

# Review of Kent Integrated Domestic Abuse Service (KIDAS)



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# Kent Integrated Domestic Abuse Service

Contract details	
<b>Name of Provider</b>	
Lot 1 (Thanet and Dover)	Oasis Domestic Abuse Services
Lot 2 (Canterbury, Ashford, Folkestone & Hythe)	Clarion Housing Association
Lot 3 (Maidstone, Swale, Dartford, Gravesham)	Clarion Housing Association
Lot 4 (Sevenoaks, Tonbridge & Malling, Tunbridge Wells)	Look Ahead Care and Support
Contract funding partners	KCC Adult Social Care, Public Health, Office of the Police and Crime Commissioner, Kent Fire and Rescue, district and borough councils
Contract Award date	April 2017
Contract Duration	5 years
Contract Extension	2 + 2 years
Extension invoked	Yes – first 2 years, until March 2024 (Key decision 21/00063)

# KIDAS and The Domestic Abuse Act

Kent Integrated Domestic Abuse Service includes;

- **Accommodation-based support** - delivered to survivors, at the highest risk, in a residential setting which is specifically designed to meet the needs of that group. This could include for example support in refuge accommodation
- **Community-based services** - provided to people in their local areas, often in their own home, and include for example specialist advocacy support, welfare and immigration advice and mental health support

## New legislation

The Domestic Abuse (DA) Act 2021 introduced statutory duties to support survivors (adults and children) residing in 'safe accommodation' and new funding to meet these duties. This precipitated change, part of the monies KCC Adult Social Care were contributing towards support within commissioned refuge accommodation (safe accommodation) was replaced with new burdens funding.

# Review of KIDAS

- Commissioners completed a contract review in 2020 which informed the decision to invoke the first extension opportunity ((Key decision 21/00063)
- KIDAS has undergone scrutiny at Contract Management Review Group in 2019 & 2022
- A second formal contract review was undertaken throughout August 2022 to inform the next steps post March 2024. Activity included;
  - Reviewing National, Local data sets and research to understand need
  - Analysis of performance data
  - Scrutiny of feedback from those who use the service including case studies
  - Engaging with all funding partners to seek qualitative feedback including on the integrated model and next steps
  - Obtaining feedback from all stakeholders on the effectiveness of the service
  - Gaining views of the Lead Providers

# Review findings

## Performance

- Performance data for 2021/22 has been analysed and is positive in all areas
- Services were found to be responsive and supporting individuals to achieve safety, personal and well being outcomes

## Demand

- Across 2021/22 there was a total of 3280 clients supported
- In 2021/22 there was a 30% increase in demand for community-based services (compared to 2019/20) - to address this Commissioners and the Lead Providers have made successful funding bids to the Ministry of Justice for additional staffing resources

## Effectiveness

A stakeholder survey showed that

- 89% of respondents had heard of KIDAS
- 63% of respondents found it easy to make a referral
- 86% were satisfied with KIDAS

# Review findings

## Survivor feedback

- During 2021/22, 87% of users who completed an exit survey were satisfied with the service they received in refuge

*'Myself and my kids are able to live a free life and do the things we have missed out on doing'*

*'I feel safe and listened to'*

*'Don't know where I been without your support'*

*The greatest gift you can give another human being is their freedom, thank you helping me regain mine'*

*'I am so grateful there is a service like yours'*

# Review findings

## Vision

Lead providers were asked for feedback on what was working well, responses included:

- *‘strengthens the offer across Kent offering consistency of support for clients and training for partners’*
- *‘core contract funding that’s long term’*

The consensus was that an integrated approach should be considered for the future of services to survivors

## Partnership & integration

- Successful Hospital Independent Domestic Violence Advisor project has led to the Integrated Care Board providing ongoing funding since 2020, and additional monies to expand the service further
- KIDAS providers worked collaboratively and were awarded £209,000 by the Police and Crime Commissioner to assist them in adapting during COVID
- Lead Providers worked in partnership with Medway to commission a communications expert to deliver a joint communication plan

