



**WOKINGHAM
BOROUGH COUNCIL**

SERVICE SPECIFICATION

Domestic Abuse Service

Strategic Commissioning Division

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1. Introduction

This service specification is relevant to and sets the requirements for the delivery of a Domestic Abuse service to the residents of Wokingham Borough.

It is not the purpose of this specification to limit or restrict the service providers' innovation, ability to deliver a responsive service or exercise flexibility in how services are delivered. It is however the purpose of this specification to identify the key characteristics by which the Provider will meet the needs of people who choose to use the service described in this specification.

2. Alignment with the Council's strategic priorities

Wokingham Borough Council's vision sets the following priorities for the delivery of support and services to the local residents, including:

- Looking after the vulnerable
- Improving health, well-being and quality of life

In addition, Adult Social Care Vision 2014, states that well-being including mental and physical health, living conditions, access to local community and mainstream activities is at the core of all its services.

The Children's and Young Peoples Plan's has a vision that "children and young people feel listened to; they are safe and have the opportunity to live their lives to their full potential".

The principles outlined in the Council's vision and Adult Social Care and Children's Social Care vision will be used to inform this service's aims and objectives, delivery and outcomes.

3. National legislation, guidance and good practice

It will remain the responsibility of the service provider to be aware of current and changing legislation governing and informing the delivery of services, and it will remain the responsibility of the service provider to ensure that it complies with all and any changes to national legislation and published guidance on good practice such as, but not limited to:

- *Care Act 2014 and statutory Care Act guidance*

- *Children and Families Act 2014*
- *National Strategy – Ending Violence against Women and Girls, 2016-2020*
- *NICE clinical guidelines and pathways*

4. Values and principles

The Provider will:

- Ensure that support planning and delivery is co-produced with the customers
- Deliver high quality care and support to achieve the aims of the service
- Be sensitive to the needs of an individual customer and non-discriminatory in the delivery of the service
- Be accessible so that it can provide services when needed to all customers within its normal operating hours
- Promote the safety of customers and that of their carers, staff and the wider public
- Offer choices which promote independence
- Be well co-ordinated between all staff, stakeholders and partners
- Deliver continuity of care and support for as long as this is needed
- Empower and support its staff
- Be properly accountable to its customers and their carers
- To maintain customers confidentiality
- To have respect for customers and their way of life, paying particular attention to ethnic religious and cultural issues and physical and emotional health
- To involve customers in all decisions which affect their daily living and be responsive to their informed choice and needs
- To maintain customers safety and security

5. Service overview

Description of the service

The domestic abuse service (herein referred to as the DA service) needs to be delivered in line with evidence based and best practice to support and engage the residents of Wokingham Borough who are living with domestic abuse and/or violence. The service needs to be linguistically, ethnically and culturally relevant, and able to meet the needs of residents of Wokingham Borough who are living with or have survived domestic abuse and/or violence.

The service will support adults, young people, families and carers living with domestic abuse

and/or violence across the community, it will empower residents to maintain a healthy and satisfying lifestyle and protect vulnerable residents from harms associated with domestic abuse and/or violence.

The support will be available to any adult or child that resides in Wokingham Borough and the Provider will manage the capacity and demand in a way that prioritises referrals from the youth offending service, children who are in care (CIC) and those on a child protection plan and their families. These cohorts are exempt from any possible waiting list and given priority within the service.

The journey of someone living with/ surviving domestic abuse and/or violence will be kept under constant review to ensure it is responsive to emerging needs and trends within the Borough.

The strategic objectives are as follows;

- Commission services based on outcomes
- Support is based on individual need
- Reduce the health inequalities for those engaging with the service
- Increase health promotion and preventative strategies
- Cost effective support
- Flexibility within services to meet emerging trends
- Maintain and improve the health and wellbeing of the residents that use the service
- Effectively support offenders of domestic abuse in partnership with other agencies to help change their behaviour
- Support children who are impacted by domestic abuse and/or violence
- Support people who are living with / survived domestic abuse to access education, employment or training in conjunction with existing services in Wokingham, gain suitable accommodation and maintain it and improve their health and wellbeing
- Increase the knowledge of generic workers to increase the early identification of domestic abuse

The provider will be expected to promote and enhance partnership working in order to support people who use the service to access all services that are relevant to their individual need in order to help establish a healthy life.

The provider will be required to sign up to and adhere to relevant information sharing agreements and/or protocols and actively engage with local safeguarding departments and boards.

The provider will ensure that all staff are competent and knowledgeable in terms of local referral pathways, such as the Early Help Hub.

