



Wokingham Domestic Abuse Action Plan 2021-24

Domestic Abuse Partnership Board: Support for victims of domestic abuse and their children in safe accommodation

Priorities:

- 1) Increase awareness of safe accommodation choices for all
- 2) Provide an inclusive range of safe accommodation options
- 3) Provide support for victim-survivors in safe accommodation
- 4) Strengthen partnership work to drive and improve outcomes
- 5) Support individuals to begin rebuilding their lives

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Priority 1: Increase Awareness of Safe Accommodation Choices for All

Action	Lead Agency / Support Agencies	Output	Outcome/Measure	Resources	Progress (RAG)
1a. Ensure information is available about safe accommodation options in a range of formats and languages based on need.	Wokingham Borough Council (WBC) Domestic Abuse (DA) coordinator MAK Community Care	-Media coverage -Leaflets / flyers -Website accessibility -DA specialist services / health / other agency's websites link with WBC web page	-Agencies and individuals can access information for individuals with differing communication needs -User groups formed to test accessibility -Website hits	£2500 agreed for materials and videos	G: Videos filmed and uploaded to WBC website A: OAC review received and resources updated

	WBC Communication Team Solicitors Housing Associations Police Voluntary groups DA Networking group	-Non web-based information -Information in an accessible format for those who are visually impaired -Use of QR codes -Translation services			A/G: User testing to take place Oct 2022
					G: Comms plan developed
					G: Website hits being monitored
1b. Enhance domestic abuse support within the WBC homelessness team 30	WBC Homelessness team manager	-Direct link between homelessness team, IDVA and domestic abuse safe accommodation -Training for homelessness team staff and wider WBC staff to include specialist training for under represented groups -Information on safe accommodation options	-Number of people supported into safe accommodation - Training delivered -Information on specialist DA services within homelessness team resources -Homelessness domestic abuse officer appointed	£50K	G: Domestic Abuse Housing specialist in post
					G: Training programme in place and being delivered
1c. Increase awareness of the WBC Home Refuge (Sanctuary) Scheme across all housing tenures and victim demographics	WBC Home Refuge Scheme Lead Domestic Abuse Partnership Board Members (DAPB)	-Information available at events -Information in community settings -Use of DA campaigns to highlight scheme	-Media coverage -Number of referrals -Number of people supported to stay in their homes where they want to and it is safe -Breakdown by demographics and home ownership	Bid submitted to CSP for equipment costs	G: Leaflet updated Video commissioned to promote
					G: Shorter self referral form developed

31	1d. Ensure practitioners are aware of safe accommodation options, developing clear pathways	WBC Homelessness Team Manager Cranstoun WBC Adult Social Care (ASC) DAPB Solicitors Housing associations Police DA Networking group	-Pathways to safe accommodation -Access to refuge databases -Information on safe accommodation options	-Number of referrals -Number of people assisted into safe accommodation	Staff time	G: leaflet updated; referral form being reviewed; information on WBC website
						G: Access to Gold Book for Homelessness team in place
						G: DA homelessness officer reviewed pathways and placed information on shared drive and publicised via DAHA steering group
	1e. Increase the number of victims and survivors from under-represented groups accessing support	DAPB WBC Equalities Lead GP surgeries	-Address specific groups who are currently not accessing support and services, through specifically targeted comms activities including social media -Data collection of characteristics -Work towards statistical representation of victim demographics -Pathways chart	-Demographics of those presenting for support	Within training budget Staff time	G: Comms plan written to include protected characteristics G: resources reviewed – Oxford Against Cutting. Recommendations implemented A: agreed data set across areas being explored

