

July 2011 – June 2012

Background

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.

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.

Across Kent and Medway during 2010/11, 10 domestic abuse one stop shops were in operation. During 2011/12 an additional one stop shop opened in Maidstone, taking our total to 11 by the end of this period.

Number of Visitors

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%.

Table 1:

Location	No of visitors 2010/11	No of visitors 2011/12	% increase/decrease in visitors
Ashford	75	169	+ 125 %
Canterbury	169	262	+ 55 %
Dartford	60	46	-24%
Dover	102	54	- 47 %
Gravesham	52	31	- 40 %
Maidstone *	n/a	20	n/a
Medway	128	146	+14%
Shepway	143	120	- 16 %
Swale	107	123	+ 15 %
Swanley (Sevenoaks) **	6	12	+ 100 %
Thanet	49	71	+ 45%
Total	891	1054	+18%

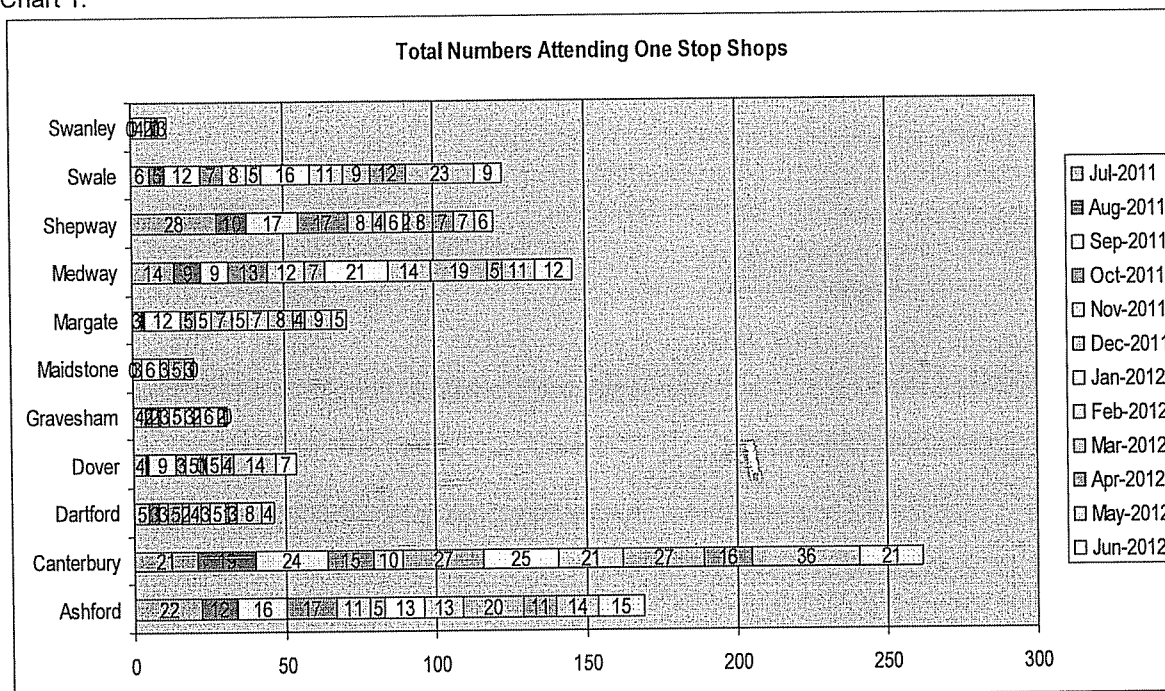
* Maidstone opened in January 2012.

** Swanley opens twice per month.

Ashford recorded the biggest percentage increase (125%) in total visitors during 2011/12, with Canterbury recording the highest number (n=262) of visitors overall.

Dover recorded the biggest percentage decrease (47%) in total visitors during 2011/12, however this may have been partly due to full data returns not being completed for each week of the one stop shop; procedures have changed over the past few months and numbers of recorded visitors were increasing again by the end of the period. Swanley recorded the smallest number (n=12) of overall visitors during the year but this was 100% more visitors than in the previous year.

