the beginning of the year the programme has engaged with a range of both public sector and VCS partners. Significant co-production activities have included co-designing the new model through a number of workshops with over forty stakeholders and working closely with the specialist DV&A sector to ensure that they will be market ready to deliver the new model. Through

monies secured through the OPCC the programme has also been able to co-produce a group based victim programmes, group based perpetrator programmes, and a programme for victim champions.

Alongside the design of the new delivery model the “Delivering Differently” programme has also been involved in the delivery of other key elements of Manchester’s DV&A work. Since the beginning of the year the programme has worked with a range of partners, with significant activities including supporting the OPCC to review the Police and Crime Work Plan 2015/2016 with Terms of Reference for Work Programme Areas including DV&A. Alongside this MCC Officers have become active members of both the GM Victims Services Programme Board and the Greater Manchester Complex Dependency DV&A Task and Finish Group reviewing GMP datasets on DV&A in close detail. There have also been opportunities to influence the reform of the social work model when DV&A is the primary presenting issue.

3.5 Engagement with members

Engagement with members has taken place throughout the programme and has involved the establishment of a Members’ DV&A Task and Finish Group and attending monthly meetings with Cllr Sue Murphy to provide progress updates.

4 Key elements of a new delivery model

The new delivery model is currently being developed to align with the principles of public service reform and to support the reform programmes already being undertaken in the City. It will also include a new emergency response from both GMP and A&E. The proposed elements of the new model are set out below and further design work with key stakeholders is ongoing.

4.1 Referral Pathways

The new delivery model has clear referral pathways to ensure a consistent approach to risk assessment and intervention. There are new pathways for victims and perpetrators and also pathways for secondary victims such as children and for children and young people with violent behaviours. The service offer for these pathways is risk/needs based and offered across high, medium, and low risk.

4.2 Low Risk

The offer for low risk victims and perpetrators is an updated self-help offer including universal support from “Help and Support Manchester”; the End The Fear website, MCC and OPCC funded Independent Choices specialist DV&A victim helpline. A universal campaign will also be run based on the following seven typologies:

- parents with children living at home
- children and young people

- LGBT communities
- older people
- BME (including so called honour based violence, FGM and forced marriage)
- perpetrators
- intergenerational DV&A

4.3 Alongside this universal public service screening and disclosures will continue from midwifery, schools and GPs.

4.4 Medium Risk

Support for medium risk victims and perpetrators will be located within the Early Help Hubs and includes time limited Early Help DV&A coach posts. The Early Help DV&A Coaches will capacity build all existing Early Help Hub posts to deal better with DV&A caseloads, ensure the best use of the OPCC commissioned group based separate victim and perpetrator programmes, and work with school identified leads for DV&A to help capacity build schools to develop their response to DV&A. They will also liaise with the DV&A midwifery posts and GP IRIS identified cases to better deal with cases, and ensure that the right families go through a “restorative justice” approach.

4.5 High Risk

High risk cases will be supported by a new ‘MARASH’ function, which will be located within the MASH. The functions of the MARASH will include a new family assessment tool for DV&A, clear alignments for access to homelessness for DV&A cases and the commissioned specialist refuge provision, and a new targeted and specialist response to deal with the most complex and life threatening DV&A cases. This will be supported by an enhanced training offer for lead professionals and key workers.

4.6 New social work functions will include a new social work assessment tool based on SARA DV&A tool and level five of the Early Help Assessment Tool and, where appropriate and safe to do so, holding the perpetrator to account for the child protection plan rather than the primary victim of DV&A.

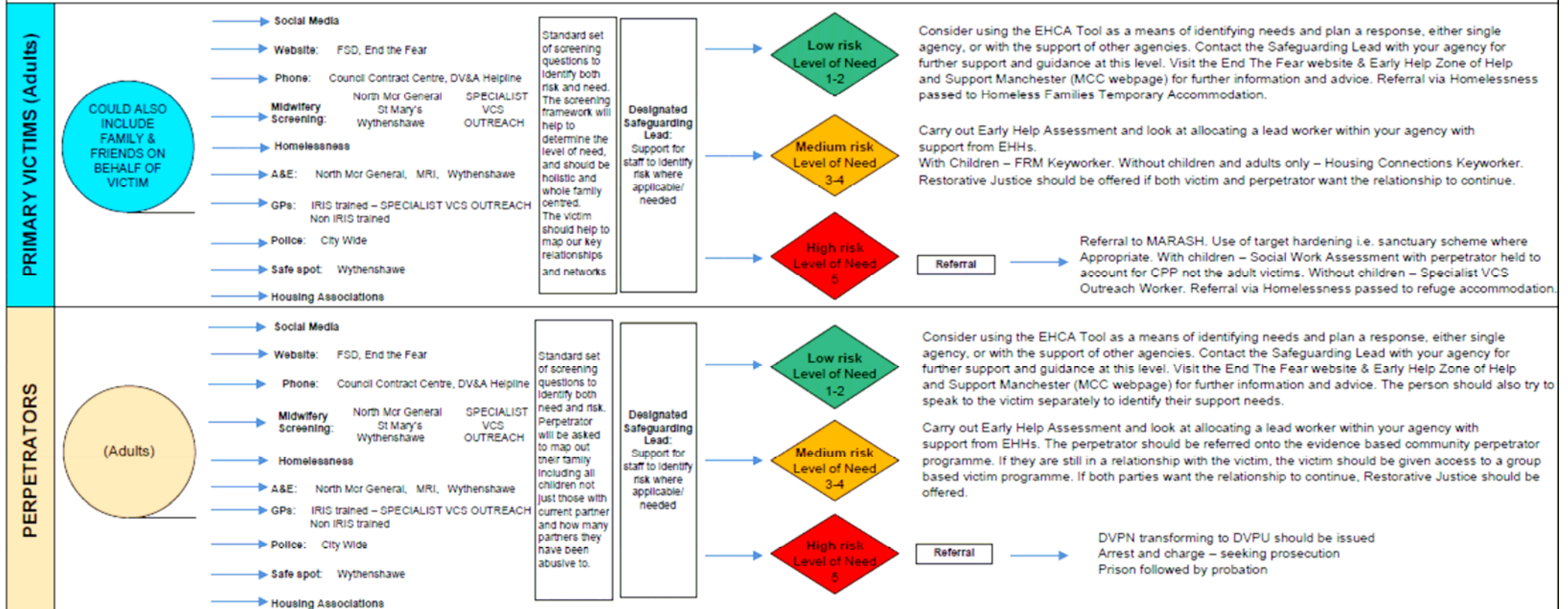
4.7 Tier Two Commissioning Framework for Troubled Families

The Tier Two commissioning framework for Troubled Families will be available for key workers to use in order to draw down additional DV&A interventions and support. These include evidence based behavioural programmes for primary/secondary victims and for perpetrators, and workforce development on DV&A including consultancy, supervision and training (including awareness, identification, response, safety/risk).

5 Conclusion

The new delivery model will be further refined with key partners over the coming months with a new DV&A offer proposed to go live in April 2016.

DV&A Processes and Referral Pathways



DV&A Referral Pathways

