

Appendix 2

Resources & Service Mapping

Available services have been categorised into the following;

- 1) Accommodation
- 2) Support
- 3) High Risk
- 4) Children & Young People
- 5) Targeted Specialist Services

1) Accommodation

Refuge Provision

Calan DVS and Thrive Women's Aid provide refuge services within NPT. Both refuge providers operate a 24 hour on-call system.

- Calan DVS have 2 refuges offering a total of 13 spaces. One of Calan's 13 spaces is a crisis room which has a two week maximum stay and is restricted to women from Neath Port Talbot.
- Thrive have 1 refuge offering 6 spaces. The average length of stay in the Thrive refuge is 8 weeks. Thrive also provide short term resettlement support for women moving on from the refuge.

Fixed Term Temporary Accommodation

Fixed Term accommodation is time limited. Once the support needs of the women are met they are required to move on to other non-supported accommodation.

Thrive have five self-contained flats which are described as providing "move-on accommodation" supported by staff from within their Residential Services team. Individuals can remain in these properties for up to two years. 2018-19, 8 women were supported, 3 of whom had dependent children resident with them or as part of shared custody agreements. The average length of stay during the year was 12 months.

Hafan Cymru operate three clusters of temporary accommodation providing 14 units of housing.

Homelessness

For a proportion of survivors of VAWDASV, incidents (or repeated incidents) of abuse force them to flee from their home to places of safety.

The local authority has a duty to assist victims of domestic abuse to find alternative accommodation. However, it should be noted that many victims fleeing VAWDASV do not necessarily approach the local authority for assistance and access services in many different ways.

Neath Port Talbot Housing Options Team	2014/15	2015/16	2016/17	2017/18
Number of homeless presentations	2327	2008	2102	2158
Number of homeless presentations as a result of Domestic Abuse	130	123	171	148

2) Support

Floating Support

All three of the specialist providers provide floating support services to survivors of VAWDASV, funded by the Supporting People Programme Grant.

Thrive Women's Aid are funded to provide 10 units of floating support and employ one full-time dedicated member of staff to provide this service in addition to that provided by the Senior Family Support Officer (Community and Outreach).

Calan DVS are funded to provide 20 units of floating support and employ two dedicated full time members of staff.

Hafan are funded to provide 1 unit of floating support.

Freedom Programme

All 3 specialist providers deliver The Freedom Programme which is a **12 week group programme that** examines the roles played by attitudes and beliefs on the actions of abusive men and the responses of victims and survivors. The aim is to help women to make sense of and understand what has happened to them. The Freedom Programme also describes in detail how children are affected by being exposed to this kind of abuse and very importantly how their lives are improved when the abuse is removed.

The demand for this programme is far higher than the current capacity, demonstrated by the length of waiting lists.

All 3 specialist providers also offer further interventions, which are explained in further detail later on in the Strategy.

One Stop Shop

The OSS is based in Neath and provides a drop in service which is operated by Calan DVS. The service offers advice, information and support from specialist support workers to help **anybody** affected by violent relationships. The premises offer space for meetings, training events and counselling.

Partner agencies deliver sessional work from the OSS to deliver additional targeted services to clients.

In particular:

- A remote evidence facility for Neath and Port Talbot County Court and Family Court offering witness support
- Citizens Advice, offering welfare benefit and debt advice
- Solicitor once a week
- Probation for Females
- Victim Focus
- Counselling Services

Between April 2016 and March 2019, the remote evidence facility helped over 80 victims give evidence at court.

National Helpline

During 18/19 the number of landline calls from NPT was 937. Mobile numbers cannot be traced to a certain area.

The number of direct referrals from the Helpline to NPT refuges were;

- Calan: 17
- Thrive: 7

The above figures reflect referrals that were made directly by the helpline workers. In some instances, callers may be told of space in 3 or 4 refuges and they may contact the individual refuges themselves, which isn't reflected in the above figures.

3) High Risk

Multi Agency Risk Assessment Conference (MARAC)

The MARAC meet once every fortnight to discuss high risk victims of VAWDASV. Key statutory agencies, such as the Local Authority, the police and health work alongside relevant third sector agencies to form this partnership.

A MARAC Coordinator supports the MARAC process. This post is currently funded by the local authority.

MARAC	14 / 15	15 / 16	16 / 17	17/18	18/19
Cases discussed	306	370	446	464	506
Children in household	342	483	551	585	555
Repeat cases	22%	21%	23%	26%	34%

Independent Domestic Violence Advisor (IDVA) service

Neath Port Talbot Council have one full-time Senior IDVA, two full time IDVA's and a part time Business Support Officer, based within the Community Safety Team at Neath Police Station. The IDVA'S work with high risk VAWDASV cases. The service is funded by the Local Authority and South Wales Police and Crime Commissioner.