Priority 2: Provide an Inclusive Range of Safe Accommodation Options

Action	Key Agencies / Groups	Output	Outcome/Measure	Resources	Progress
2a. Ensure a holistic range of safe accommodation options to meet diverse individual's needs	WBC Homelessness Team Manager DAPB WBC Adult Social Care	-Map provision -Understand gaps in provision -Increase understanding of needs for individuals -Map wider geographical areas options accessible	-Information on safe accommodation options available -DAPB aware, and addressing gaps	Staff time	G: mapping undertaken of WBC options – group established to explore wider geographical area opportunities
2b. Increase safe accommodation provision based on identified gaps and needs 32	WBC Housing Cranstoun Housing Associations MAK Community Care	-Understand gaps -Task and finish group(s) established to address gaps and identify opportunities (eg S106 capital funding and work with RP partners) -Develop business case to address gaps	-Number of additional options created -Number of additional designated safe accommodation units	Capital costs Staff time	A: Work progressing, including via DAHA steering group R: Additional units brought online
2c. Ensure that victims and survivors are aware of the need to protect their new address and how to anonymously register on the Electoral Role	WBC Electoral team Housing agencies Cranstoun Kaleidoscopic SupportU All agencies aware of a victim-survivor moving properties	-Information available on the need to protect new addresses and anonymous registration on council website -Agencies aware of the importance of this issue and highlight to individuals fleeing domestic abuse	-Number of WBC residents who have anonymously registered (Base line figure 19 as at December 2021)	Staff time Promotion of options	G: Information on website. Data monitoring in place Awareness raising activity to include short video clip

2d. Work with other areas to put in place reciprocal agreements to support families who need to move geographic area as a result of the domestic abuse	WBC Housing IDVA WBC DA Coordinator Thames Valley DA Coordinators group	-Key contacts list -Template for agreements -Links with Housing Associations -Include in Housing Allocations Policy	-Number of reciprocal agreements in place	Staff time	A: TV interested DA new burdens group convened June 22 to progress (Reciprocal agreement potential DA included in WBC Allocations policy)
2e. Work with health services to ensure access to equipment, community mental health and Rapid Response	Health (Occupational Therapy, home to hospital, primary and secondary care) WBC Housing Cranstoun MAK Community Care Royal Berkshire Fire and Rescue Service	-Information on key contacts for equipment and services -Pathways to securing equipment and services	-Number of people accessing equipment and services. -Time taken for equipment and services to be in place	Flexible funding 'pot' agreed Staff time	A: Initial meeting held with health and adult social care but some gaps which need further exploration
2f. Seek and achieve DAHA (Domestic Abuse Housing Alliance) accreditation for WBC housing stock and support other housing providers to achieve accreditation	WBC Housing Housing Associations	-Register for DAHA membership -Assess current situation against accreditation criteria -Accreditation visit -Accreditation achieved	-Increased focus on domestic abuse within tenancy agreements -Increased support for victim-survivors who are in HA properties -Increased options to hold perpetrators to account -Number of HA's with accreditation	DAHA annual membership DAHA accreditation costs Officer time	A: DAHA process initiated – anticipate 18 months / 2 years to award (target Summer 2023)

Priority 3: Provide Support for Victim-Survivors and Children in Safe Accommodation					
Action	Key Agencies / Groups	Output	Outcome/Measure	Resources	Progress
3a. Ensure a holistic range of support is available for those in safe accommodation for as long as the individual needs this	WBC Housing IDVA Cranstoun Transform MAK Community Care WBC Adult Learning Team DAPB	-List of support identified as needed through in-depth interviews addressed -Information on courses and training available provided -Ongoing input from victim-survivors as to needs	-Number and range of support options available -Number of people accessing training and courses	Funding to commission / deliver support	G: BWA refuge – funding agreed for additional support G: Partner agencies aware of support options G: Victim-survivor consultation undertaken 25 th & 28 th March
3b. Put in place support for those who need to flee from Wokingham to another area	WBC Housing IDVA Cranstoun WBC Housing Partner agencies	-Information on support available in safe locations -Toolkit for practitioners to assist a safe move including accessing refuge provision and funding for travel to refuge	-Number of individuals helped to get to safe accommodation	Staff time	A: Toolkit to be put in place, to be progressed with DA housing specialist
3c. Ensure coordinated support where a family have several different services involved	Cranstoun Statutory services All partner agencies	-Understand models currently being used across services -Agencies review referral process to ensure other agency involvement is known where possible and links established	-Victim-Survivors feedback on coordination of services -Agency's feedback	Victim-survivor input Staff time	A: Feedback obtained from victim-survivor feedback group