The aims of the service are as follows;

- To work with customers and their families, identify their needs and develop a plan to address these needs
- Assist customers to access training and employment opportunities where appropriate
- To provide the appropriate level of support to survivors of domestic abuse that enables them to develop their independence and life skills and sustain their accommodation
- To provide structured and outcomes focused support, with goals set for the customers/ support providers to work towards
- To work with other professionals to provide a person centred whole systems approach to addressing domestic abuse and/or violence
- To work with survivors to build, or rebuild, safe and positive social relationships and networks
- Provide emotional support to help survivors improve their self-esteem and confidence
- To be knowledgeable about cultural differences and their impact on attitude and behaviours
- To be sensitive, understanding, non-judgemental and respectful in dealing with people whose culture is different from their own
- To be flexible and skilful in responding and adapting to different cultural contexts and circumstances
- To deliver a service that is reactive and supports and evolves with the fluctuating needs and trends in the Borough
- To promote a 'whole family' approach to support
- To deliver a service that supports survivor's and perpetrator's issues in a holistic manner and works effectively with all partners in particular the substance misuse and mental health services in Wokingham and ensures children are safeguarded
- To deliver a service that is available and accessible for all adults and young people in Wokingham Borough (in line with the eligibility criteria set out within the specification)
- To deliver an effective value for money service that is based on assessment of local need, best practice, national guidance and local public health and data where it exists
- To offer training and information to schools, services, partners and the voluntary sector to ensure all are confident in the referral routes to the support available in Wokingham
- To increase the number of residents from identified hard to reach groups entering support
- Provide solutions for how to support residents within Wokingham that are less mobile or have difficulty travelling
- Involve service user and families/carers to drive continuous service improvement

Service Overview

Wokingham Borough Council is seeking to appoint a single 'Provider' to deliver the services detailed in this Specification. Wokingham Borough Council recognises the complexity of the contract and the necessity to subcontract aspects of this contract. The Provider shall provide the activities listed below from the commencement date of the contract, 1st July 2017.

- A seamless service from initial contact through to the end of the support, ensuring minimal disruption whilst moving through the service
- A single point of contact for residents of Wokingham Borough providing support, advice and guidance to residents and professionals including signposting to services outside of the scope of this contract
- Refuge provision in or near the Borough
- Outreach support for Wokingham Borough residents to decrease their risk from domestic violence and abuse
- A skilled workforce that can support and is sensitive to the needs of residents from black and ethnic minority groups
- Support for children and young people living with and affected by domestic abuse in schools and the community
- An open door for residents to re-enter the services if necessary
- Support for perpetrators of domestic abuse to empower them to change their behaviour
- Advocacy support for victims going through the Criminal Justice System to seek redress or safety measures
- Good robust case management to minimise risk and provide management information for future planning
- Support for residents who are working with local housing providers and the local authority to gain safe and stable accommodation, and support residents to maintain their residency/tenancy if they chose to remain in their own home liaising with key stakeholders and local services
- Joint working within the children services Duty Triage and Assessment team to assist with domestic abuse triage and cases that do not meet the threshold for children services support
- Working in partnership with key stakeholders within the community and supporting the local authority to safeguard the residents of Wokingham Borough

The provider will have a clear support plan for each customer and this will be developed in agreement with the customer and reviewed regularly. The level and type of support provided will be determined by the individual needs and preferences of the customer. The

duration of support will be planned from the beginning with the customer and the support plan will include a process for gradual withdrawal of support in a safe and planned manner. (Support and activities will be subject to limitations set out within this specification).

The service will operate in a responsive and flexible way, ensuring that the timings of support fit with the needs of the customers and not just from 9am-5pm Monday to Friday.

As part of the safe and gradual process to end support the customers must be made aware that they can re-enter the service at any time if their circumstances change.

Scope of the Service

Wokingham Borough is one of six unitary authorities in Berkshire, with an estimated population of approximately 159,000. The Borough is ranked as one of the least deprived in the country however there are still pockets of relative deprivation in the Borough. Wokingham Borough borders Reading and Bracknell Boroughs and consists of two large towns (Wokingham and Woodley both with very strong identities). The population demographic is 88% White British and 12% BME.

The current support for residents in Wokingham Borough is delivered over a number of contracts.

It is nationally recognised that domestic abuse and/or violence is widely underreported. There is a rate of 22.7 per 1000 population domestic abuse incidents recorded by the police.

Our current service in 2015/16 supported between 78-118 residents living with domestic abuse per quarter. The helpline receiving 857 calls in 2015/16. In 2015/16 there were 140 referrals for adults and 94 referrals for children and young people.

