



Kent & Medway IDVA Service

Performance Report

2013-14 (Year 1) Quarter 1

Overview

The consortium is formed of five delivery partners: K-Dash; NKWA; Rising Sun; SATEDA and Oasis. Oasis Domestic Abuse Service are leading on the delivery with the ownership of quality, consistency and team management across the county.

There were 12 IDVAs during the tendering process, but due to risk of redundancy 4 of these moved on to other work. The remaining IDVAs worked very hard to sustain and develop the IDVA service into a consistent county-wide approach and great headway has been made into this in Quarter One. There are on-going liaisons and relationship forming exercises which are held by an overarching project plan and all timescales are being met.

Recruitment

There are now 16 full-time equivalent IDVAs and 2 full-time Service Managers operating across the county servicing MARAC and SDVC functions. There are also peripatetic support roles which will enable flexible support to be achieved for higher caseloads.

Practice Management

The Service Managers have case managed all of the existing clients and this safe, best practice will happen 6 weekly from now to ensure that risk is minimised as effectively as possible.

MARAC

All MARAC processes have been offered the support of an IDVA and some are being co-worked with IDVA services from other providers. There are on-going relationship building needs and endeavours. In the West of the county there exists a need to find a collaborative space with DAVSS and this is very achievable. DAVSS have traditionally supported clients through the West Kent MARAC and this continued through Quarter 1, from July 1st KDAC IDVAs will ensure take up more of this caseload enabling DAVSS to focus their work on standards and medium risk clients.

SDVC

The consortium arrangement decided that Oasis Domestic Abuse Service would retain responsibility for Specialist DV Courts due to their involvement with the Thanet & Canterbury Court and development of the County protocol. The Folkestone Court case listings began on the 1st July with IDVA cover. The Medway Court IDVA was sustained within a service level agreement with Medway Citizens Advice Bureau and was successfully recruited to Oasis so her role is maintained under the consortium umbrella. The Maidstone IDVA has remained under Maidstone CAB due to her on-going funding. The figures for support are included in the report below. The figures are a projection of the high risk cases only as she works under a different model so the actual figures are much higher than we would expect in a Leading Lights model. It has now been discussed and decided that the consortium will recruit a Court IDVA to work in partnership with the existing worker. This will enable this high volume of cases to receive more adequate support. The aim is to have this worker in post during quarter 2.

The Service Managers are working closely with the Court Steering Group to develop consistent practice across the court services.

Other initiatives

One Stop Shop & Helpline: The IDVAs will now be seeking to cover One Stop Shops across the county, and their helpline has begun. This will enable clients to call Monday – Sunday 9 a.m – 5 p.m. and also it will act as a consultation line for agencies that require advice, support or information. Publicity has gone out and meetings are in development across the county to promote this service.

Police training: A Service Manager has undertaken a half day training for new recruits with Kent Police and has been asked by the police trainers to schedule this in for all recruit intakes from here on in.

Nursing staff training: initial contact is being established with the training leads for nursing staff to endeavour to develop the same training offer for new recruits.

Central Referral Unit: An IDVA will work within the CRU for a pilot project aimed at supporting the discernment of risk and developing a co-ordinated response centrally. The pilot aims to start in September.

General awareness: IDVAs are securing opportunities to talk to/ offer development for practitioner groups regularly. For example, 30 FLOs are meeting an IDVA for a workshop in Ashford and the two Service Managers have begun observing all MARACs with a view to developing consistent practice. They are also scheduled to meet with the MARAC Co-ordinators to ensure that they are clear about their expectations of an IDVA and their opportunity to feedback any practice issues.

Conclusion

Without this funding stream there would have been less than 5 funded IDVAs in Kent & Medway. There are today 18 full time staff along with peripatetic workers.

The data report (summary below) shows that 82% of MARAC clients have been offered service via KDAC. However, 100% of clients received service as other partners provided the additional 18% support. Individual areas have overall had a good offer of service with development work required on the West Kent MARAC.

At this time the data is output data only as these are all newly opened cases. In quarter 2 we will have case closure beginning which will result in the capturing of outcomes data for these clients.

The first quarter of the service has been extremely successful for the client group. There is no concern that all areas of the county will be able to receive the service effectively and with additional initiatives and developments.