Chart 1:



The busiest months overall were:

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

During 2010/11 the busiest months had been May 2011, March 2011, and September 2010.

Therefore between the two years we can see consistent peaks in demand for the services developing during March, May and September.

The months with fewest visitors overall were:

- August 2011 (62 visitors)
- December 2011 (64 visitors)
- November 2011 (65 visitors)
- April 2012 (69 visitors)

During 2010/11 the months with the fewest visitors had been December 2010, April 2011 and November 2010.

We can therefore see again that there seems to be some consistency in demand emerging and it seems likely that visitor numbers may reduce in some areas around bank holiday times and other holiday periods when people may not have as many opportunities to attend the one stop shops due to other family pressures or priorities at those times of the year.

Table 2:

Location	Busiest Month	No of visitors	Quietest Month	No of visitors
Ashford	July 2011	22	Dec 2011	5
Canterbury	May 2012	36	Nov 2011	10
Dartford	May 2012	8	March 2012	1
Dover	May 2012	14	Dec 2011	0
Gravesham	March 2012	6	June 2012	0**
Maidstone *	Feb 2012	6	June 2012	0
Medway	Jan 2012	21	April 2012	5
Shepway***	July 2011	28	Feb 2012	2
Swale	May 2012	23	Aug 2011& Dec 2011	5
Swanley (Sevenoaks)	Jan 2012	4	Jul – Oct 2011; Dec 2011; April 2012	0
Thanet	Sept 2011	12	Aug 2011	1

* Maidstone opened in January 2012

** Gravesham moved venues at the end of June 2012.

*** Shepway changed days during December 2011.

Area of Residence

From the data provided, 94% of all visitors to the one stop shops came from the same local authority area as the one stop shop and 17% attended the service more than once (compared to 14% during the previous year).

Dartford sees more visitors from outside the area than any of the other one stop shops, 17% of visitors to the one stop shop were from outside the local authority area; in the previous year Dartford also topped this list with 18.5% of visitors coming from outside the local authority area. Dartford did not provide full returns for a few of the months during 2012 so it is possible the true figure may have been slightly higher.

Table 3:

	Visitors from within LA area	Visitors Attended 2+ times
Ashford	90%	14%
Canterbury	95%	35%
Dartford	83%	17%
Dover	98%	6%
Gravesham	97%	0%
Maidstone	100%	11%
Margate	97%	1%
Medway	98%	9%
Shepway	94%	13%
Swale	93%	19%
Swanley	100%	18%

As in the previous year Canterbury has the highest proportion of repeat visitors to the domestic abuse one stop shop, 35% of visitors, it may be worth investigating the nature of these return visits to determine if visitor needs are being met most effectively by the agencies in attendance at the one stop shop.

Services Accessed at Domestic Abuse One Stop Shops

From those agencies in attendance overall general advice and information is requested the most, 30% of visitors, followed by legal assistance, 21%, and advocacy, 17%.