Currently in 2016/17 there have been 351 calls to the helpline and 89 new referrals in the first 2 quarters of 2016/17.

The majority of residents supported are white British (73%) with the next highest group being Asian with 14%.

Police data shows that repeat victimisation in Wokingham is 30.6%.

All figures given are for guidance purposes only and may vary. These figures do not indicate volume of business that may result from this contract.

The transfer of the existing people in treatment will take place on the 1st of July 2017.

In order to facilitate a smooth transition between the existing and new contract it will be necessary for the incumbent Provider and the new Provider to work collaboratively prior to the

commencement date of the 1st of July 2017.

6. Service Requirements

As a minimum the service must provide:

6.1 A single point of contact for domestic abuse and violence support services:

- A telephone helpline that is open at times that are consistent with the needs of the residents
- A helpline that is open to all residents without discrimination, and for those who cannot be offered a service they must be signposted to the appropriate support available
- Support available to help residents with English as an additional language
- An out of hours emergency telephone referral service
- The helpline will be staffed appropriately relative to the local needs and demands on the helpline
- All enquiries must be responded to within 2 working days

6.2 Advice

- The Provider will listen to and advise residents who are not sure what their options are as well as their family and friends
- Advice and support will be offered for professionals and partners that may come into contact with residents living with domestic abuse and /or violence
- The Provider will offer safety advice, including safety planning, advice about keeping children safe and the options available to enhance security
- The Provider will ensure that their local information, advice, knowledge of local authority processes, policies and contacts remain up-to-date and available
- Risk assessment for residents living with domestic abuse and or violence will be completed by those self-referring for support

6.3 Outreach Support

- The Provider to offer floating support with 35-50 new referrals per quarter for residents of Wokingham Borough
- Support for men living with domestic abuse
- Allocation of the support workers time to be prioritised using risk assessments and assessments of vulnerability
- Once accepted onto the caseload high risk cases must be offered support the next day, medium risk cases and low risk cases must be offered support within an appropriate timescale

- To have provision of high level support for residents living with/ survivors of domestic abuse and/or violence
- Case work can be undertaken in a way that best suits the needs of the residents using the service, however telephone support can only be used for very low level support
- Support shall include safety planning and where residents request to stay in their own homes strategies for increasing security to enabling them to stay in their own home, minimising risks which will include liaising with landlords to improve security where relevant, and appropriate referrals such as to the home refuge scheme
- Working with the local authority and liaising with private companies to support referrals to private sector accommodation
- Support with financial queries and issues, and where appropriate support benefit applications
- Support residents to navigate the criminal justice system
- Signposting to legal advice related to domestic abuse and/or violence
- Signposting to recovery/therapeutic services
- Support residents where substance misuse is an issue to access support from the community service and work with the local provider to put in place relevant protocols
- Support residents where mental health support is required to access help from the community mental health team or IAPT services work with the services to put in place relevant protocols
- Support residents where parenting support is required to access parenting courses
- The Provider will provide benefits advice and where necessary work with local services (such as the Citizens Advice Bureau)
- The Provider will identify any needs or concerns for safety and understand when to make referrals to appropriate partner agencies including safeguarding for adults and children

6.4 Perpetrator Support

- The Provider to offer a perpetrator programme that is evidenced based
- The programme should reflect the standards which are set and defined by RESPECT
- The support should be available in both group and one-to-one settings as appropriate
- The programme should embrace a partnership approach way of working
- The programme should support and inform assessments and safeguarding referrals
- Provide triage assessment and advice to children and young people professionals on issues of assessing, engaging and working with male perpetrators
- Provide training and briefing sessions to professionals and practitioners on best practice of assessing, motivating and working with perpetrators, to be agreed with the commissioner
- The programme should be open to referrals from partners as well as to residents who wish to self-refer

6.5 Wokingham Borough Council support

- The Provider will co-locate with a relevant team, which may be the referral and assessment team on a basis to be agreed
- The Provider to participate in daily domestic abuse/violence triage meetings within the Duty, Triage and Assessment team, we anticipate domestic violence triage to take 10 hours per week. Within this support it is expected that the provider will;
 - Bring their expertise to the triage conversation, offering best practice and local intelligence
 - Challenge when appropriate
 - Provide advice to engage residents living with domestic abuse and/or the perpetrator
 - Advocate for the resident living with domestic abuse
- To offer support to families identified as not meeting the criteria for Children's Social Care support where domestic abuse and/or violence is present as appropriate by making contact and offering ongoing support through the main service/ signposting as necessary
- Upon award of the contract there will a mutually agreed and robust communication and feedback process for all cases
- The Provider will work with the model of Signs of Safety when supporting families
- The Provider will have the ability to attend and contribute to safeguarding strategy meetings
- All final processes will be agreed and confirmed with the winning Provider