There is also a full time regional court IDVA funded by the Welsh Government Regional VAWDASV Grant.

IDVA Referrals	2014/15	2015/16	2016/17	2017/18	2018/19
	265	344	461	504	402

Social Services

4) Children & Young People

Social Services

The Social Services and Well Being Act (Wales) 2014 encouraged a new focus on prevention and early intervention and provided a duty to assess the needs of a child for care and support. Following a referral Children’s services carry out a statutory assessment in accordance with the level of need.

Children’s Services

The Single Point of Contact (SPOC) is designed to respond to all contacts and enquiries that come into Children and Young People Services (CYPS) and Early Intervention and Prevention services (Families First)

At the Single Point of Contact, all contacts are “screened” by a qualified, experienced Social Work Manager who will then decide on the appropriate next steps. These include:

- Signposting to support services
- Referral to early intervention and prevention services (Families First)
- Referral to statutory support services via the Intake Team
- Information and/or Advice provided and no further action required

Data for Contacts and Referrals to SPOC over last 3 years;

Year	Total Contacts	Referrals Made
2016/17	8987	984
2017/18	8970	1079
2018/19	10471	1598

Following referral an assessment is made regarding what intervention is appropriate to meet and the needs of the child and family. The outcome of this assessment will determine whether a Care and Support plan is needed to support the child and family and prevent the requirement for a child to be looked after by the Local Authority.

Children’s Services can access support services for families from partner organisations such as Thrive and Calan DVS and in addition, can refer to the Family Action Support Team (FAST), Integrated Family Support Service (IFSS) and Hidden Harm service.

FAST services include:

- Parenting advice and support
- Safety Trust and Respect (STAR) groups for children and young people and parents
- Respect programme for young people who are violent or aggressive to parents
- Freedom Programme for women who have experienced domestic abuse
- Direct work with Children and Young people
- Positive Steps Programme
- Working Together Programme – works intensively with children and families where support is required to change behaviours and improve neglectful home conditions

IFSS provides an intensive intervention for children and families where substance misuse is the primary area of concern.

The **Hidden Harm** worker provides assessment information and brief intervention for parents who misuse substances and can fast track to the community Drug and Alcohol Team as required.

Families First

Families First is a Welsh Government programme designed to improve outcomes for children, young people and families. It places an emphasis on early intervention, prevention, and providing support for whole families, rather than individuals. The programme promotes greater multi-agency working to ensure families receive joined-up support when they need it. The intention of the programme is to provide early support for families with the aim of preventing problems escalating.

The support provided through Families First spans a wide range of needs, from early intervention support through to intensive, multi-agency interventions but should stop short of supporting families in crisis, who require statutory or specialist services.

Referrals for all Families First services are made via the Single Point of Contact (SPOC). All referrals are passed to a weekly referral panel which will help make sure that families get support from the service that best meets their needs.

Some of the Families First services include;

Team Around the Family (TAF)

TAF is for families who want to make positive changes to their family life, but need support to do this.

- TAF provides a service to families who are likely to need help from two or more agencies (e.g. Schools, health services, housing).
- TAF brings everyone together with families to identify any needs, and agrees how best to help families using strengths to meet those needs.
- TAF is a way of identifying who is best placed to offer any of the additional advice and support the family may need.

Children & Families Team

The Children and Families Team provide a range of parenting support appropriate to the need of the family. The core purpose of parenting support is about working with parents to reduce risks; strengthen parenting capacity; develop and build resilience and sustain positive change in the best interests of children.

Domestic Abuse Service

This service offers a suite of specialist interventions and programmes that are family focused and offer choice for families who have either left the perpetrator or who wish to stay together. This includes targeted and age appropriate interventions for children and young people of victims, victims and perpetrators.

While the focus is on children and young people, the service protects and supports all family members, with the goal of creating and maintaining safe and healthy households that support and nurture children and young people.

Each family is allocated a key worker who assesses the families' needs and produce an action plan based on what the family would like to achieve. The support is tailored to meet the specific needs of the family and is based on a range of interventions that are age appropriate.

There have been over 1,500 referrals to EIP panel in 2018/19. Of these, 149 individuals accessed the DA service.

Flying Start

Flying Start is a Welsh Government funded programme available in targeted areas, supporting all families with children under 4 years of age to have a Flying Start in life.

The programme has 4 core elements:

1. Health Visiting
2. Childcare
3. Speech and Language
4. Parenting

In Neath Port Talbot, the programme also provides additional support through midwifery and educational psychology services.

Spectrum

Hafan Cymru operate Spectrum which is an All Wales project delivered in primary and secondary schools across all parts of Wales, including Neath Port Talbot. Spectrum uses a 'whole school' approach to tackling all forms of VAWDASV. Lessons are delivered by trained teachers working with Personal & Social Education (PSE) teachers in support of the PSE Framework in schools to teach Children and Young People about healthy relationships, abuse and its consequences and where to seek help. Classes receive this intervention on an annual basis.

