

**Service Specification**

**Domestic Violence Perpetrator Programme**

**Pro Contract Reference DN108218**

**Attachment 4**



**Hounslow Domestic Violence Perpetrator Programme**

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**Introduction**

Hounslow is committed to eradicating domestic violence (DV) by ensuring there are appropriate services available for those affected by this crime, as well as providing opportunities for perpetrators to change abusive behaviour.

Hounslow’s ambition is to provide wraparound service which, safely supports victims, their children (if any) and specialist interventions for perpetrators to change their abusive behaviour.

The London Borough of Hounslow is looking to commission a Domestic Violence Perpetrator Programme.

**Background**

In Hounslow, domestic violence is considered a key priority for the Council and its partners. The Council’s Corporate Plan2014-2019 <http://www.hounslow.gov.uk/index/council_and_democracy/corporate_plan.htm> makes specific reference to domestic violence – support people at risk of domestic violence to seek help and ensure they are kept safe as part of the ‘Keeping you safe’ priority. DV is feature other key strategies in the borough for example the Hounslow Community Safety Strategy 2014-2017 <http://www.hounslow.gov.uk/community_safety_strategy_2014-2017.pdf> outlines its commitment to applying a partnership approach to tackling domestic violence in the borough.

The work in Hounslow is underpinned by Central *Government’s ‘A Call to End Violence Against Women and Girls Action Plan 2014’* <https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/287758/VAWG_Action_Plan.pdf> and the Mayor of London’s *‘Mayoral Strategy on Violence against Women and Girls 2013-17’.* [*www.london.gov.uk/sites/default/files/vawg\_strategy.pdf*](http://www.london.gov.uk/sites/default/files/vawg_strategy.pdf)

Hounslow has a track record of tackling issues relating to violence against women and girls including domestic violence. This work has been recognised by our recent award by the White Ribbon Campaign.

There are many specialist domestic violence services delivered by the London Borough of Hounslow. These include:

* The Hounslow DV Service was tupe’d over to the council on 1st April 2015. This service provide crisis intervention support to all victims of DV as well as, supporting victims of rape and sexual violence. There is a dedicated Independent Sexual Violence Advisor for supporting victims of rape and sexual violence. The management of the DV One Stop Shop and the Sanctuary Scheme sits within this service too.
* The One Stop Shop is a service that offers a single point of contact where victims of domestic and sexual violence, who reside in Hounslow, can attend to receive free support and advice from a variety of services/agencies. These include Independent Domestic Violence Advisors, Police, Solicitors, Housing, Refuge, NSPCC, Homestart and iHear Partnership.
* The Sanctuary Scheme provides victims the opportunity to stay safely within their home, with the installation of additional security measures. The only criteria is the perpetrator is no longer living in the home. This option allows victims and their children to stay safely in their own properties without having to be re-housed.
* The Council offers a therapeutic group work programme for children who have been affected by DV, with parallel group for their mothers.
* The Council also employs a specific Mother and Children’s DV Support Worker.
* There is a dedicated DV prevention education programme delivered in schools, teaching children and young people about respectful relationships.
* Finally, the Community Safety Team manages the monthly Multi-Agency Risk Assessment Conferences. This forum deals specifically with high victims of DV who are considered high risk. Risk levels are determined through a risk assessment, which is used nationally. Each case is discussed and a safety plan is agreed by agencies at the meeting.

There are other services in the borough. These are:

* The council commissions Refuge to provide a housing based support service in Hounslow for women fleeing domestic violence in need of emergency accommodation.
* The pan-London service ASCENT (commissioned by London Councils) provides various support services to women and girls in Hounslow affected by DV and other types of violence. These services include counselling, one to one casework and group work. Women and Girls Network, EACH and Southall Black Sisters deliver these services in Hounslow.
* Finally, Victim Support provide a London wide Independent Domestic Violence Advocacy Services commissioned by the Mayor of London, which covers Hounslow too.

Hounslow is always striving to improve its response to DV and as such, carried out a DV needs assessment to establish what was currently offered in the borough, good practices and identify gaps.

The DV Needs Assessment highlighted Hounslow has and is, undertaking some excellent work which includes, a strong and well established partnership approach to supporting victims, offering children child focused services allowing them to understand the violence they have witnessed, and carrying out preventative work through a DV education programme on healthy relationships. However, there are some visible gaps such as the need to have a dedicated DV Perpetrator Programme.



