

By: Chris Turner, Project Manager, Kent Criminal Justice Board.
To: Kent Community Safety Partnership
7th February 2014
Subject: Kent & Medway IDVA Service Update.

1. Progress

I am pleased to attach a copy of the combined Kent and Medway 3rd Quarter Performance Report which I hope you will agree demonstrates the continued success of the service.

District level reports have been sent to relevant contacts and should anybody like a copy of a specific District(s) Report then please let me know.

Key points from Quarter 3 include;

- The service has received 469 new referrals in Quarter 3
- Progressively, the service has now received 1,329 referrals in 9 months of which 946 are 'high risk' MARAC clients. These totals are way above expected levels and the service is now at full stretch with IDVAs managing more clients at a point in time than is ideal.
- Consortium partners have added their own funds to the pot which has enabled them to provide a full service to all areas to date however, this will need to be reviewed going forward for those areas that do not make a full contribution.
- Co-commissioned funds have allowed Consortium partners to focus their own fundraising efforts on gaps in service and generating income to pilot innovative and proven service methods as outlined in the report.
- We have now closed 533 cases providing Outcome Measurements showing that the service provided is ahead in 9 out of 10 CAADA Benchmark Targets.
- Since going live 7 months ago, the new 24 Hour Helpline has received 365 calls from both victims and practitioners seeking advice, which is well above expectation. This is encouraging on the one hand but has added to the workload that the service is managing.

The higher than expected workload has meant that we have not made the progress we expected in the following two areas.

- **Case Closure:** The report is only showing 150 closed cases in Quarter 3 compared to 353 in Quarter 2. More cases have been closed, as a suitable reduction in risk and /or other support needs have been met, however as IDVAs have quite rightly concentrated on the quality of service we have seen a backlog in administrative tasks involved in case closure. The Consortium has confirmed that extra administrative resource will be made available to catch up during this quarter.

There is also an expectation this quarter that some follow up surveys will be done with clients whose case has been closed for 6 months or more as we look to measure the sustainability of the service provided.

- **Troubled Families:** The Consortium have not been able to make the partnership link they had hoped with the Troubled Families Programme however this remains a priority for this quarter.

2. Year 2 Funding

Progress is pleasing. At the time of this update we have £729,000 pledged. This includes £115,000 from the Police & Crime Commissioner which is currently committed for the purpose but subject to a review of the current contract arrangements which are being dealt with.

In terms of outstanding District Council contributions;

- Confirmation has been received from Ashford and Swale Districts that they will be making a contribution but have yet to quantify the exact amount as discussions on where funding can be found continues.
- No confirmation on plans has been received from either Dartford or Dover.
- Both Sevenoaks and Tunbridge Wells have confirmed that they will not be making a contribution. They have a good local IDVA provider who the Consortium have now established good working relationships with and in effect are now sub-contracting much of the work to them. I have asked both Districts to make a contribution towards the Court IDVA role which is 100% covered by the Service.

An update will be provided at the meeting on 18th March.

3. IDVA Presentation

We have arranged a presentation for the meeting on the 18th from a Consortium IDVA who will explain in more detail the role of a Community / Court IDVA as a way

to show funding partners how their money is being spent and the quality of service being delivered.

Finally as an example of the why this service is so important I have copied a letter below that was given to an IDVA from a client they were supporting when they met to finish their work together:

I recently moved to Ashford, Kent with the hope of becoming settled and safe with my 2 year old daughter. We were living in London and even though I had family and friends there, I didn't have any support from professionals who could help me or understand the situation I had been in with my daughter's Dad, now my ex-partner.

When I moved to Ashford I was given such a great opportunity. I had gone to the police station simply to inform them of the court orders I had in place in case my ex-partner tried to find me and the officer was so caring and told me that there were services available for me that could help.

It all seems a bit of a blur as I was quite muddled up and I had spoken to many people- but there was victim support and also I think that the greatest gift given to me and my daughter is my IDVA. She was so calm and patient and didn't judge me when I told her certain things. I'd met her at a one stop shop at the Willow Centre. I am ever so grateful as she has put me through to so many useful services, one in particular is the freedom programme.

I have attended only one session but even just from that I have reached a huge milestone, I managed to sit in a room with a large group of people and also starting to face the issues head on in a positive, supported, safe environment. I can look forward now instead of only looking back over my shoulder and it is all thanks to the services provided for me and other women who either share the same or similar experiences in their pasts or probably present. But for me, it has given me and my daughter a chance and a future. It saved my life and I am forever thankful.

End