The Spectrum staff also deliver sessions to teachers and support staff, youth workers, social workers, other interested professionals, and parents.

All Wales School Liaison Core Programme

The programme educates young people about some of the dangerous issues that affect our society today. The intention of the programme is to safeguard all children and young people living in Wales by providing them with information about the dangers associated with issues such as substance use and misuse, anti-social behaviour and VAWDASV. Lesson content is delivered by trained police officers working in partnership with Personal & Social Education (PSE) teachers, in support of the PSE curriculum in schools in Wales.

Crucial Crew

Crucial Crew is an annual event for year 6 pupils organised by the Neath Port Talbot's Community Safety Team.

The event is designed to raise awareness among pupils in their final year at Primary School, of the dangers they may face in everyday life. Crucial Crew is held for two weeks every year and involves many different agencies working in partnership to raise awareness of various different issues, one of which is VAWDASV and Healthy Relationships.

This event reaches 1600 pupils every year.

NPT Youth Justice and Early Intervention Service

Young persons aged 10-18 who have committed a violent offence (which could include domestic or sexual violence) automatically engage in the STAR and RESPECT programme to aid understanding about healthy relationships. This is delivered internally by suitably trained staff. The NPT YJEIS is now a local authority multi agency service having disaggregated from the Western Bay regional service in April 2019. This means that VAWDASV are able to form closer local links with the YJEIS and provide the interventions needed to support these young people in their own localities.

Data from the Core Assessments completed with young people involved with the Youth Justice and Early Intervention Services shows that 41% had witnessed violence in the family and 39% had experienced some form of abuse themselves. Young people involved in the Youth Justice Service have a significantly higher risk of experiencing ACE's (Adverse Childhood Experiences) including Domestic Abuse, Emotional Abuse and Physical abuse. Many are victims long before becoming involved with Offending or risky behaviours.

NPT Youth Service

Neath Port Talbot Youth Service works with young people aged 11-25.

They encourage and enable young people to participate in all opportunities available to them and gain the skills needed to become happy, confident and fulfilled adults and members of their communities. Staff are trained to deliver VAWDASV and Sexual Health training to the young people accessing their services.

Relationship & Sexuality Education (RSE)

The Youth Service are responsible for the development of the Relationship and Sexuality Education packs that are delivered in all local schools. Lessons include; personal hygiene, puberty, sex education and most recently a 'Healthy Relationship' lesson has been added to the pack.

The content and delivery are overseen by the RSE Group, made up representatives from the Youth Service, Health Board, Education, Community Safety and various other partners.

Higher Education

As part of the programme of awareness raising of VAWDASV and the services available, prevention campaigns and initiatives are regularly held in local colleges and universities.

5) Targeted Specialist Services

Sexual Assault Referral Centre (SARC)

The SARC is a specialist facility where victims of rape or sexual assault can receive immediate help and support. SARC services are provided in the Swansea area, managed by New Pathways.

New Pathways is a registered charitable company that provides a range of specialist counselling and advocacy services for women, men, children and young people who have been affected by rape or sexual abuse. They have many years of experience and are widely regarded throughout the UK as a leading organisation in this field.

BAWSO (Black Association of Women Step Out)

BAWSO is an All Wales Organisation that provides specialist services to the BAME community for those who are affected or at risk of Domestic Abuse and any other forms of violence, including: Female Genital Mutilation, Forced Marriage, Honor Based Violence, Modern Day Slavery and Human Trafficking.

The service provision includes; purpose built refuges that are specially adapted to meet the cultural and religious needs of service users, Information and Advice, Housing related tenancy support, Accommodation and outreach support for victims of Modern Day Slavery and Trafficking , FGM Health and a safeguarding community based project.

The Swansea project has 1 refuge and 2 safe houses with provision for 11 families. Both can accommodate either families (women and children) or single females. The project has 3 full time family support workers and one part time children and young person's worker.

At present, there is no provision for an Outreach worker in the Neath Port Talbot area but they have had the following referrals:

BAWSO Referrals for NPT	No Of Referrals
2013/14	3
2014/15	5

2015/16	4
2016/17	3
2017/18	2
2018/19	4

The specialist support providers in NPT also offer additional services;

Thrive Women's Aid

- **Video Interactive Guidance Project**

Video Interaction Guidance (VIG) is a unique intervention technique that we use to help women and their children who have been affected by domestic abuse. The method involves filming interactions between a mother and her child/children in areas that they have self-defined as wanting to improve. The footage is then edited to highlight 3 positive moments of interaction. The clips are reviewed with the client as part of a shared process where the VIG Guider can help the clients to micro-analyse the footage and empower them to move closer to their goals. VIG is a strength-based approach which helps families in need to identify the existing strengths within their relationships and then helps motivate them to build on these. VIG can help families improve how they communicate, become more aware of the principles of emotional attachment, help to increase parental sensitivity and ultimately rebuild the bonds that may have been affected by domestic abuse.

