
Market Engagement Event for the
Future Integrated
Domestic Abuse Service
from April 2025

Liz Cirasuolo - Violence Against
Women and Girls Strategic
Lead

Rob Jones – Commissioning
Manager



Agenda

Item	Description	Lead
1	The journey, the current picture in Devon and how we work	Liz Cirasuolo
2	Service descriptors	Rob Jones
3	Procurement estimated timeline	Rob Jones
4	Let's have a conversation	All

"After over a decade of abuse, the day my child was terrified of going into school, in case I wasn't there to pick them up, was the day mine and their lives changed forever. This was the scariest day of my life. How could I leave when I had nothing? No money, nowhere to go, no one to turn to, no family? But someone sent me an angel that day in the form of a friend. They saved me and my children. Everything happened so fast and we were quickly surrounded by people who wanted to help and protect us.

Our road to freedom was not without challenges and struggles.

After being found in our 2 previous safe places and travelling over 500 miles around the country by train, we arrived at what would be our last stop before our happily ever after. The big house. Finally we had hope. My children were encouraged to be themselves and were able to be children for the very first time. Make friends, form relationships, lay proper foundations. They were shown praise and love, able to be their true selves, something I could have only dreamed of not such a long time ago.

Finally they are happy. Finally we were safe. They were allowed to live.

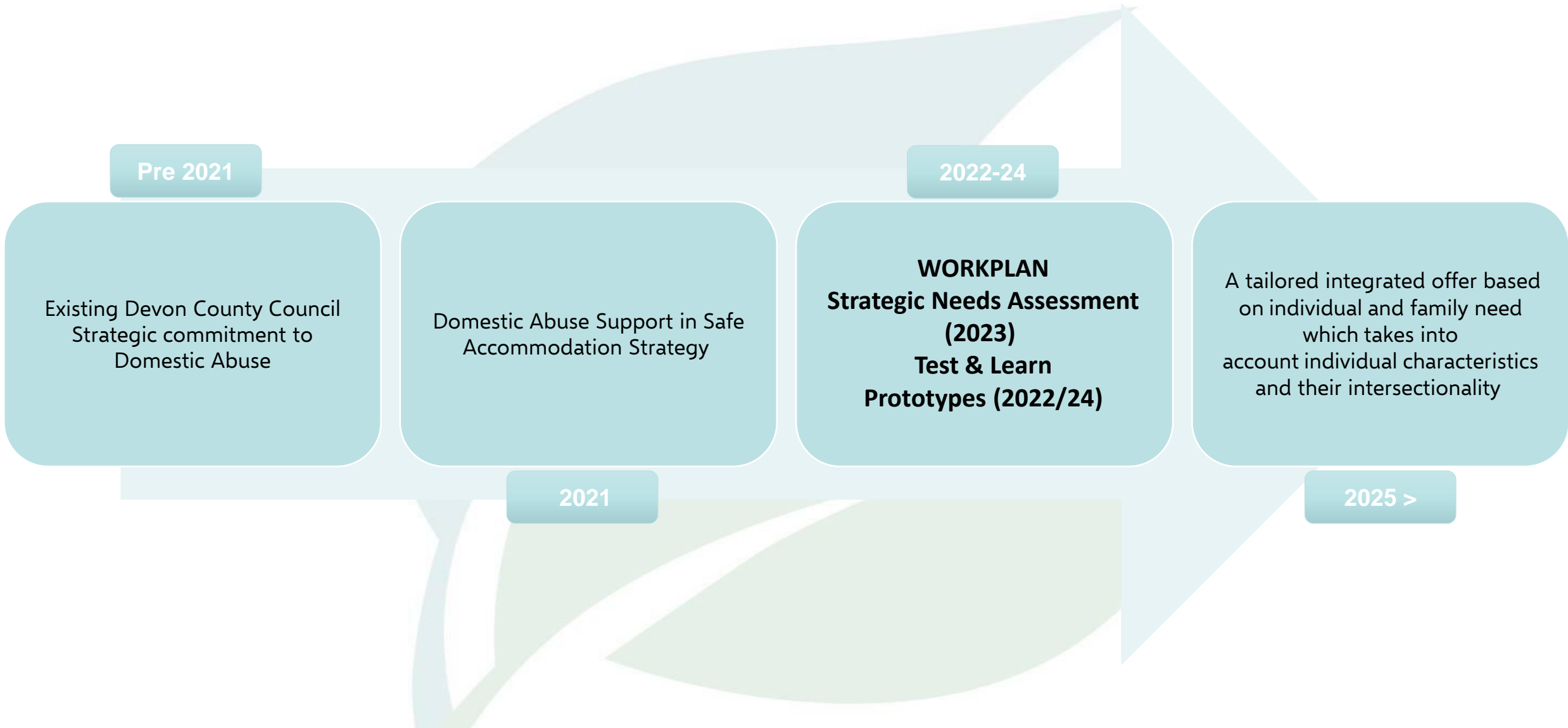
My story is not one of rainbows and sunshine but of tears, trauma, heartbreak and tough challenges. But my story also shows of a mother's love for her children and how she is capable of great and amazing things given the help and support she needs.