**Purpose of Service**

The purpose of the service is to provide a Domestic Violence Prevention Programme working with heterosexual men (aged 18 years old and over)[[1]](#endnote-1) and their partners and ex-partners, hence offering an Integrated Support Service.

The Provider will work with the London Borough of Hounslow’s Community Safety Team to deliver an annual Plan of Delivery linked to the Services Objectives and Monitoring with clear milestones, timeframes and outcomes

The Plan of Delivery will be written in the context of the targets and objectives detailed in this Service Specification. Once agreed, the Delivery Plan will determine the objectives and specific tasks in any one year.

The Provider shall ensure:

That there is clear communication with the Provider and other key agencies.

That the Provider attends relevant meetings, training and other events as required in relation to the main services provided.

The Provider follows the London Borough of Hounslow’s Safeguarding Protection Procedures, Equal Opportunity and Health and Safety requirements.

The Provider must follow the Public Sector Equality Duty under s.149 of the Equality Act 2010, having due regard to advance equality and minimise disadvantage to affected equalities groups.

The Provider must collate data on the protected equalities groups to ensure a better understanding of their needs for a more effective service delivery. Positive action must be made to overcome barriers related, but not exclusive to: culture, language, disability (both mental and physical), to make sure that the service is readily and easily accessible and help is given to all affected equalities groups.

The Provider signs and adheres to the Hounslow Community Safety Partnership’s Information Sharing Protocol.

That the data and reports produced by the Provider are consistent with the Council’s IT system and databases. Further, the Provider will be required to use standard Microsoft packages including Word, Excel and PowerPoint.

**Standards**

The Provider shall have Respect Accreditation and follow the standards outlined in *‘The Respect Safe Minimum Practice Standard July 2012’.*

**Quality Assurance**

The dignity of the service users and the confidentiality of information will be respected by the Provider’s staff at all times. All personal information about service users will be kept securely and the Provider will implement procedures to control access to such information.

The Provider will have a Complaints Procedures. Service users will be provided with written information about how to make a complaint and who to contact about their complaint.

The Provider will proactively seek the views of service users to improve quality of provision provided.

**Service Outcomes**

1. Victims and their children feel safer and risk levels are reduced
2. Victims informed of their legal rights and support available to lessen the effect of domestic violence
3. Victims feel empowered to make safe choices
4. Professional awareness increased on how safely and effectively to work with perpetrators

**Service Objectives**

1. To carry out assessments of risk and programme suitability.
2. To make proactive contact with partners, ex-partners, new partners and other who may be at current or recent risk from the individuals referred.
3. To offer support, information and advocacy as needed to those individuals named above.
4. To carry out individual or group work or a combination of the two with perpetrators able and willing to engage.
5. To carry out joint and case management between programme workers and partner support workers.
6. To contribute to inter-agency risk management and safety planning to protect victims and / or children.
7. To be co-located with London Borough of Hounslow Children’s Services to assist with risk assessment, case management and engagement with parents and assess parenting capacity.
8. To write specialist reports of current and potential risk from individual clients referred to the programme by family courts, children’s services and safeguarding, MARAC and others.
9. To carry out assessments of likely risk of harm to children on contact visits, to inform court decisions.
10. To improve skills, confidence and knowledge of other frontline agencies responding to perpetrators.
11. To ensure data is stored and shared safely and appropriately in accordance with the Data Protection 1998.
12. To have Respect Accreditation.
13. To work with the borough’s alcohol and drug provider to develop a programme for perpetrators misusing substances.

**Monitoring**

The purpose of monitoring is to ensure that both qualitative and quantitative measures are being met, and will be based on provision of information by the organisation and at least three formal monitoring meetings. Other meetings may be held at the request of either Party as requested.

The Provider will provide the Council with quarterly monitoring reports.

Records about service performance that can identify individual service users will be kept under secure conditions.

There will be quarterly pre-arranged structured and recorded contract monitoring meetings per year, which may include inspection of the organisations procedures and records in relation to this service agreement and talking to service users about the organisation and its service delivery.