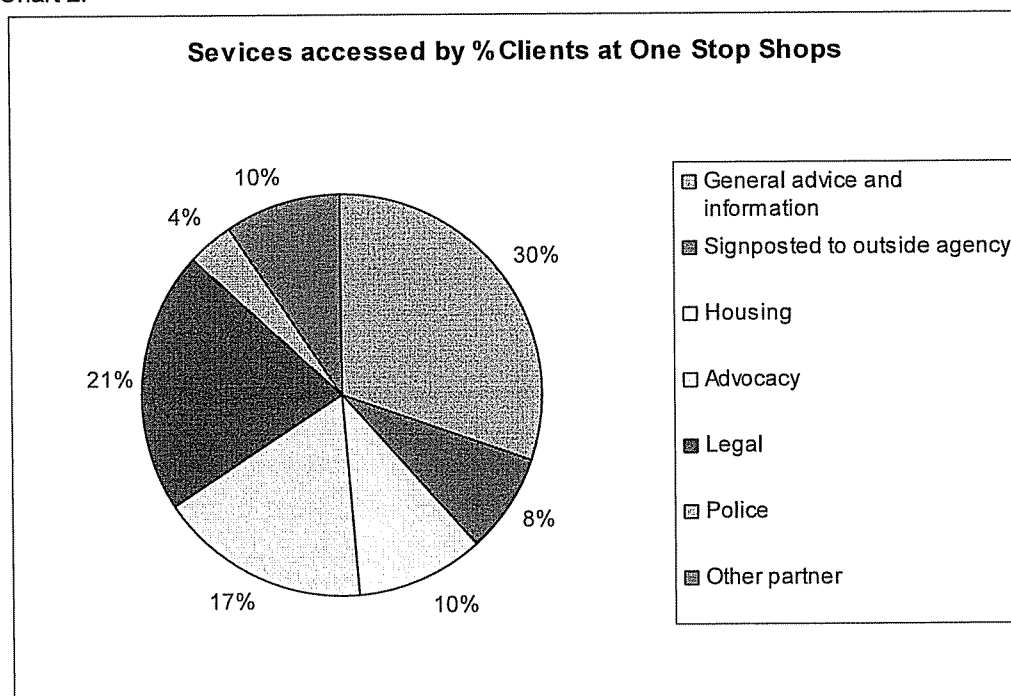
Some of the one stop shops have experienced difficulties getting partner agencies to commit to staffing the one stop shop; most operate rotas.

Core agencies to staff the one stop shops are Advocacy, Police, Housing and Legal, however not all of these service turn up on a weekly basis at all the one stop shops, therefore when visitors are asked who it is they would have liked to talk to that were not present, the agencies that are mentioned the most are:

- 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,

Chart 2:



Gender of Visitors

The vast majority of visitors to the one stop shops were female, 98% of all visitors (97% in previous year). Although the number of male visitors overall are low most of the one stop shops have now had male visitors attend compared to the previous year when most of the one stop shops attracted exclusively female visitors.

Medway had the highest number of male visitors, 5, which accounted for 3% of their total visitors. Swanley had the highest percentage (8%) of male visitors but it should be noted that they had a very small number of overall visitors.

Table 4:

	Nos. of male visitors	% of male visitors
Ashford	3	2%
Canterbury	4	2%
Dartford	1	2%
Dover	3	6%
Gravesham	0	0
Maidstone	0	0
Margate	3	4%
Medway	5	3%
Shepway	4	3%
Swale	1	1%
Swanley	1	8%