# Review findings

## **Additional funding and services**

- Since the start of the contract, KCC and its public sector partners, have made successful bids for extra funding to deliver additional projects. KIDAS supported the management of these
- The contract has provided a strong platform to support the council in delivering its new statutory duties under the DA Act and mobilise funding quickly

## **Successes**

- Virtual conference, delivered in November-December 2020 - achieved over ten thousand event registrations
- Delivery of media and comms campaign 'Know, See, Speak Out' - achieved a reach of 3.3 million
- In 2021/22 saw 26% increase in male survivors (compared to 2020/21) Believed to be due to KIDAS media assets targeting DA and men and staff providing specialist support for male survivors
- Strong partnership working established with Medway and health



# Review recommendations

Whilst the findings of the review are positive it is recognised that the contract has been varied extensively in line with changes in legislation.

Therefore a full recommission of an integrated domestic abuse service model is recommended to maintain compliance with Public Contracts Regulations 2015

There is the opportunity to continue and expand positive relationships achieved with partners, to develop a future model that is further integrated and that will continue to support the council to meet its new duties under the Act

**The review and recommendations are currently going through KCC internal governance.**



# Kent & Medway Domestic Abuse Strategy and Delivery Plan

In partnership with and supported by



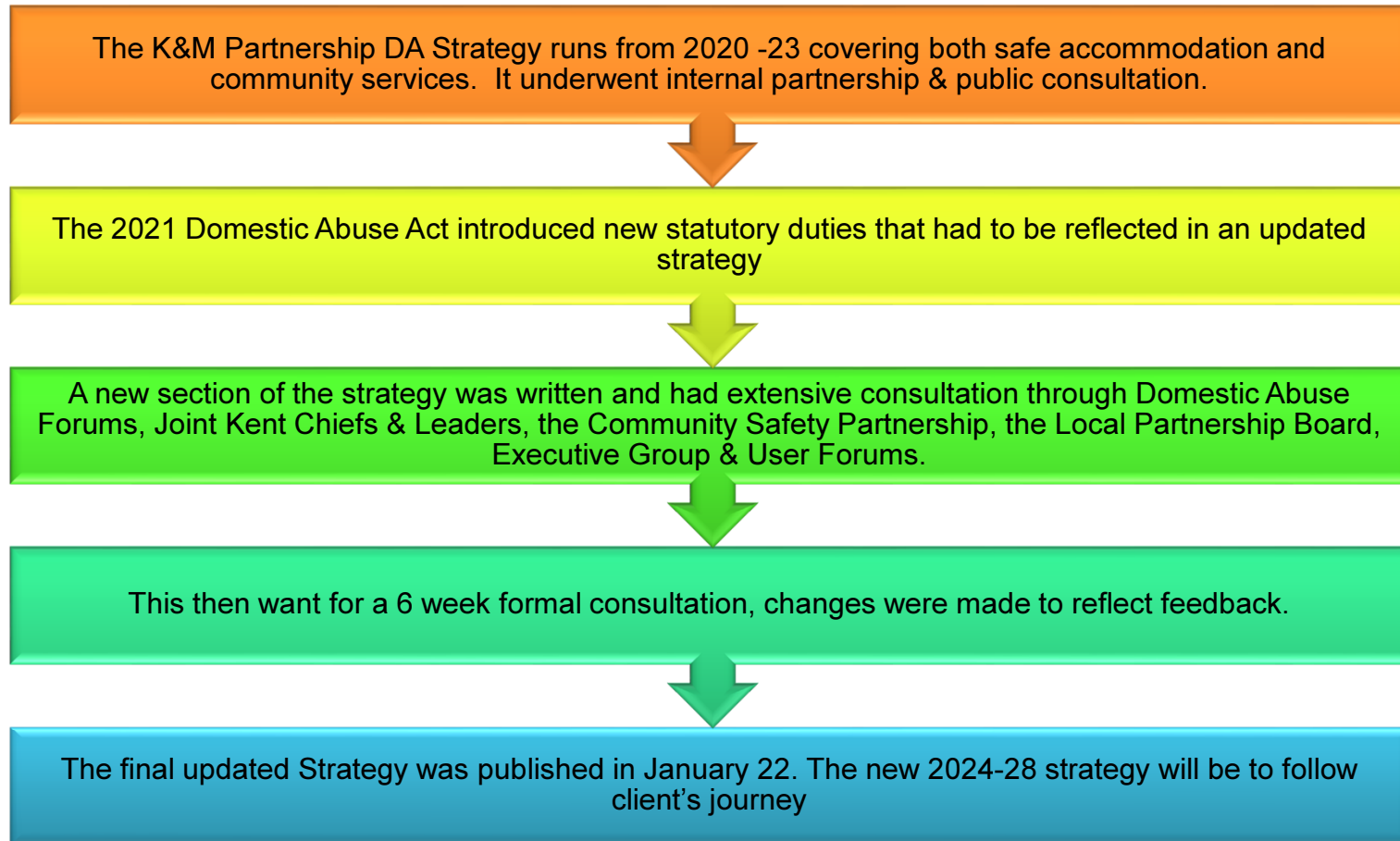
Kent Fire & Rescue Service



Kent Police



# The Strategy Story So Far



The partnership structure allows us to bring together all our services – Police, KFRS, Probation, Health Services, Social Care, Schools, Districts, Housing Departments etc – so that we support a good, joined-up response.

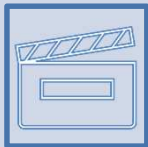
# Why do we have a delivery plan?



# How does the delivery plan work?



The overall plan is held by the partnership and managed through the D&SA Executive Group