3d. Create a 'welcome' pack for those moving to safe accommodation to include practical and holistic information	WBC Housing IDVA Cranstoun Transform	-Information on local services, including how to register with services and key contact details -Available in accessible formats and languages as needed	-'Welcome' / Information pack created -Client feedback	Staff time Funding for tangible items	A: Oct 2022 – being progressed via DAHA steering group
3e. Ensure a range of practical and emotional support is available for individuals based on need	Cranstoun Kaleidoscopic SupportU Health Counselling services Adult education	-Client assessments to identify needs -List of support available for practitioners to assist creative signposting	-Number of individuals accessing support -Focus groups held to test range of support options	Victim-survivor time Staff time Consultant costs follow on interviews	G: Service directory created and now online- see WBC directory, subsection DA A: Initial focus group held – need to create framework for more regular groups
3f. Work in partnership with neighbouring authorities to maximise support options for individuals	WBC DA Coordinator WBC Housing IDVA DAPB members working across areas	-Sharing of gap analysis to consider joint commissioning to address -Directory of services available across local authority boundaries -Easy referral process between neighbouring services	-Number of support options available -New support services commissioned jointly -Data shared between services	Funding for joint commissioning Staff time	A: Group formed to explore, however joint commissioning difficult as no clarity about Government level of ongoing funding
3g. Provide training for support workers to ensure they are equipped to address the needs of those with complex, mental,	WBC learning and development team WBC Sensory team	-Training needs identified -Training calendar produced	-Number of training events held -Number of practitioners accessing training -Feedback from learners on training including learning,	Funding for training costs Staff time	Regular training being delivered, numbers and feedback collated

physical and sensory needs and communication barriers.	WBC DA Coordinator Cranstoun Kaleidoscopic SupportU		implementation and any difficulties identified.		
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Priority 4: Strengthen Partnership Working to Drive and Improve Outcomes					
Action	Key Agencies / Groups	Output	Outcome/Measure	Resources	Progress
4a. Support organisations across the Wokingham Borough to work together and support the Council in meeting its new duty under the Domestic Abuse Act 2021	DAPB members DA Networking Group members WBC DA Coordinator	-Roles and remits of partner organisations understood -Every partner organisation feels valued and listened to.	-Well- coordinated, led and effective Partnership Board and Networking Group -Number of active member organisations within Partnership Board and Networking Group -Coordinated response	Staff time	G: DA groups established and evolving
4b. Develop and deliver multi agency training to ensure practitioners can respond to those who may need to access safe accommodation	Domestic Abuse Coordinator WBC Learning and Development team Partnership Board and Networking group members	-Partner agencies identify multi and single agency training needs -Calendar of training events produced, with flexibility to respond to urgent training needs and training opportunities -Training to be ongoing on a rolling programme to ensure new staff	-Annual calendar of training produced -Number of training sessions delivered -Number of practitioners accessing training -Feedback from those accessing training	Funding for training Staff time	Training 21/22@ reached 1072 practitioners over 28 sessions See above for full list