Client Numbers - Kent & Medway

Overall KDAC Caseload (MARAC & Non-MARAC)	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of New Clients	412						
Number of Clients Closed	0						
Number & % of Clients Engaged (CAADA Insight Target = 80%)	n/a						
	n/a						
Current Client Caseload	412						
Number of Children in Households	221						
1. MARAC Clients	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of MARAC Cases	354						
Number of Children in Households	492						
Number & % of MARAC Clients Contacted by KDAC	289						
	82%						
2. Non MARAC Clients	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of New Clients	12						
Number of SDVC Clients	111						

- Overall 412 clients have been offered a service in the first quarter, at case closure we will begin to measure how many of these travel through as 'engaged' clients.
- Of the 412 clients. 289 were from MARAC, 12 non- MARAC and 111 SDVC clients.
- The consortium IDVAs have serviced 82% of Kent and Medway MARAC referrals
- Two reporting glitches remain to be resolved
 - The report shows that 221 children will have benefitted from the safety planning undertaken by the practitioners however we do have a data issue with the Reporting Software which when fixed will confirm that this number is higher.
 - The 111 New SDVC Clients are currently shown under the 3 Court areas of Maidstone, Medway and Thanet. This will be corrected with client numbers shown under the district the victim comes from.

Client Numbers - Ashford

Overall KDAC Caseload (MARAC & Non-MARAC)	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1 Apr- June	QTR 2 July - Sept	QTR 3 Oct - Dec	QTR 4 Jan - March		Last Year	2 Years
Number of New Clients	22						
Number of Clients Closed	0						
Number & % of Clients Engaged (CAADA Insight Target = 80%)	n/a						
Current Client Caseload	22						
Number of Children in Households	35						
1. MARAC Clients	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1 Apr- June	QTR 2 July - Sept	QTR 3 Oct - Dec	QTR 4 Jan - March		Last Year	2 Years
Number of MARAC Cases	22						
Number of Children in Households	35						
Number & % of MARAC Clients Contacted by KDAC	22 100%						
2. Non MARAC Clients	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1 Apr- June	QTR 2 July - Sept	QTR 3 Oct - Dec	QTR 4 Jan - March		Last Year	2 Years
Number of New Clients	0						

Client Numbers - Canterbury

Overall KDAC Caseload (MARAC & Non-MARAC)	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of New Clients	24						
Number of Clients Closed	0						
Number & % of Clients Engaged (CAADA Insight Target = 80%)	n/a						
	n/a						
Current Client Caseload	24						
Number of Children in Households	2						
1. MARAC Clients	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of MARAC Cases	24						
Number of Children in Households	30						
Number & % of MARAC Clients Contacted by KDAC	24						
	100%						
2. Non MARAC Clients	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of New Clients	0						

Client Numbers - Dartford

Overall KDAC Caseload (MARAC & Non-MARAC)	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of New Clients	13						
Number of Clients Closed	0						
Number & % of Clients Engaged (CAADA Insight Target = 80%)	n/a						
	n/a						
Current Client Caseload	13						
Number of Children in Households	9						
1. MARAC Clients	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of MARAC Cases	18						
Number of Children in Households	13						
Number & % of MARAC Clients Contacted by KDAC	13 72%						
2. Non MARAC Clients	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of New Clients	0						

Client Numbers - Dover

Overall KDAC Caseload (MARAC & Non-MARAC)	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of New Clients	21						
Number of Clients Closed	0						
Number & % of Clients Engaged (CAADA Insight Target = 80%)	n/a						
	n/a						
Current Client Caseload	21						
Number of Children in Households	23						
1. MARAC Clients	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of MARAC Cases	18						
Number of Children in Households	24						
Number & % of MARAC Clients Contacted by KDAC	18						
	100%						
2. Non MARAC Clients	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of New Clients	3						

Client Numbers - Folkestone

Overall KDAC Caseload (MARAC & Non-MARAC)	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of New Clients	17						
Number of Clients Closed	0						
Number & % of Clients Engaged (CAADA Insight Target = 80%)	n/a						
Current Client Caseload	17						
Number of Children in Households	9						
1. MARAC Clients	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of MARAC Cases	19						
Number of Children in Households	23						
Number & % of MARAC Clients Contacted by KDAC	17 89%						
2. Non MARAC Clients	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of New Clients	0						
Number of SDVC Clients	0						

**NB The Folkestone Court is operational from
the start of Quarter 2**

Client Numbers - Gravesham

Overall KDAC Caseload (MARAC & Non-MARAC)	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of New Clients	24						
Number of Clients Closed	0						
Number & % of Clients Engaged (CAADA Insight Target = 80%)	n/a						
	n/a						
Current Client Caseload	24						
Number of Children in Households	8						
1. MARAC Clients	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of MARAC Cases	24						
Number of Children in Households	33						
Number & % of MARAC Clients Contacted by KDAC	24						
	100%						
2. Non MARAC Clients	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of New Clients	24						

Client Numbers - Maidstone

Overall KDAC Caseload (MARAC & Non-MARAC)	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of New Clients	42						
Number of Clients Closed	0						
Number & % of Clients Engaged (CAADA Insight Target = 80%)	n/a						
Current Client Caseload	12						
Number of Children in Households	7						
1. MARAC Clients	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of MARAC Cases	13						
Number of Children in Households	24						
Number & % of MARAC Clients Contacted by KDAC	12 92%						
2. Non MARAC Clients	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of New Clients	0						
Number of New SDVC Clients	30						

NB SDVC DATA It would be usual for a high risk number of clients to be much lower than the overall case numbers in a court so a projection has been used.