A hand to hold, a shoulder to cry on, someone to pick her up so she can try again tomorrow.

If my story helps just one person reach out, then my struggles have all been worth it.

The road to freedom is hard, but you never know how strong you can be, until that's all you can be. I could not have set my children and myself free from a life of abuse, poverty and violence if it wasn't for those such as [names of professionals]"

The Journey



Strategic Needs Assessment

Completed Nov 2023 and published on the Safer Devon Website



UNDERSTANDING



TRAUMA LENS



SYSTEM RESPONSE
(PUBLIC HEALTH
ISSUE)



BREAKING THE CYCLE



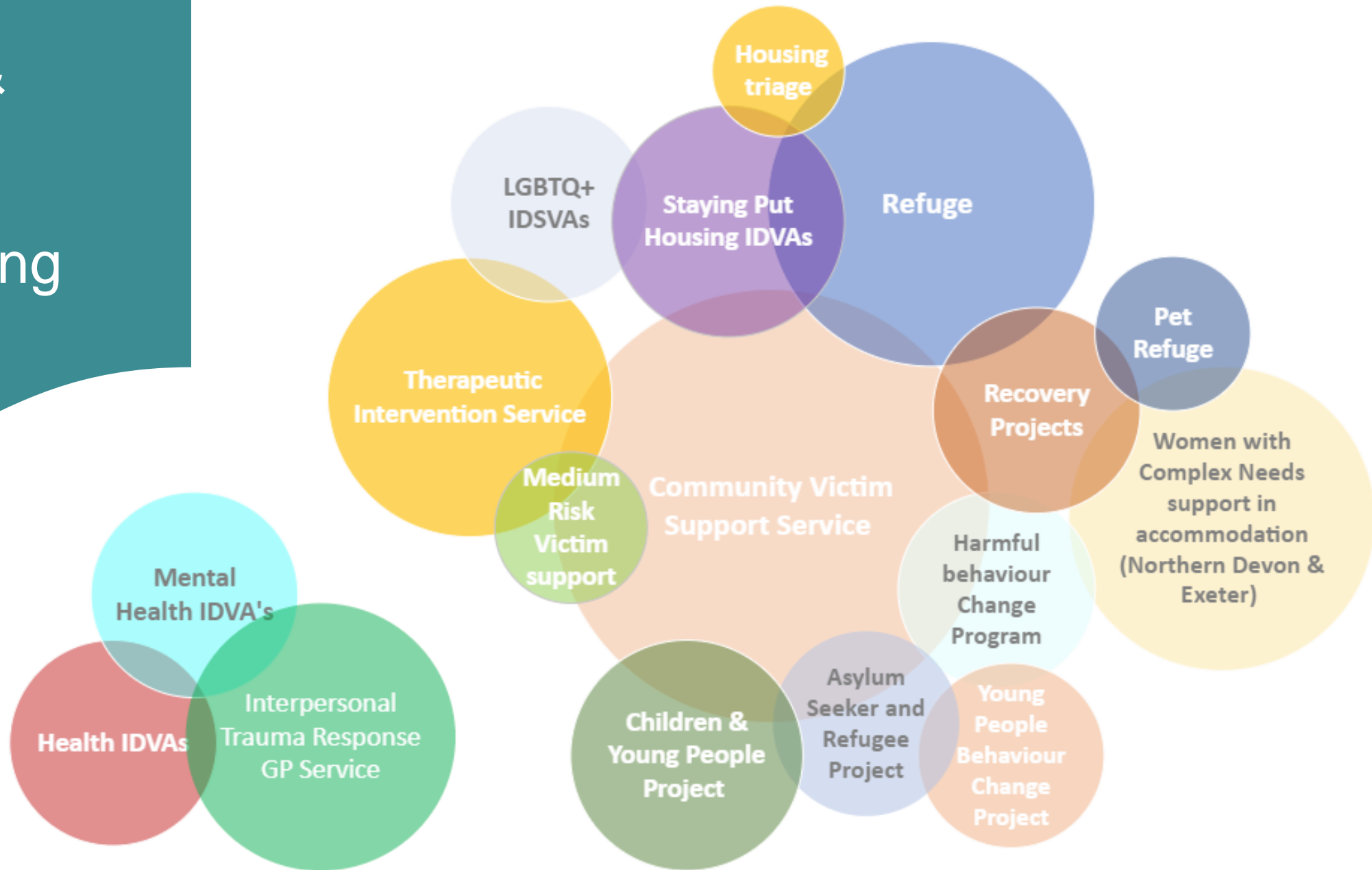
COMMUNITY
STRENGTHENING



TARGETED FOCUS

Where gender intersects with other inequalities/oppressions (sexuality, gender identity, ethnicity, indigeneity, immigration status, disability) it produces a unique experience of violence & abuse

Testing & Learning through Prototyping



People with lived experience told us ...

Housing is an issue when leaving I had no help because I left the marital home and the council said I had options to go back to that home! This was after me being evicted from private rental and waiting for financial settlement which never happened [...] I've sofa surfed and moved [several] times.

70+ female survey respondent

'You know, we don't need to be assessed and fitted into some kind of box ... actually it can be really damaging'

'I'll fight for myself now, but I don't want to have to fight a service just to get them to listen to me. I have enough battles without that.'

People with lived experience told us ...

'There's a poster up at my doctor's about talking about [domestic] abuse and how understanding they are. When I said to the nurse that I could only have some tests done at a particular time of day because of my abuse she just looked at me blankly. Like, because I wasn't crying and terrified, she didn't know how to respond and I was making a fuss.'