		understand risk and responses -Training by specialist organisations to increase number of those from currently under-represented groups				
37	4c. Ensure the ‘voices’ of ALL victims, survivors and children are at the heart of partnership working	DAPB members Cranstoun WBC All agencies	-Demographic data on service users collated by partner agencies -Review of messaging and literature to ensure inclusive language used / equality of service provision across demographics -Focus groups established for those with ‘lived experience’	-Statistical representation across all demographics -Service users feel able to access services and support	Staff time to gather and analyse data and publicly available literature	G: Oxford Against Cutting review of literature and website undertaken. Recommendations implemented
						G: Data review to be undertaken for 2021 -22
	4d. Develop and deliver an annual action plan continually drive improvements to the options and support available for those who need to flee as a result of domestic abuse	WBC DA Coordinator DAPB	-Action plan to tie in with financial year (ie to 31 st March) -Commitment from partner agencies -Document refreshed and continually developed -Actions monitored for progress	-Actions progressed and delivered -Pro-active suggestions received from all partner agencies -Focus group feedback	Staff time	G: Action plan in place for 2021/22 Monitoring to be through focus on red actions and solutions to move forward March annually session on whole plan and agree for next year. Tie in with financial year

4e. Develop a consistent dataset to be used across agencies to monitor impact	WBC DA coordinator WBC Homelessness; Adult Social Care, Children's Services Police Health (primary and secondary) Cranstoun Kaleidoscopic SupportU Partner agencies	-Partner agencies identify what data can be collected -Agree shared dataset -Monitoring of data	-Increase knowledge of victim-survivor demographics accessing services -Baseline data to monitor impact of initiatives	Staff time	A: Discussions ongoing Oct 2022
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Priority 5: Support Individuals to Begin Rebuilding their Lives					
 Action	Key Agencies / Groups	Output	Outcome/Measure	Resources	Progress
5a. Provide safe, supported accommodation where individuals can have the space and time to decide how to move forward with the next stages of their lives	WBC Homelessness Team Manager Cranstoun MAK Community Care Housing Associations Supported Housing Other safe accommodation providers Transform	-Safe accommodation provided away from threats from perpetrator -Plans in place to determine support needs -Information available on practical and emotional support options (including civil remedies; home refuge scheme) -Access to long term accommodation	-Number of people in settled safe accommodation -Number of civil injunctions obtained -Number of home refuge (sanctuary) assessments undertaken -Number of people who report feeling safe in their accommodation	Refuge spaces Home refuge scheme Other safe accommodation	A: Options in place for refuge, home refuge, other accommodation – need to meet gaps in provision (eg male, LGBT+, disabilities not catered for in existing options) University of West London

					review undertaken March 2022
5b. Enable children and young people to access the support they will need to come to terms with what they have experienced and start to feel safe and more secure emotionally and physically	Children's Social Care Cranstoun Kaleidoscopic SupportU Schools Cowshed Agencies working with children and young people	-Safety planning advice -Trauma informed interventions -Access to age-appropriate counselling, fun activities, play therapy etc tailored to the individual	-Number of children and young people in safe accommodation accessing support -Number of support options available -Focus group feedback	Funding for long term, individual based support Staff time	A: Options being explored and built on but long way to go G: Focus group held as one off
5c. Facilitate access to the means to moving forward, be that through training, support job seeking, confidence building, safety planning or whatever the individual identifies as being important to them	Cranstoun Kaleidoscopic SupportU WBC Adult Education / Recovery College WBC Directory of services Involve DWP (Dept Work and Pensions) Relevant organisations	-Promote use of WBC directory of services and other agency's directories and information points -Courses and training options made available -Gaps in relevant support identified and responded to	-Number of people accessing training -Number of people helped into employment	Flexible funding 'pot' Funding for courses	G: DA Act funding advertised to encourage applications Work in place between adult education / recovery college / DA practitioners
5d. Develop a system which reduces the number of times a victim, survivor or child has to 'tell their story'	WBC Adult Social Care WBC Children's Social Care Cranstoun Health DAPB members	-Review of agency processes to identify where individuals have had to repeat their 'story' -Where appropriate, and with consent, explore best practice models to sharing basic overview	-Reduction in the number of individuals reporting having to repeat their story	Staff time	A: Initial scoping discussions held. Several organisations signed up to the Joy APP