6.6 Support for Children and Young People

- Each child and young person to have a support plan
- Provide support to children and young people who have questions about their circumstances and the changes within the family and their familial relationships
- To provide referrals into supporting agencies such as CAMHS, ARC, substance misuse, early help hub and other services as required
- To work with children and young people using the signs of safety model and direct working tools (training will be provided by the local authority)
- To provide support to children and young people within the school setting, and to ensure that support given compliments the support the school is providing
- To provide support in both group and one-to-one settings as deemed appropriate
- To provide joint support for the child and young people and their parents as appropriate
- To provide age-appropriate interventions for children and young people

6.7 Training

- In receipt for receiving signs of safety training the provider will provide reciprocal training to be agreed with the commissioner
- To work with key partners and agencies to develop reciprocal training agreements as appropriate, this will be subject to service capacity and agreed with the commissioner

6.8 Refuge

- To provide first stage refuge support for women and their families
- The Provider must support women and families accessing the refuge to move into safe and secure independent accommodation
- The provider must work with survivors of domestic abuse and/or violence and work with partners to address their needs in a holistic manner
- A staffed emergency response for out of hours, providing support for survivors resident within the refuge
- The refuge must be based in or near to the Borough

6.9 Ending Support

- Support will end when the customer completes their support plan or no longer needs the support
- Where a client disengages before the completion of their support plan the Provider will make every effort to re-engage the customer and maintain contact
- The Provider will maintain an open door to clients in order to help them achieve long-term success and to help prevent residents reaching crisis point
- In order to ascertain whether the customer is living an independent life the Provider is expected to attempt to contact each customer 6 and 12 months after the end of their support (this will help the service and the Council understand if the current provision of services had an impact on the survivor and their outcomes)

6.10 Website

- To provide a website that includes information on the service, including;
 - What support is available
 - How to access support
- This information must be quick and easy to find by those not familiar with the service through reasonable web searching

7. Referral and access to the service

The service operates an open access route. A waiting list will operate when necessary, which prioritises each individual on risk levels, need and vulnerability.

No waiting list must be in operation for;

- Residents part of an intervention plan for a Youth Offending Service client
- Young people 'looked after' by Wokingham Borough Council Children's Services
- Those that are part of a child protection plan

The service must have a clear admissions criteria and exclusion policy in place which must be made publicly available and shared with the referral agents and stakeholders and subject to regular review.

All referrals received must undergo an assessment of need, risk and eligibility for the service. This must be undertaken prior to the individual being accepted.

The assessment should be undertaken in a format that is appropriate to individuals' needs and should not constitute a barrier to service utilisation especially for hard to reach groups.

Where there are concerns identified by a risk assessment individuals should be referred to the appropriate alternative service.

Service location / times of delivery

The Provider is responsible for the identification and associated administration and costs for securing a service base.

The service base must be in an area well serviced by public transport.

The Provider shall be responsible for the running costs for the Service Base. This will include all costs including rent, business rates and utilities.

The Provider shall ensure that the building complies with any requirements set by CQC or any other inspecting bodies.

The service will maintain an appropriate office/site base in or around the Wokingham Borough.

The service will ensure that all eligible customers within the borough, irrespective of location or address, can make use of the service.

The Provider will ensure that the operating hours are based on the client need at the time and may be subject to change over period of the contract.

The service will operate within the times and on the days stated in the submitted or within the negotiated contractual arrangements that Wokingham Borough Council have formally agreed with the service provider.

The service provider will advertise, publish and make widely available information that clearly informs people who may wish to use this service, when this service is available and how it can be accessed.

The Provider is responsible for ensuring the service base is clean and presentable, ensuring that there is a system in place to track and check what cleaning has been undertaken.

8. Customer Group

Those living with/surviving domestic abuse and/or violence who meet the referral criteria as follows:

- Reside in the Wokingham Borough (there will be no minimum amount of time that they would need to be living at a Wokingham address)
- Both Adults and young persons

Service delivery and support options should take into account families, significant others, professionals and other complementary support services.

Eligibility Criteria

Eligibility for this Service will be children, young people and adults who reside within the boundaries of Wokingham Borough and have been assessed as requiring support for domestic abuse and/or violence.