'I think being able to have a choice is important. So definitely a choice is a good option to go down.' (in reference to the profile of professionals)

'... there's a lack of access to experienced counsellors especially with low cost counselling and some have been great but some, however, you can tell, I'm their first client, and they are nervous and that makes me nervous'

The way we work together


- Focus on learning and growing together
- Trauma sensitive and aware
- Relationships & collaboration
- System thinking

The way we deliver

- Strength based whole person, whole journey
- Trauma informed and stabilisation
- Trusting and trusted relationships
- Whole family (including children)

New Domestic Abuse Service Specification April 2025

New Domestic Abuse Service Specification April 2025

- Devon County Council is wishing to remodel and recommission the provision of Domestic Abuse support services to start on 1st of April 2025.
 - We are looking for an integrated approach that is seamless, tailored, transparent and has 'one service for all' throughout.
 - The specification has a focus on Human Learning Systems, Trauma informed approaches and Trauma stabilisation as fundamental to this service - provider(s) are advised to develop learning around these topics
- 



New Domestic Abuse Service Specification April 2025

The specification will include five Delivery Elements, each designed to integrate seamlessly to form one fully integrated service.

Across the five elements, provider(s) will operate blurred boundaries principles to ensure seamless transitions between the elements and functions that enhance, not hinder, the victim/survivors' experiences.