In addition the Council is entitled to make unannounced visits at its discretion. The organisation is required to provide the following reports:

|  |  |
| --- | --- |
| (1) A return showing for each Service User, their user reference number; post code; gender; date of birth; sexual orientation; ethnic origin; type of support provided; number of hours spent on case work; outcome; any service user feedback; complaint in a spreadsheet format  (The Council will provide a template for this return) | Quarterly Figures  Q1 in July for 3 months April to June  Q2 in Oct for 3 months July to Sept  Q3 in Jan for 3 months Oct to Dec  Q4 in April for 3 months Jan to Mar |
| (2) A quarterly summarised narrative report on the services provided by the Provider to supplement the data return at item 1. above in a format to be agreed with the Council. | Quarterly in the month following end of the quarter |
| (3) An annual report on the achievements of the service, including organisation’s own evaluation of the service and feedback from service users and the results of any survey of the views of the service users. | Annually within two months following the end of year |

In addition, the Council may reasonably request other information in order to comply with its own statutory or other obligation.

**Key Performance Indicators**

The Contractor is responsible for ensuring full compliance at all times to the Key Performance Areas.

Monthly meetings in the first 0 – 3 months will be held to review contract performance based on this section. If targets are met then meetings will move to quarterly meetings for the remaining 1st year and continue in years 2 & 3.

If the targets are not met then the meetings will increase until performance reaches the satisfied target measurement.

| **KPI Number** | **Quality Outcomes Indicators** | **Target year 1** | **Target year 2** | **Target year 3** | **Method of Measurement** | **Consequence of Breach** |
| --- | --- | --- | --- | --- | --- | --- |
| **KPI 1** | All clients contacted within 48 working hours of receipt of referrals and then offered an assessment within two weeks of initial contact | 60% | 80% | 95% | Quarterly meeting | Increase in monitoring meetings |
| **KPI 2** | All cases with a safeguarding concern are referred to children or adult social care within 24 hours.  Attending and participating in all safeguarding meetings where necessary. | 60% | 80% | 95% | Quarterly meeting | Increase in monitoring meetings |
| **KPI 3** | Clients indicate through service user satisfaction process they received the correct support, information and advocacy. | 60% | 80% | 95% | Quarterly meeting | Increase in monitoring meetings |
| **KPI 4** | Referrals made to the service and assessed suitable for the programme. | 60% | 80% | 95% | Quarterly meeting | Increase in monitoring meetings |
| **KPI 5** | Perpetrators attending and successfully completing the course. | 60% | 80% | 95% | Quarterly meeting | Increase in monitoring meetings |
| **KPI 6** | Victims and children/young people reporting they feel safer as a result of the perpetrator attending the programme. | 60% | 80% | 95% | Quarterly meeting | Increase in monitoring meetings |
| **KPI 7** | Recording the number of services involved with children and young people at point of referral, at mid-point of intervention and end of intervention. | 60% | 80% | 95% | Quarterly meeting | Increase in monitoring meetings |
| **KPI 8** | Children/young people, mother and other relevant parties report perpetrator taking positive action in reducing domestic violence and its impact. | 60% | 80% | 95% | Quarterly meeting | Increase in monitoring meetings |
| **KPI 9** | Service user satisfaction recorded at end of intervention. | 60% | 80% | 95% | Quarterly meeting | Increase in monitoring meetings |
| **KPI 10** | Victims and police reporting a reduction in DV incidents since the start of the programme and 6 months after completion | 60% | 80% | 95% | Quarterly meeting | Increase in monitoring meetings |
| **KPI 11** | Recording the number of reports requested and the number completed within timeframe. | 60% | 80% | 95% | Quarterly meeting | Increase in monitoring meetings |
| **KPI 12** | Number of professionals attending reporting an increase in confidence when working effectively with perpetrators. | 60% | 80% | 95% | Quarterly meeting | Increase in monitoring meetings |
| **KPI 13** | Attending partnership meetings such as Violence Against Women and Girls Strategy Group, Violence Against Women and Girls Operational Group, MARAC and so forth. | 60% | 80% | 95% | Quarterly meeting | Increase in monitoring meetings |

**Providers will be required to collect the required data at the appropriate time periods, in order to report against the performance indicators above in the monitoring meetings.**

**Where improvement plans are required they should be submitted to the commissioner within 2 weeks.**

1. The London of Borough Hounslow fully understands there are many types of individuals perpetrating domestic violence who fall outside the group of heterosexual men aged 18 years old and over. We would be happy to explore ways of working with these individuals with the successful provider. [↑](#endnote-ref-1)