Special attention must be given to:

- Drug and/or alcohol users not in contact with other drug treatment and care services
- Improving access of groups who are under-using domestic abuse and /or violence services
- Young people who are 'Children in Care' or are on a Child Protection Plan
- Young people and adults at increased risk due to protection and safeguarding concerns

Cohorts' under-using include but are not limited to:

- Homeless people and those in poor accommodation
- Commercial sex workers
- Black and minority ethnic populations
- People with a disability

- Drug and/or alcohol using parents
- People with a learning disability
- LGBT community

Exclusion Criteria

Customers can be excluded for behaviour that breaches accepted rules and standards at the discretion of the service but within a structure of users' rights and responsibilities. Where appropriate, work is carried out to re-engage customers in this or other more appropriate services. An auditable record of this work should be maintained to demonstrate that re-engagement activity has been fully exhausted before exclusion.

Customers may be excluded as a result of a professional risk assessment and if they pose a serious risk to staff, other customers and members of the public. Customers are referred to appropriate services in this instance, where possible. The Provider should have a public exclusions statement, including criteria and right of appeal.

Those not eligible for support services are as follows;

- Residents whose support needs fall within a statutory responsibility unless the need for housing related support (is defined by Wokingham Borough Council's policies and procedures) is identified as a complimentary part of an overall package of support and assistance as agreed with an appropriate assessment plan
- Residents whose support needs require more resources than are available to the services unless there are arrangements made by relevant agencies to meet additional care and support needs.

Under the principle of fair access, no customer should be unreasonably excluded from accessing a service.

9. Workforce and service capacity

The provider will always deploy a sufficient number of paid staff and volunteers to deliver the service according to the terms of this service specification and ensure that appropriate management support is available to staff and volunteers.

The Provider must ensure that workforce employed to deliver the service are appropriately trained, skilled and experienced and are committed to delivering a high quality, person centred service, this must include induction training for all new employees. All staff and volunteers

covered under this contract must have a relevant and up-to-date DBS check. It is the Providers responsibility to ensure that this is undertaken and kept up-to-date.

The Provider will ensure that the relevant employees have the necessary training in, knowledge and experience of, or qualifications to deliver the service specified including;

- Understanding of the impact of domestic violence and abuse
- Understanding of substance misuse and mental health issues and how they closely related to domestic abuse and/or violence
- Understanding of risk assessments and how to complete them
- Understanding of vulnerable groups
- Data protection
- Confidentiality
- Equalities training, and the ability to communicate well with a diverse range of communities
- Up- to-date welfare benefits knowledge
- Safeguarding adults and children knowledge
- Knowledge relating to housing and homelessness rights, risks and provision
- Up-to-date knowledge of referral routes to local agencies and routes into community resources
- The ability to provide access to black and ethnic minority groups within the service
- To offer culturally sensitive support
- Abilities to verbally communicate/offer translation and interpreting services to non-English speaking residents as necessary
- Successfully dealing with varying needs including but not limited to; challenging behaviour, anger management problems, persistent offending behaviour, self-harm, mental health problems and substance misuse problems
- Culturally competent and be able to challenge inequality and oppression
- Ability to work effectively with vulnerable clients from diverse backgrounds
- Ability to use information management tools and technology

It is expected that workforce should have or develop:

- Experience of proactive and innovative ways of providing outcome-focused support
- The ability to work in a sensitive manner taking into account individual circumstances, preferences and the level of needs
- The ability to work creatively and flexibly to meet the needs of adults, families, children and young people
- A full understanding of safeguarding issues and procedures and this will include participation in regular training

- An understanding of the organisation's service requirements and procedures as well as those of local social care and health services
- Partnership working skills to ensure productive engagement with other service providers and stakeholders to ensure holistic service delivery

Core Competencies

The Provider shall employ or sub contract with other organisations staff who are competent and qualified in relation to their job function, role and responsibility in accordance with good practice guidelines i.e. Safer Lives, CAADA or other equivalent standards for the achievement of successful outcomes.

The Provider shall ensure that there is a sufficient number of staff employed or sub-contracted with to deliver the Service. Cover for training, holidays, sickness or other absence will be planned. Wokingham Borough Council expects the Provider to deliver consistency to the People who use the Services and the use of agency/temporary staff should only be used in exceptional circumstances with the approval of the Head of Domestic Violence and Abuse Services.

The Provider shall ensure that clinicians that they employ or sub-contract have appropriate competencies for their role and shall receive training to achieve those competencies. They must also ensure that regular meetings are held with sub-contractors to review caseloads and service delivery.

The Provider shall ensure that clinicians they employ or sub-contract with have appropriate certification, such as specialist registration, and take account of professional revalidation.