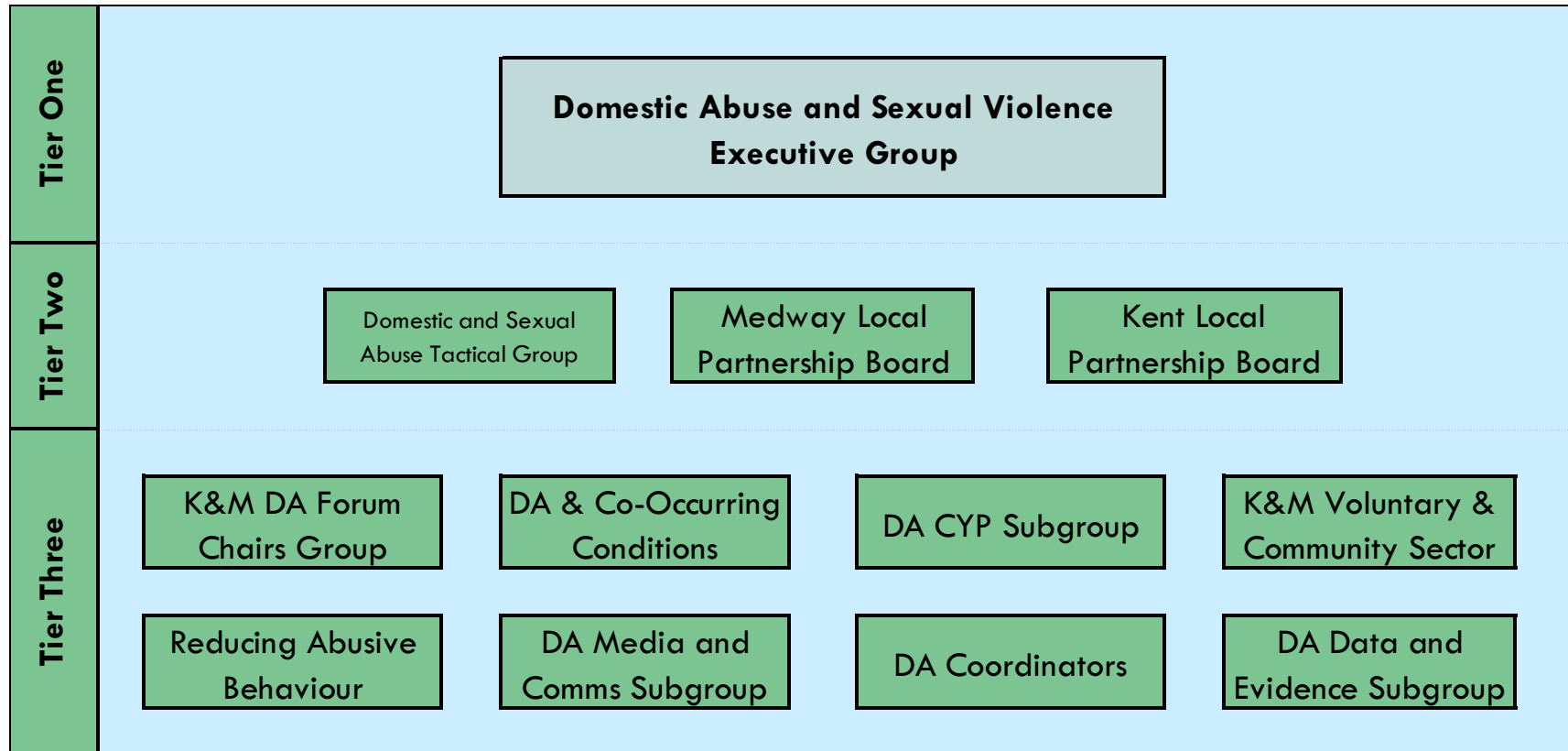


But all actions are allocated to an organisation, team or partnership subgroup which creates their own action plans



The plan iterative - this plan is live and can evolve this is a structure to keep us rooted

# Partnership Groups



MARAC steering group and review also feeds into the Tactical Group

# Partnership Groups: work has included...

**Domestic Abuse, Data & Evidence sub group** - This group exists to promote learning from research and shared data across the partnership

- **Research Programme:** A research officer is now in place, managing a programme that includes the needs assessment work, assessments of progress as well as in depth research projects
- **Needs Assessment:** is refreshed annually – the 2022 theme is Children, Young People and DA
- **Holding Seminars:** Sharing learning and asking practical next steps commitments;
  - 1 - *'Ensuring CYP Affected By DA Have Access To Services That Meet Their Needs'* - 75 attended from across Kent & Medway ICSs, Cafcass, NHS Safeguarding, HIDVAs, Mental Health teams, Health Visitors, FDAC & Housing Teams.
  - 2 – *'The Links between Life Threatening Illness and Domestic Abuse'* – discussing research from Macmillan and Standing Together on cancer diagnosis and DA, showcasing the HIDVA service and learning from DHRs and SARs

## Domestic Abuse and Additional Barriers

National reports and local needs assessments highlighted issues of access to DA services and a high prevalence of domestic abuse within mental health and addiction services. The Domestic Abuse and Additional barriers working group is exploring these issues at a local level