The VIG method has been clinically approved to help with infant bonding and attachment between parents and children. By focussing on the positives, and recognising what parents are doing well, it encourages those behaviours to be repeated. It engages clients actively in a process of change towards realising their own hopes for a better future in their relationships with their children.

- **LIFE (Liberty Independence Freedom and Empowerment)**

Thrive Women's Aid and NPT Mind have created a fully integrated new service provision that responds to those who have experienced domestic abuse and whose mental health has suffered as a result. The key ambition of the LIFE project is to create a sustainable, user-led, ongoing provision, that will enable often vulnerable service-users to access support beyond their period of

crisis, as and when they need it, and in a format that they want. The project brings together a range of activities that will promote

<p>1:1 Support 3-16yrs</p>	<p>STAR Club 4-11 yrs Child</p>
<p>Needs identified during initial assessment</p> <p>6/8 weeks support with a review</p> <ul style="list-style-type: none"> - 1:1 sessions within school/PTAWA office or community. - Therapeutic and sessions addressing Domestic Abuse, confidence, self-esteem, anger, safety and emotional issues. 	<p>8 Wk. programme</p> <p>Child or young person must not be residing with the perpetrator.</p> <p>Aims of the programme are:</p> <ul style="list-style-type: none"> - To improve parent/child relationship. - Help parent to understand effects of DA on their child and provide strategies to cope by enhancing parenting skills. - Help children to express and understand their feelings, and learn how to deal with them responsibly.

recovery, well-being and awareness raising, with the aim of empowering women to come together to help themselves and each other on their journey towards a positive and health future.

- **The EDGE Project (Equality Diversity enGagement and Education)**

The EDGE Project supports women who are victims of domestic abuse and further marginalised for being Roma, Gypsy and Traveler, Older or Disabled. The project seeks to increase safety and reduce the risk of harm using a multi-disciplinary approach in order to break the cycle of domestic abuse. On a one-to-one and group basis the team of two part-time Inclusion Officers support women to access the necessary local services they require and empower them to be able to replicate this process independently in the future. The project also provides education about domestic abuse, human rights, equality and diversity within the community and with professionals to raise their awareness of domestic abuse, equality and diversity by engaging with local providers and businesses to help them understand the barriers that service users may or have experienced due to their marginalization and help them to sculpt change within their organisation to address this. It provides awareness-raising sessions to individuals and teams in order to do this and encourage businesses to make 'pledges' which reflect the changes they are making.

STAR Group 7-11yrs Parent and Child	Young Person's Recovery Toolkit (7-16 years)
<p>10 Wk. programme</p> <p>Child or young person must not be residing with the perpetrator.</p> <p>Aims of the programme are:</p> <ul style="list-style-type: none"> - To improve parent/child relationship. - Help parent to understand effects of DA on their child and provide strategies to cope by enhancing parenting skills. - Help children to express and understand their feelings, and learn how to deal with them responsibly. 	<p>8-wk. programme</p> <ul style="list-style-type: none"> - The Children and Young People Recovery Toolkit is a programme for any young person that has witnessed or experienced domestic abuse and are able to take part in a group. - It is unique in its approach using a combination of trauma – informed resilience focused and specific trauma focused cognitive behaviour therapy and person-centred therapeutic principles.

- **Children and Young People**

- **Crisis Intervention**

Works with women who approach Thrive Women's Aid for support during a period of crisis and whose needs require immediacy of attention e.g. Target hardening, application for refuge, court support. The support last for approximately 2 weeks in order to address immediate needs whilst liaising with other professionals and our own community and outreach team to facilitate onward referral to the most appropriate provider for longer-term support.

Calan DVS

- **Compass Project**

The Compass Programme uses a strength based approach to promote a man's resilience and wellbeing following exposure to domestic violence and abuse. Though Domestic Abuse against men is traditionally underreported, it is known that agencies are supporting increased numbers of male victims and the Compass Programme is able to meet a growing demand. The Compass

programme provides a 'safe space' for male survivors to build positive and trusting relationships in an environment where they can talk openly about their experiences.

- **Inspiring Families**

The Inspiring Families Programme is an innovative intervention and assessment programme that can help strengthen and stabilise families. It is a structured 10 week programme for families that are affected by Domestic Abuse. It provides professionals with a robust framework to assess the parents' behaviour, coercive control, disguised compliance, the level of current risk and the likelihood of future risk. The programme identifies the potential for change and reduction of risk within the family, or indeed, whether the risk is too high or the potential for change too low to make working with the family a viable option.