The Provider shall ensure that anyone that they employ or sub-contract with update their knowledge and skills base according to emerging evidence and developments in professional practice.

The Provider shall ensure that staff that they employ or sub contract with have access to regular supervision and annual appraisal from a suitably qualified person.

The Provider shall ensure that staff that they employ or sub-contract with and volunteers receive appropriate training in respect of:

- Data protection training
- Safeguarding – both children and adults
- Local referral pathways and processes such as the Early Help Hub – in order to provide services using a whole family approach

The Provider will ensure that staff they employ or subcontract and volunteers are competent

with regards to local pathways.

The Provider will ensure there are arrangements in place for good health and safety for employees and personal wellbeing for staff who may be working with high-risk customers on a regular basis.

Service Capacity

The service will ensure staffs hold a caseload in line with Safer Lives guidelines. Providers should be aware that this number may vary due to the complex needs of customers.

The Provider must ensure that high risk referrals are processed within 1 day and contact is made with the resident.

There should be a rolling programme of community-based interventions to allow for prompt access.

Brief interventions via drop-in services may also be required.

Any additional activities undertaken by the Provider must not be to the detriment to the main aims of the service as stated in this Specification.

Outreach should be provided in line with demand.

Out of hours service should be provided in line with demand.

Flexibility with service provision should be provided, especially if a current service user's circumstances change (e.g. entering employment, education or training).

Care Quality Commission, Ofsted, HM Inspectorate of Probation and HM Inspectorate of Constabulary

- The Provider must comply, where applicable, with the registration and regulatory compliance guidance of any regulatory body
- The Provider must ensure that they allow access to CQC, Ofsted, HM Inspectorate of Probation and or Constabulary inspectors on request and comply with the inspection regime. The Provider must also inform the Commissioner of any notifiable events, changes in registered manager and initial feedback from any inspection
- The Provider must respond, where applicable, to all requirements and enforcement actions issued from time to time by CQC or any other regulatory body
- The Provider must consider and respond to the recommendations arising from any audit, death, serious incident report, or patient safety incident report
- The Provider must comply with the recommendations issued from time to time by a

- competent body
- The Provider must comply with requirements contained in guidance and appraisals issued by NICE
- The Provider must respond to any reports or recommendations made by Local Healthwatch

10. Payments and other contractual arrangements

This is a block contract with a quarterly payment in advance, further details can be found in the contract.

All full financial review and returns will be required annually, with quarterly reports to monitor expenditure.

The annual contract value is between £113,000 and £123,000.

The total contract value, including any provisions for extensions, is £452,000 - £492,000.

Full terms and conditions are included in the service contract.

11. Partnership and joint working

The Provider will be responsible for ensuring that residents who use the Service benefit from a fully integrated service by involving a range of generic and specialist agencies in order for outcomes to be met and for people to gain control of their lives after domestic abuse and/or violence.

The Provider shall work with agencies within the Criminal Justice System to maximise opportunities in preventing people from offending, thus improving outcomes for survivors and offenders of domestic abuse.

The Provider will work with health professionals such as mental health, G.Ps, midwives and health visitors to maximise opportunities to improve mental and physical health in order to achieve individual outcomes.

The Provider shall engage with safeguarding services in Wokingham Borough and will sign up to all relevant protocols to ensure that the individuals who use the Service and their families are not put at risk.

The Provider is expected to maintain a good understanding of local services so that it is able to advise and signpost customers to other relevant services in Wokingham Borough to ensure that the customers receive the most appropriate support.

The Provider is expected to work closely with Substance Misuse services to support residents affected by both domestic abuse and substance misuse.

The Provider will attend relevant groups, meetings and partnerships as agreed with the commissioner.

The Provider will attend all MARAC, Child Protection conferences and follow up all resulting actions.

The Provider has to attend and engage with Domestic Homicide reviews and serious case reviews.

12. Customer engagement and communication

The Provider is expected to promote the service widely across Wokingham Borough using a variety of appropriate methods to ensure that people who may benefit from the service are aware of the service and how to access it.

The provider must promote the single point of contact widely; particular attention should be paid to:

- GPs
- Health Centres
- Victim Support services
- Schools
- Children Centres
- Substance misuse service
- Community mental health services
- Police
- Probation
- Housing providers
- Voluntary sector organisations
- Children services
- Faith based organisations
- Organisations providing support to older people, disable people, BME communities and LGBT communities

Outreach must include engaging with residents/communities that find it difficult to access services

Information must be made accessible and reflect the demographics of the Borough including translating into community languages

The Provider should also ensure regular and timely communication with customers to keep them informed of the service and in particular any service changes provision.