Client Numbers - Medway

Overall KDAC Caseload (MARAC & Non-MARAC)	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of New Clients	94						
Number of Clients Closed	0						
Number & % of Clients Engaged (CAADA Insight Target = 80%)	n/a						
	n/a						
Current Client Caseload	94						
Number of Children in Households	16						
1. MARAC Clients	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of MARAC Cases	75						
Number of Children in Households	89						
Number & % of MARAC Clients Contacted by KDAC	65						
	87%						
2. Non MARAC Clients	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of New Clients	0						
Number of New SDVC Clients	29						

Client Numbers -Sevenoaks

Overall KDAC Caseload (MARAC & Non-MARAC)	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of New Clients	0						
Number of Clients Closed	0						
Number & % of Clients Engaged (CAADA Insight Target = 80%)	0						
	0%						
Current Client Caseload	0						
Number of Children in Households	0						
1. MARAC Clients	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of MARAC Cases	15						
Number of Children in Households	28						
Number & % of MARAC Clients Contacted by KDAC	0						
	0%						
2. Non MARAC Clients	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of New Clients	0						

**NB Sevenoaks has a service level agreement with DAVSS and
all MARAC referrals go to this agency. There is an IDVA
service on offer for additional support as required.**

Client Numbers - Swale

Overall KDAC Caseload (MARAC & Non-MARAC)	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of New Clients	24						
Number of Clients Closed	0						
Number & % of Clients Engaged (CAADA Insight Target = 80%)	n/a						
	n/a						
Current Client Caseload	24						
Number of Children in Households	5						
1. MARAC Clients	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of MARAC Cases	23						
Number of Children in Households	35						
Number & % of MARAC Clients Contacted by KDAC	24						
	100%						
2. Non MARAC Clients	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of New Clients	1						

Client Numbers - Thanet

Overall KDAC Caseload (MARAC & Non-MARAC)	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of New Clients	116						
Number of Clients Closed	0						
Number & % of Clients Engaged (CAADA Insight Target = 80%)	n/a						
	n/a						
Current Client Caseload	116						
Number of Children in Households	70						
1. MARAC Clients	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of MARAC Cases	55						
Number of Children in Households	85						
Number & % of MARAC Clients Contacted by KDAC	55						
	100%						
2. Non MARAC Clients	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of New Clients	9						
Number of New SDVC Clients	52						

Client Numbers - Tonbridge & Malling

Overall KDAC Caseload (MARAC & Non-MARAC)	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1 Apr- June	QTR 2 July - Sept	QTR 3 Oct - Dec	QTR 4 Jan - March		Last Year	2 Years
Number of New Clients	15						
Number of Clients Closed	0						
Number & % of Clients Engaged (CAADA Insight Target = 80%)	n/a						
	n/a						
Current Client Caseload	15						
Number of Children in Households	37						
1. MARAC Clients	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1 Apr- June	QTR 2 July - Sept	QTR 3 Oct - Dec	QTR 4 Jan - March		Last Year	2 Years
Number of MARAC Cases	22						
Number of Children in Households	36						
Number & % of MARAC Clients Contacted by KDAC	15						
	68%						
2. Non MARAC Clients	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1 Apr- June	QTR 2 July - Sept	QTR 3 Oct - Dec	QTR 4 Jan - March		Last Year	2 Years
Number of New Clients	0						

Client Numbers - Tunbridge Wells

Overall KDAC Caseload (MARAC & Non-MARAC)	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of New Clients	0						
Number of Clients Closed	0						
Number & % of Clients Engaged (CAADA Insight Target = 80%)	n/a						
Current Client Caseload	0						
Number of Children in Households	0						
1. MARAC Clients	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of MARAC Cases	23						
Number of Children in Households	37						
Number & % of MARAC Clients Contacted by KDAC	0 0%						
2. Non MARAC Clients	2012 / 13				Progressive Total	% Movement on Same Period	
	QTR 1	QTR 2	QTR 3	QTR 4		Last Year	2 Years
	Apr- June	July - Sept	Oct - Dec	Jan - March			
Number of New Clients	0						

In Quarter One all MARAC clients were picked up by DAVSS. From 1st July, will take up some of these caseload enabling DAVSS to focus on standard and medium risk clients.

