



Hyndburn Borough Council

Customer First Analysis

Domestic Abuse Services (Cabinet Report 20 March 2019)

1. Purpose

- What are you trying to achieve with the policy / service / function?

The enhancement of the domestic abuse safe house provision in Hyndburn through the granting of revenue funding to HARV (Hyndburn and Ribble Valley Domestic Abuse Service) to enable the provision of dedicated, specialist staff to raise the standard of support for the safe house and increase capacity. This includes:-

- *Co-ordination resource to assist in access for all sections of the community to appropriate refuge / safe house provision*
- *Access to refuge support and resettlement support*
- *Access to support for families*
- *Access to specialist support for residents from black and minority ethnic communities*
- *Access to support for residents with complex needs i.e. alcohol and substance misuse and mental health*

- Who defines and manages it?

The funding has been secured via a successful grant application to MHCLG (Ministry of Housing, Communities and Local Government) by Lancashire CC (LCC) , the 12 Lancashire district housing authorities and 11 domestic abuse service providers. The bid detailed the services to be provided across Lancashire to enable a common offer in all refuge / safe house provision as outlined above.

A grant agreement will be in place between LCC and Hyndburn BC for the award of the funding. A grant agreement will be drawn up between Hyndburn BC and HARV for the delivery of services at the safe house(s).

- Who do you intend to benefit from it and how?

Victims of domestic abuse by providing safe and secure short term supported accommodation.

- What could prevent people from getting the most out of the policy / service / function?

Access to the safe house may be restricted if the accommodation is full.

The service is only for women and children. The existing safe house does not provide accommodation for male victims although Burnley has a safe house for men to whom a referral could be made if appropriate. If a male victim approached for help HARV would undertake a safety plan and offer telephone support/advice, court support, access to counselling, including a possible referral to the Burnley safe house. Each case would be looked at on its own merits although no specific accommodation is available in the borough.

- How will you get your customers involved in the analysis and how will you tell people about it?

The specialist support provider for the safe houses will involve potential, actual and ex customers in consultation about the nature and delivery of the service. LCC will also facilitate an independent evaluation of the benefits of the services provided.

2. Evidence

- How will you know if the policy delivers its intended outcome / benefits?

A grant agreement will be in place between Hyndburn BC and HARV to monitor the outcomes and benefits of the service. Regular monitoring of outcomes and services provided will be undertaken.

- How satisfied are your customers and how do you know?

Regular customer surveys and consultation will take place with all service users.

- What existing data do you have on the people that use the service and the wider population?

Lancashire carried out a holistic domestic abuse joint strategic needs assessment (JSNA) that assessed evidence both nationally and locally to inform decision making around the provision of additional domestic abuse services including support services.

Lancashire also collects 'access to services' data for all its refuges. During 2017/18 there were a total of 2087 applications to refuges of these 569 were accommodated. The main reasons for clients not receiving a service were that the accommodation was full or the households had support needs that were too high / complex. This proposed service aims to address these.

- What other information would it be useful to have? How could you get this?

Feedback from service users on the additional support services provided plus survivors testimonies / case studies.

- Are you breaking down data by equality groups where relevant (such as by gender, age, disability, ethnicity, sexual orientation, marital status, religion and belief, pregnancy and maternity)?

This information is and will be gathered by the housing provider and support provider once the scheme is in operation.

- Are you using partners, stakeholders, and councillors to get information and feedback?

Feedback and examples of good practice will be gathered from partners and stakeholders as appropriate in addition to the independent evaluation mentioned above.

3. Impact

- Are some people benefiting more – or less - than others? If so, why might this be?

This is a specialist service for women and children who are victims of domestic abuse. The funding for this service is focused on providing additional support for families and for women from BME backgrounds and those with complex needs as these were gaps in provision identified via evidence and existing data.

4. Actions

- If the evidence suggests that the policy / service / function benefits a particular group – or disadvantages another - is there a justifiable reason for this and if so, what is it?

The funding for this service is specifically targeted to keep victims of domestic abuse safe. In order to protect this vulnerable group the service will be for women and children only.

- Is it discriminatory in any way?

No as stated above the funding is specifically for victims of domestic abuse part of which is focused on help for women from BME backgrounds.

- Is there a possible impact in relationships or perceptions between different parts of the community?

The service will be available to women and children from all sections of the community.

- What measures can you put in place to reduce disadvantages?

Policies and procedures will be developed by the housing and support provider to reduce as many disadvantages as possible.

- Do you need to consult further?

Ongoing consultation will take place with service users.

- Have you identified any potential improvements to customer service?

This funding opportunity to provide additional services at the safe house will provide improvements to the customer service available.

- Who should you tell about the outcomes of this analysis?

Lancashire CC and Hyndburn BC via monitoring undertaken.

- Have you built the actions into your Business Plan with a clear timescale?

The funding for the enhanced support services at the safe house is time limited to 18 months. LCC and Hyndburn BC will jointly seek to maintain / enhance the capacity of the core staff

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team within the safe house to meet the needs of service users with more complex needs after the funding ceases.

- When will this assessment need to be repeated?

When and if the nature of the scheme changes significantly.

Name: FIONA GOODFELLOW

Signed:



Service Area: REGENERATION & HOUSING

Dated :

19th February 2019

If applicable, please attach copy of – or website link to - the cabinet report for reference.

Don't forget to return your written record to HR.