The Provider will provide advice and support to individuals who use the Service in order to facilitate the establishment of survivor led support groups.

The Provider will consult with People who use the Service and use the information provided to improve service delivery.

The Provider will ensure that where appropriate survivors of domestic abuse and/or violence can access training to improve and enhance opportunities to be involved in volunteering within services.

The Provider will use survivor volunteers to undertake customer satisfaction surveys on a regular basis.

13. Outcomes and monitoring

Quality of the effect/service outcomes

Purpose:

Outcome	Increased empowerment of residents living with domestic abuse and/or violence supported in the community service
Output	Show that residents that survived domestic abuse and/or violence and are empowered to live a new life
Measures	e.g. Empowerment star To be confirmed with the commissioner

Purpose:

Outcome	Increased independence for survivors of domestic abuse/violence
Output	<ul style="list-style-type: none"> • Increased hope and goals for the future • Return to work • Education/training opportunities accessed • Financial support accessed • Support networks established
Measures	Service user self –reported feedback To be confirmed with the commissioner

Purpose:

Outcome	Service users perception of safety increases (children and adults)
Output	That there is an increase in self-reported feelings of safety between entry and exit of services

Measure	Service user self –reported feedback To be confirmed with the commissioner
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Purpose:

Outcome	To ensure all children are safe and protected
Output	<ul style="list-style-type: none"> • That the child’s voice is heard and at the centre of all the work • That a safety plan and/or safety network is in place for every child/young person • That there is a clear trajectory and plan direction for every child/young person
Measure	Using the signs of safety framework and practice tools

Purpose:

Outcome	Children, Young people and Adults report and increase in wellbeing
Output	An increase in self-reported wellbeing
Measure	Self-reported feedback (Warwick-Edinburgh Mental Wellbeing Scale etc) To be decided with commissioner

Purpose:

Outcome	Supporting perpetrators to change their behaviour
Output	Increased self-awareness and recognition that their behaviour is abusive and to name it as ‘domestic violence
Measure	Self-reported feedback To be decided with commissioner

The outcomes will be monitored regularly and may be subject to change as priorities and demand changes. Any changes will be discussed and agreed with the provider.

Monitoring

The following information will be collected for monitoring purposes.

Quantity of the effort/service	Baseline
<ul style="list-style-type: none"> • The number of perpetrators offered support through the perpetrator programme • Number of Wokingham Residents supported into refuge (broken down by in area and out of area) • Number of Women supported in Wokingham Refuge • Number of referrals • Number of calls to the helpline • Number of perpetrators supported • Number on wait list • Number of Children and Young People supported • Additional needs addressed <ul style="list-style-type: none"> ○ Substance misuse support accessed ○ Mental health support accessed ○ Parenting support accessed ○ Recovery/therapeutic support accessed 	TBC

Quality of the effort/service	Baseline
<ul style="list-style-type: none"> • Reduced DASH/DOM5 risk assessment on case closure as a percentage of all case closures in a reporting period • Reasons for waitlist • Planned departures from service as a percentage of all departures in a reporting period • Number/percentage of perpetrators completing the programme • Number and breakdown of onward referrals 	TBC

Quantity of the effect/service outcomes	Baseline
<ul style="list-style-type: none"> • Average time spent supporting high risk cases • Average time spent supporting medium risk cases • Average time spent supporting low risk clients • Numbers supported to take forward legal proceedings • Number/ percentage of children/ young people de-escalated from a CIN/CP plan • Number/percentage of service users that are/ have been known to service previously 	TBC

The final outcomes and data collected will be agreed and finalised with the successful provider.

Where there are serious incidents and/or safeguarding concerns robust protocols must be put in place to escalate these concerns and notify the council, commissioner and the appropriate key partners.

14. Contract Review and Monitoring

The provider will ensure performance returns are submitted quarterly (from commencement of contract and thereafter from 1st July – 30th June each year) to the designated commissioner within 21 days after the last date of each quarter period.

The service will be subject to contract monitoring throughout the contract term, the main aim of this being to ensure that the requirements are adhered to. Primarily, this monitoring will involve the following:

- Assessment of strategic relevance to the Council’s strategic priorities
- Service activity and delivery including the number of people who:
 - Use this service, over what duration or frequency that person uses this service
 - Request access to this service, including those who do not ultimately access, or use this service
 - Are held on a waiting list (if this is applicable)
- Quality of service
- Customer satisfaction
- Reported outcomes
- Assessment of the service’s cost effectiveness and financial stability

- Submission of annual accounts due each October

Contract monitoring will be led by Strategic Commissioning and may be carried out in conjunction with customers and stakeholders. An annual contract review meeting will be arranged to discuss service performance and future actions required, if necessary.