**Reducing Abusive Behaviours sub group** - coordinates approaches to tackling abusive behaviours to enable greater focus on changing the behaviour of the individual through a combination of disruption, support and the management of offenders.

- A county-wide perpetrator response & evaluation has been commissioned
- RAB group to develop a page on the K&M website that enables communication of the referral processes for professionals and information about services available for those using harmful behaviours
- Project to ensure that training around identification support and behaviour disruption is made available throughout the partnership

### **Local Domestic Abuse Chairs Forum**

**DA Champions** – developing a three-tiered champions programme

- 1 - Professional Champions - training and network
- 2 - Employer Champions - EIDA and join a local network for updates & contact
- 3 - Community Champions: scoping for this project currently ongoing

**One Stop Shops** – shared learnings and best practice

**Group Work** – Looking at the access to domestic abuse group programmes and identifying how current recourse can be better utilised



# District DA Coordinators Group

- **Journey mapping to understand the housing options that can be utilised by victims of abuse (lead Maidstone)**- Journey mapping for accessing safe accommodation has begun.
- **Assess whether there can be a whole Kent & Medway response to facilitate DAHA Membership and Assessment** –majority of districts interested in the process; some have begun identifying action plan activities – money allocated for DAHA in the 22/23 allocation
- Sharing information on rent deposit schemes, numbers of people presenting as homeless and service access
- Provides updates to the Kent Housing Group