Ethnic Background of Visitors

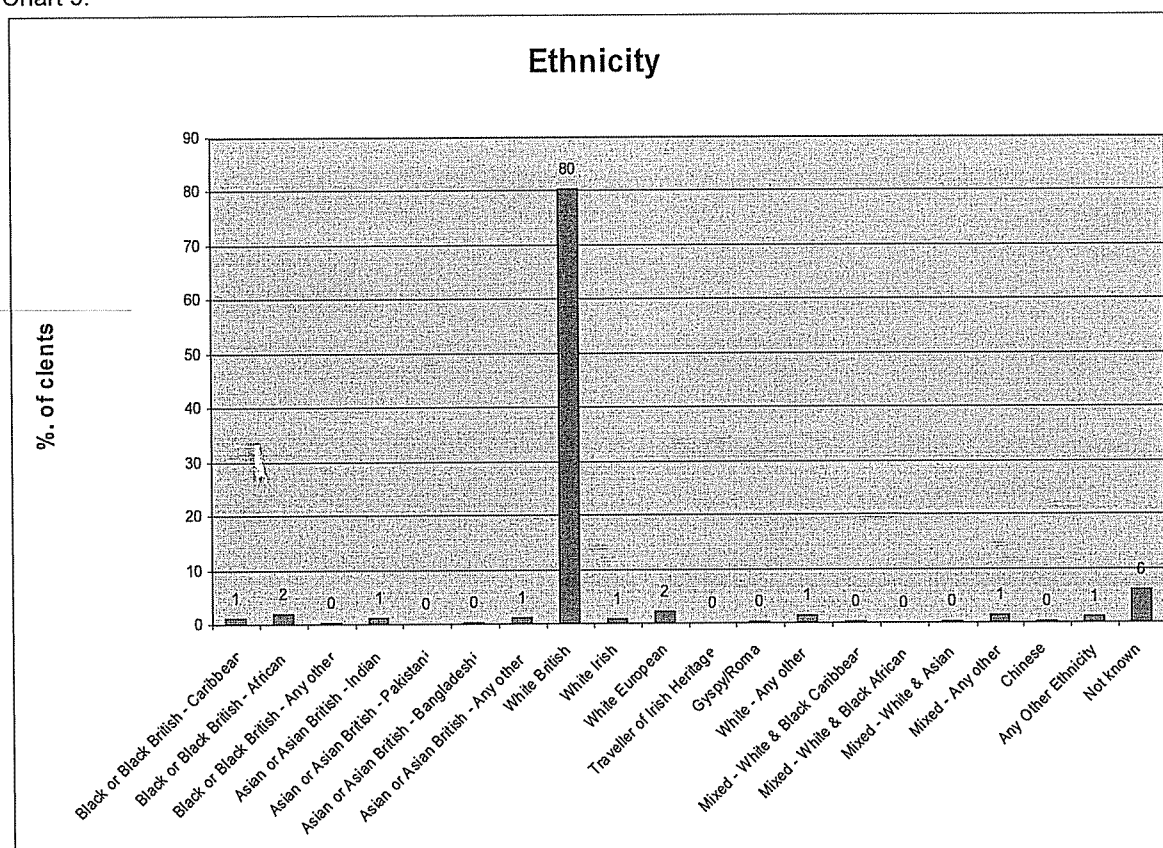
80% of all visitors describe their background as 'white british', 6 % unknown and 14% reported being from a variety of different ethnic backgrounds, see chart 3.

As found in the previous year also, Gravesham visitors report the highest levels of diversity in their ethnic background, Margate visitors the lowest.

Table 5:

	White British %	Not known %	All other ethnicities %
Ashford	74%	18%	8%
Canterbury	80%	3%	17%
Dartford	57%	35%	8%
Dover	87%	0	13%
Gravesham	39%	10%	51%
Maidstone	90%	0	10%
Margate	89%	4%	7%
Medway	84%	0	16%
Shepway	89%	2%	9%
Swale	89%	0	11%
Swanley	58%	0	42%

Chart 3:



Number of Children in Households

Visitors to the one stop shops are asked how many children live in their households – this data does not always seem to be recorded, but from the data submitted, Canterbury, Ashford, Shepway and Medway, record the highest numbers of children living in households affected by domestic abuse as reported by their visitors.

Chart 4:



Outcomes

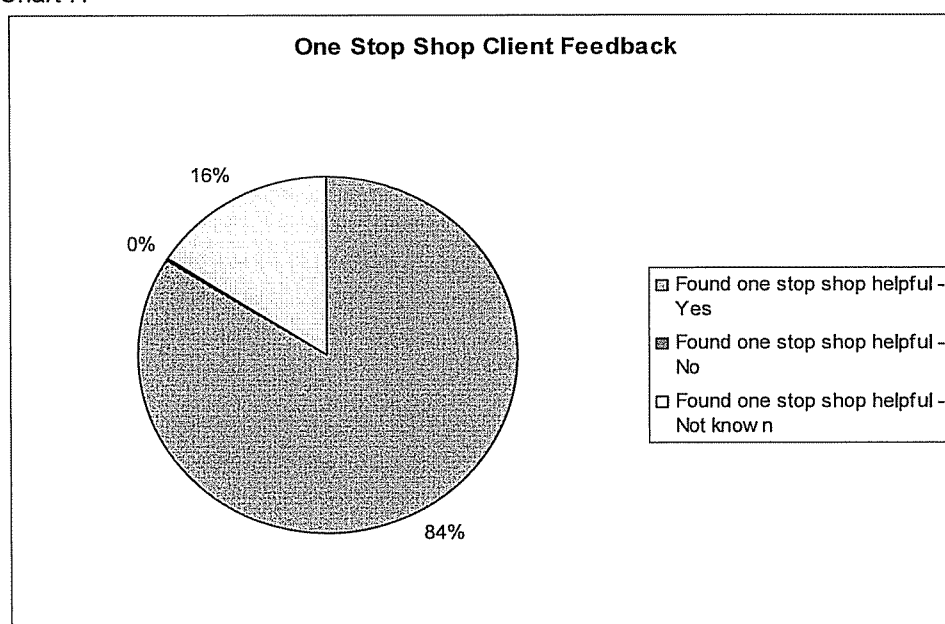
Of the 1054 visitors who came to the one stop shops, 84% reported that they had found their visit helpful, 0% (number=2, percentage is rounded therefore not statistically significant) reported their visit had not been helpful and 16% did not record a response to this question.

A few of the one stop shops report 100% of visitors saying they found the service helpful, however some others still have significant proportions of visitors whose feedback on the service is not being captured, although these figures have improved when compared to the previous year when 19% did not record a response to this question.

Table 6:

Visitor reported attending was:	Helpful %	Not helpful %	Not known %
Ashford	80%	0	20%
Canterbury	68%	0.4%	32%
Dartford	59%	0	41%
Dover	93%	0	7%
Gravesham	90%	0.3%	10%
Maidstone	100%	0	0
Margate	68%	0	32%
Medway	100%	0	0
Shepway	100%	0	0
Swale	99%	0	1%
Swanley	100%	0	0

Chart 7:



Conclusion

For all quarters from July 2011 – June 2012 over 200 people accessed the domestic abuse one stop shops each quarter. As in the previous year Qtr 3 (Oct – Dec) has lower visitor numbers compared with other periods.

Qtr 2 2010/11 – 243 visitors

Qtr 3 2010/11 – 182 visitors

Qtr 4 2010/11 – 238 visitors

Qtr 1 2011/12 – 228 visitors

Qtr 2 2011/12 - 273 visitors

Qtr 3 2011/12 - 212 visitors

Qtr 4 2011/12 - 291 visitors

Qtr 1 2012/13 - 278 visitors

Looking at bank holiday periods, attendance at one stop shops during those weeks is generally lower than typical weeks, although some visitors will still attend at those times, so consideration should be given to how a service can still be provided over holiday periods such as Christmas by one stop shops, although it can be expected that overall visitor numbers will be low particularly during December.

As mentioned earlier in the report, there are still concerns that some agencies are not consistently contributing to staffing their local domestic abuse one stop shops – see page 4. At a time when more visitors are seeking services via the one stop shops it is crucial to ensure that we can meet demand and provide the services they need to keep themselves and their families safe. It has been noted that solicitors, housing, police and benefits are often requested by visitors to the one stop shops but in some of the one stop shops the attendance of these agencies varies locally from available most weeks to not attending at all.

For those one stop shops that are seeing lower visitor numbers consideration should be given to how the services are being published and if the agencies visitors want to talk to are in regular attendance. The one stop shops that have regular attendance by solicitors are generally the busiest one stop shops overall as this brings visitors in and whilst they are there they can also access support from the other agencies in attendance. Changing venues and times has also been found to have an impact on visitor numbers in some areas.

Although data returns from the one stop shops has improved over the past year, some are still not yet providing complete sets of data every month, particularly in regard to ethnicity data, children in households and outcomes. Continued improvements in data capture will help to provide more accurate information on how effective the one stop shops have become.