15. Data

The Provider is required to have its own internal performance management regime to monitor, improve performance and report through the Partnerships governance process.

The Provider must demonstrate a robust information governance system.

The Provider is responsible for sourcing and providing a software system and the associated costs, licences, training and core dataset updates

Wokingham Borough Council own the data contained within the database and as such has access to this data. Wokingham Commissioning collects data by requiring the Provider to provide data to a prescribed format. The information recorded on the database will include a copy of the service user's recovery plan which includes risk assessments and outcomes of subsequent reviews.

Any guidance or amendments that are issued by the council about data collection should be considered as an addendum to this specification.

The Provider will be required to comply fully with guidance describing data collection processes to record all aspects of the care pathway – assessments, care planning, care delivery, care plan reviews and discharge from care.

It is the Provider's responsibility to ensure service users are aware of and able to give informed consent and sign a confidentiality form.

Data Storage

The Provider will be the data controller for the life of this contract and are responsible for the processing and pertaining service user information in receipt of care and information used for reporting purposes. At cessation of the contract, the Provider will return all data, both soft and hard data to Wokingham Borough Council.

The Provider will be responsible for all data storing which includes storage and confidentiality of information held on any such IT equipment i.e. PCs or hand held equipment and will be held

accountable in the event of a breach of data handling.

The Provider will further ensure their confidentiality procedures and protocols regarding Exchange of Information/Confidentiality Form(s) are complied with on every occasion.

The Provider must fully indemnify Wokingham Borough Council against all losses, actions, claims, proceedings or damages of whatsoever nature arising from a breach.

Information Sharing

Information sharing is needed to assure continuity of care and treatment. It is important to ensure consistency in the way in which information is shared.

The Provider will develop clear and robust information sharing protocols with relevant partners and third parties that clearly define under what circumstances confidentiality may be breached.

The Provider must comply with the Data Protection Act 1998 and Human Rights Act 1998.

Governance and Partnership Working

The provider will become integral to the Domestic Abuse Strategy group and will share accountability, given the impact of this contract on the aims of those partnership organisations within the group.

The provider will have a shared responsibility towards reducing domestic abuse/violence and anti-social behaviour and the effects this has on the local community. The Provider must evidence robust joint working arrangements with the Domestic Abuse Strategy Group and work as a Partner to achieve their aims and objectives.

The provider will be accountable to the Domestic Abuse Strategy Group and will report on progress and developments to reduce domestic abuse and/or violence.

Wokingham has identified high risks groups which the local agencies work together to support. These include domestic violence, substance misuse, alcohol, harm to children, harm to self and anti-social behaviour. Wokingham has a number of partnership strategic boards in place to address high risk areas which include:

- MARAC – Multi agency risk assessment conferences. This is where information about high risk domestic abuse/violence victims is shared between local agencies.
- MAPPA - Multi agency public protection arrangements. This group manages registered sex offenders, violent and other types of sexual offenders, and offenders who pose a serious risk of harm to the public.
- Integrated Offender Management (IOM) – All local and partner agencies ensure that the

offenders, whose crimes cause the most damage and harm locally, are managed in a coordinated way.

- Child Protection Conferences – All agencies involved discuss individuals where children are at risk of injury, neglect or abuse.
- Health and Well Being Board – Key strategic leaders from Health and Care system work together to improve the health and wellbeing of Reading.
- West of Berkshire Safeguarding Adults Partnership Board – Co-ordinates safeguarding adults including development of Berkshire policies and procedures and conducting safeguarding adult reviews.
- Wokingham Safeguarding Children Board – coordinates the safeguarding of children and young people within the Borough.
- Suicide Prevention Group – Chaired by Public Health this group focuses on actions that can be rolled out across Berkshire to reduce the risk and prevent suicide.
- Wokingham Domestic Abuse and Substance Misuse Strategy Group – A partnership group to monitor the local needs in relation to Domestic Abuse, Drugs and Alcohol and ensure the operation work is effective and delivered according to the identified needs.

It is expected that the Provider will contribute in a pro-active way towards all these groups to represent the needs of survivors of domestic abuse and address the needs of Wokingham's community.

Attendance at all meetings will be made in agreeance with the dedicated Domestic Abuse commissioning officer.

The Provider will also be expected to contribute to the local Needs Assessment and Joint Strategic Needs Assessment.

16. Review of the service specification

This service specification will be reviewed at the request of the provider or Wokingham Borough Council should either party consider that changes are required.