# Media & Communications Subgroup

To coordinate messages around Domestic Abuse, develop free, easy to use campaign content for the partnership to use – includes social media calendar, K&M DA Website updates, and reaching out to unusual suspects to create new partnerships

- #KnowSeeSpeakOut campaign reached approx. 449,367 followers
- Successful 16 Days of Action Campaign -
  - 777 mentions across Twitter, Facebook and Instagram
  - 3.3M Reach (total seen content)
  - 3.2K Interactions (total likes, commented, shared)
  - 1.8K Shares
  - 1.5K Likes

It was shared directly by 65 organisations and 27 individuals across Twitter, Facebook, Instagram and LinkedIn\*

1 in 4 women will be affected by domestic abuse in their lifetime

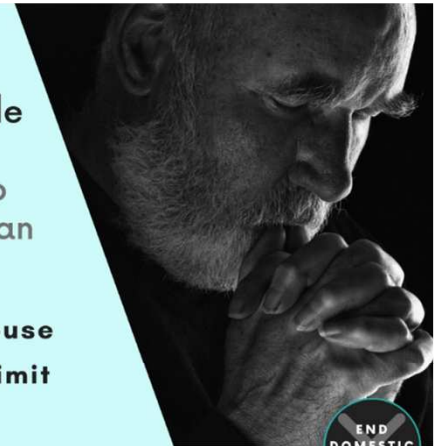
2 women a week are murdered by their current or ex-partner



**2022**  
16 Days [Campaign](#)  
[webpage](#)

A 1/4 of older people living with abuse do so for more than 20 years

**Domestic Abuse has no age limit**



**Find resources and help**

**Domestic Abuse Support**

Kent 0808 16 89 111  
Medway 0800 917 9948  
[www.domesticabuseservices.org.uk](http://www.domesticabuseservices.org.uk)  
#KnowSeeSpeakOut



If you or someone you know needs Domestic Abuse Support Kent and Medway services can help you



**Find resources and support**

In an emergency always call 999  
For non-emergencies call  
Kent: 0808 16 89 111  
Medway: 0800 917 9948  
[www.domesticabuseservices.org.uk](http://www.domesticabuseservices.org.uk)  
#KnowSeeSpeakOut



Don't let men suffer in silence



**Find resources and help**

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Medway: 0800 917 9948  
[www.domesticabuseservices.org.uk](http://www.domesticabuseservices.org.uk)  
#KnowSeeSpeakOut



From 25 November to 10 December 2022

**Domestic Abuse isn't just physical**

Stay safe online

**Find resources and help**

**Domestic Abuse Support**

Kent 0808 16 89 111  
Medway 0800 917 9948  
[www.domesticabuseservices.org.uk](http://www.domesticabuseservices.org.uk)  
#KnowSeeSpeakOut

**Help victims of Domestic Abuse get support**

In an emergency always call 999  
For non-emergency specialist support:  
Kent 0808 16 89 111  
Medway 0800 917 9948  
[www.domesticabuseservices.org.uk](http://www.domesticabuseservices.org.uk)



# Six ways you can support the 2022 Campaign

1. Download the [16 Days toolkit](#) or use the 16 Days [Campaign webpage](#) to schedule social media posts
2. Use our [prepared email](#) send the toolkit to other people for them to use and spread the word
3. Use this [e-bulletin content](#) to include the 16 days campaign in newsletters
4. Ask employers to become End Domestic Abuse Champions by [sharing the Become an Employer Champion social media posts](#) or by using [this email copy](#) to reach out to your contacts
5. Be a one person 16 days branded deity by using the [teams background, email signature, & power point slide](#)
6. Follow the K&M Domestic Abuse Services social media handles on your personal accounts so that you can easily share this content with people you know and care about

Facebook [@KentMedwaydomesticabuse](#) | Instagram [@KentMedwaydomesticabuse](#) | Twitter [@KentMedwayDA](#)