The Delivery Elements

Element 1: Single Entry Gateway and Navigation Support

Element 2: Community Domestic Abuse Support

Element 3: Support in Safe Accommodation and Refuge, Staying Put, and Resettlement

Element 4: Trauma Responsive Recovery Therapeutic Support

Element 5: Dedicated Support in Safe Accommodation for Women Experiencing Multiple Disadvantages

Element 6: IG-BVA Innovation Framework (Provider Framework)

Element 1: Single Entry Gateway and Navigation Support

Single Point of Contact (SPOC) for professional, individual, and public contacts, facilitating navigation to the most appropriate support while avoiding duplication and simplifying the journey.

Prevention and early intervention activities.

Takes the lead on communications, campaigns, community strengthening activities, awareness raising, and training, including opportunities for co-delivery with Safeguarding Front door and Family Hubs.

Element 2: Community Domestic Abuse Support

Community-based victim support for moderate and high-risk DA cases including MARAC engagement, risk management and safety planning services tailored to the needs of victim/ survivors and their families.

Range of offers including IDVA support, advocacy, peer support, and group programs.

Outreach and engagement initiatives reach underserved populations.

Behaviour Change programs for those that harm and offers whole family support.

Element 3: Support in Safe Accommodation and Refuge, Staying Put, and Resettlement

Refuge accommodation with support at any given time and gradually develops units over the contract period.

Facilitates access to essential services such as counselling, legal assistance, and housing support.

Delivers dispersed safe accommodation (including housing management) with support with gradual development over the contract of 36 units

Supports survivors to remain safely in their own homes (Staying Put) or access alternative safe accommodation.

Offers support through the resettlement process into permanent accommodation.

Element 4:
Trauma
Responsive
Recovery
Therapeutic
Support

Supports adults through trauma-responsive recovery work to aid survivors of domestic abuse.

Offers 1-1 and group therapy services for up to 18 sessions and provides dedicated peer support.

Element 5:
Dedicated
Support in Safe
Accommodation
for Women
Experiencing
Multiple
Disadvantages

Addresses the needs of survivors with complex needs, which may include a combination of mental health difficulties, physical health issues, substance abuse, homelessness or risk of homelessness, learning or physical disabilities.

Provides short term emergency accommodation with dedicated wraparound tailored support, advocacy, and case management.

Element 6: IG-BVA Innovation Framework (Provider Framework)

Establishes a provider framework for future IG-BVA innovation grant funding opportunities.

Facilitates innovative approaches and projects to enhance IG-BVA support services.