		details with other relevant organisations.			
5e. Provide prompt access to practical support needed	WBC Housing IDVA Cranstoun Kaleidoscopic SupportU WBC Directory of Services Lead	-Directory of organisations who can provide practical support by type and referral process -Flexible funding budget available	-Number of applications for flexible funding -Agency feedback time from request to receipt of support	Flexible funding 'pot'	G: Funding allocated – still working through practical issues
5f. Work in partnership with agencies and community groups to develop additional opportunities to engage in activities and start building new friendships and support networks	Involve Voluntary and community groups WBC directory of services lead	-WBC directory of services awareness to identify suitable groups -Publication of 'good news stories'	-Number of people in safe accommodation accessing community groups and activities	Staff time Flexible funding options	G: Directory created for practitioners, including online version. Comms plan to enable wider sharing of good news stories
5g. Ensure that no victim, survivor or child is disadvantaged from accessing appropriate support as a result of their gender, sexuality, economic means or protected characteristic.	DAPB All agencies	-Partnership Board membership to include representatives of those with protected characteristics and / or additional complex and diverse needs -Ensure practitioners aware of options for those with No Recourse to Public Funding	-Feedback from focus groups -Review of service provision across demographics -Agency audits	Staff time	G: Focus group held G: Oxford Against Cutting review undertaken re accessibility for those with protected characteristics

Wokingham Wider Domestic Abuse Strategy Priorities and Actions: DA Networking Group

Priorities:

- 1) Awareness and early intervention
 - a) Deliver awareness raising campaigns
 - b) Produce information in a range of formats and languages
 - c) Information to be made available in a range of community settings, including 'hubs' where there is co-location of services
 - d) Support for educational settings to raise awareness of domestic abuse
 - e) Multi-agency training needs to be identified and responded to
- 2) Support for victims, survivors and children
 - a) Ensure a wide range of holistic support options are available to meet individual victim-survivors and children's needs
 - b) Ensure support is available at the earliest opportunity for victims, survivors and children and for as long as the individual needs
 - c) Tailor support to meet the individual's needs, empowering individuals to make safe choices
 - d) Increase the number of people who are currently 'under- represented' in services
 - e) Create clear pathways to support
- 3) Minimising harm
 - a) Encourage those who are causing harm as a result of their abuse to access support to change through providing a range of responses; challenging abusive behaviour; taking positive action; removing barriers to accessing support to change and education on the impact of abusive behaviours.
 - b) Hold those who perpetrate domestic abuse to account
 - c) Tackle the root cause of domestic abuse and break the cycle of abuse.
 - d) Monitor the effectiveness of interventions
- 4) Justice, recovery and ongoing protection
 - a) Work with the criminal justice services to support victims and survivors give their best evidence in court
 - b) Improve the experiences of those going through the Civil and Family Court systems
 - c) Support individuals in achieving long term wellbeing, both physically and emotionally so they can feel safe and move forward with their lives
- 5) Drive change together
 - a) Support partner organisations to work together and provide holistic and coordinated support
 - b) Reduce the number of times that someone has to 'tell their story'
 - c) Promote 'whole family' and 'whole system' approaches
 - d) Ensure the 'voices' of victims, survivors, children and perpetrators are 'heard'
 - e) Provide and coordinate multi-agency training events, workshops and conferences
- 6) Deliver domestic abuse Act 2021 duties for local authorities

- a) Understand the needs of those who need to access safe accommodation as a result of domestic abuse
- b) Ensure a wide range of safe accommodation options is available
- c) Provide support for domestic abuse victims, survivors and their children in safe accommodation

Relevant related plans, strategies and upcoming bills:

Berkshire Suicide Prevention Strategy
Wokingham Housing policies

National plans:

Domestic Abuse strategy documents
Domestic Abuse Perpetrator Strategy
Violence Against Women and Girls (includes male victims of domestic and sexual abuse) strategy
Police, Crime, Sentencing and Courts Bill
Victims Bill