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To: Kent Community Safety Partnership – 1st November 2012

Classification: For Information and Decision

Subject: Domestic Abuse One Stop Shops

Summary This paper outlines the success of DA one stop shops in Kent along with the difficulties a number of domestic abuse one stop shops are reporting obtaining agency commitments to staff the one stop shops.

1.0 Background

- 1.1 Domestic Abuse One Stop Shops offer free advice, information and support from a range of agencies under one roof to help victims of domestic abuse.
- 1.2 Typically each one stop shop is open for 2-3 hours, once a week; no appointment is necessary, members of the public seeking assistance can just turn up to speak to the professionals in attendance.
- 1.3 Across Kent and Medway during 2010/11, 10 domestic abuse one stop shops were in operation:
 - Ashford
 - Canterbury
 - Dartford
 - Dover
 - Folkestone
 - Gillingham
 - Gravesend
 - Margate
 - Sittingbourne
 - Swanley
- 1.4 During 2011/12 an additional one stop shop opened in Maidstone, taking our total to 11 by the end of this period. By December 2012 a further one stop shop is planned to be open in Herne Bay.

2.0 Visitor Numbers

- 2.1 Between July 2011 and June 2012, 1054 people were assisted at the domestic abuse one stop shops; this compares to 891 people between July 2010 and June 2011, an increase of 18%.
- 2.2 Ashford recorded the biggest percentage increase (125%) in total visitors during 2011/12, with Canterbury recording the highest number (n=262) of visitors overall.

2.3 The busiest months overall during 2011/12 were:

- May 2012 (127 visitors)
- March 2012 (107 visitors)
- July 2012 (107 visitors)
- September 2011 (104 visitors)

3.0 Staffing Arrangements

3.1 Core agencies to staff the one stop shops are ideally those representing Advocacy, Police, Housing advice and Legal advice/representation. Other agencies involved in supporting clients affected by domestic abuse can also assist e.g. Victim support, Substance misuse agencies, healthcare partners.

3.2 Most one stop shop are co-ordinated by agencies involved in the local area Domestic Abuse Forums and operate one stop shop staffing rotas to try to ensure that there will be sufficient staff in place to support visitors each week. However many forums have experienced difficulties getting some partner agencies to commit to staffing the one stop shops.

3.3 When visitors are asked who it is they would have liked to talk to that were not present the day they attended, the agencies that were mentioned the most during 2011/12 were:

- Legal (solicitor) – reported several times by 7 one stop shops
- Housing – reported several times by 5 one stop shops
- Police – reported several times by 3 one stop shops
- Benefits – reported a few times by 2 one stop shops
- Health Visitor – reported a few times by 1 one stop shop

Not all one stop shops provided details of the names of agencies that were being requested and were not in attendance during specific sessions, so it is likely that the above agencies were also being requested in some of the other one stop shops during some weeks.

4.0 Outcomes

4.1 Of the 1054 visitors who came to the one stop shops between July 2011 and June 2012, 84% reported that they had found their visit helpful, 0% (number=2, percentage is rounded therefore not statistically significant) reported their visit had not been helpful and 16% did not record a response to this question.

4.2 A few of the one stop shops reported 100% of visitors saying they found the service helpful.

5.0 Domestic Abuse One Stop Shop Good Practice Protocols

5.1 A workshop for all Domestic Abuse One Stop Shops was held on 12th October 2012 to agree joint working practices and best practice standards in the operation of the services across Kent and Medway.

5.2 When the Protocols are completed following the workshop and further consultation with partners involved in the delivery of one stop shops, all areas involved in providing DA One Stop Shops will be asked to sign up to follow the Good Practice Protocols.

6.0 Recommendations

- 6.1 Kent CSP members to consider what commitment county partners, such as Kent County Council and Kent Police, along with Area based partners, such as District Councils, can give to support staff provision at the Domestic Abuse One Stop Shops to help ensure that the services can continued to be offered to victims of domestic abuse.
- 6.2 Agencies that are prepared to provide staff to local domestic abuse one stop shops will be put in contact with local domestic abuse forums that co-ordinate the provision of the services and staff rotas (contact via the Kent and Medway DV Co-ordinator).

Attachments:

Year 2 One Stop Shop Report

For Further Information:

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