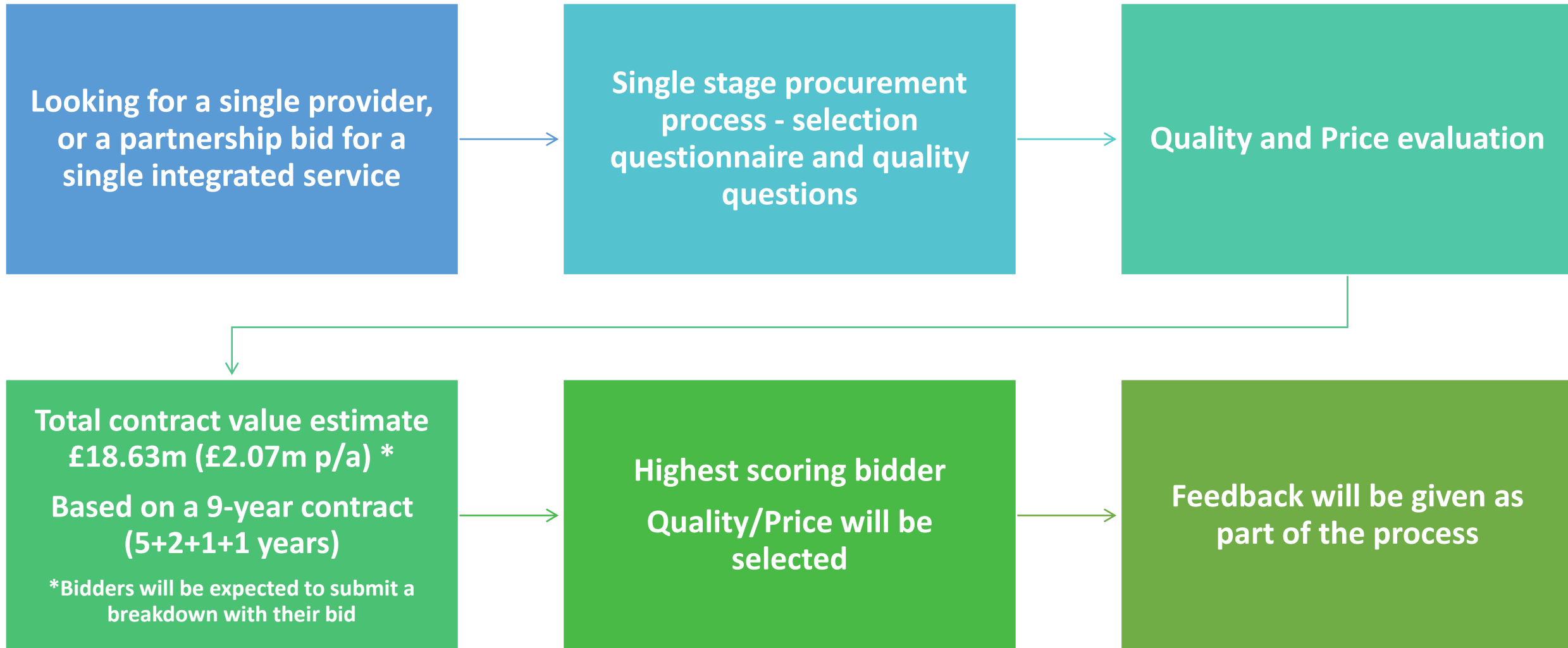
Promotes collaboration, learning, and best practice sharing among providers.

Encourages creativity, research, and development to address emerging challenges.

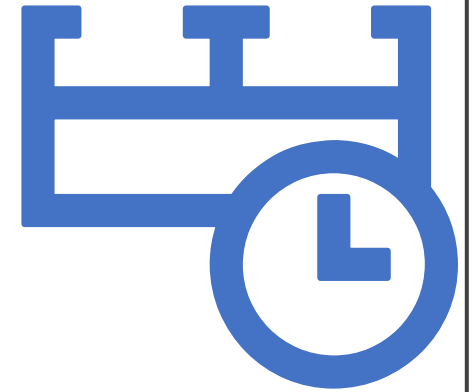
Key points to remember

- Elements' integration and a seamless single service is paramount
- The victim/ survivor's journey is at the heart of the service at all times
- Continual innovation and collaboration is essential throughout the service
- The service is for all who are experiencing domestic abuse, no matter what their story
- Human Learning Systems and Trauma informed approaches and stabilisation is fundamental to this service

The Procurement Process



Indicative Timeline*



Date and Time	Stage
28 May 2024	Dispatch of the FTS Notice by the Authority.
28 May 2024	Procurement Documents made available on the Procurement Portal.
1 July 2024	Deadline for clarification questions.
10 July 2024	Deadline for return of Bids (to include SQ and ITT responses) – 43 Days allowed
11 July – 4 September 2024	Evaluations
4 September -2 December 2024	Completion of the Authority's approval and award decision processes.
2 December 2024	Commencement of standstill period.
12 December 2024	Expiry of standstill period.
20 December 2024	Appointment of the successful Bidder(s) and award of the contract.
1 April 2025	Commencement of Service following approx. 3 months mobilisation.

*please note these dates are indicative and may be subject to change

Further Information

- ❖ **Register** on the tendering Portal www.supplyingthesouthwest.org.uk
- ❖ The presentation slides and questions and answers from the events will be collated and published on the electronic tendering system
- ❖ Any questions you wish to raise after the event should go through the Messaging section on the Procurement Portal.
- ❖ **Due North Technical Support Team:**
 - Telephone: 0844 334 5204 /
 - Email: swsupport@due-north.com
 - (08:30 to 17:00 Monday to Friday, excluding English public holidays).



Questions and Conversation