

# Domestic Violence and Abuse

## Proposal and Integrated Impact Assessment

### Strengthening the impact of services

<b>Title of proposal</b>	Domestic Violence and Abuse
<b>Date of original assessment</b>	November 2014
<b>Officer responsible for Impact Assessment</b>	Rachel Baillie, Robyn Thomas and Amanda Senior
<b>Assessment Team</b>	Rachel Baillie, Lesley Storey, Louise Lane, Claire Knox, Amanda Senior, Helen Butler, Fiona Dodsworth
<b>Review Date</b>	

#### Version Control

<b>Version</b>	V0.6
<b>Date</b>	1 November 2014
<b>Replaces version</b>	V0.5

## Proposal

**This section should outline details of the proposal / function.**

Our vision is to prevent domestic violence and abuse by challenging behaviours and attitudes and intervening early to prevent it. Where adults and children are at risk or are experiencing domestic violence or abuse, appropriate support will be made available to them to enable them to deal with their situation, including providing them with a safe and secure environment in which to live.

In February 2012, a Cabinet Working Group focusing on tackling the issue of domestic violence and abuse was established with the following objectives:

- To undertake an updated needs assessment/problem profile on domestic violence and abuse in Newcastle, including identification of existing services and their beneficiaries;
- To examine current procurement and commissioning arrangements for domestic violence and sexual violence services and establish an effective commissioning framework for the Council and key partners;
- To explore moving towards an early intervention and prevention model whilst ensuring sufficient service provision for high risk victims;
- To identify good practice and ensure resources from all partners are in place to address the needs assessment of domestic violence and abuse in the city;
- To improve services and their response for children and young people in line with needs assessment, the findings of the LAC Cabinet Task and Finish Group and emerging changes in national policy;
- To identify additional performance measures which can be used to improve the performance management framework and examine what are successful outcomes for Newcastle.

The Working Group recommended that *“The Council should invest in a new, purpose built, supported accommodation for women and children experiencing domestic violence, subject to a sound business case. Opportunities provided in partnership and the provision of relevant preventative and protective support services should be explored in the business case.”*

In 2013, the Council carried out a programme of interviews and focus groups to fully understand the needs of women and children who are currently or have previously accessed the services available in the city. This included working with organisations providing women only services and those providing specific domestic violence and abuse or sexual violence services. The outcome of this primary research, along with other local and national evidence, has informed the commissioning proposal described in this document.

<b>1.</b>	<b>The proposal / function</b>
<b>1.1</b>	<b>Description of current service</b>
	<p>The Council commissions a range of services to support people who are affected by domestic violence and abuse and sexual violence.</p> <p>This includes:</p> <ul style="list-style-type: none"><li>- <b>Specialist</b> support: services which safeguard those who are at high risk and their children e.g. refuge accommodation and independent domestic violence advocacy;</li><li>- <b>Targeted</b> support: services which aim to identify people at risk in order to reduce or prevent the need for more intensive support and which actively seeks to improve</li></ul>

their situation e.g. floating support and outreach services, community based and volunteer led services designed to help break the cycles of abuse, and perpetrator programmes;

- **Universal** support: focuses on the general population, such as signposting, access to good quality information and awareness raising.

### **Refuge Accommodation Provision**

There are two domestic violence refuges in the city offering a total of 11 units of accommodation. One refuge offers 5 units of accommodation and support specifically to Black and Minority Ethnic (BME) women, whilst the other offers 6 units for all women and their children.

Both refuges offer communal living arrangements for single women and women with their children. The building from which one of the refuges operates is owned by Newcastle City Council, the other is directly owned by the service provider. Both buildings are restricted in the space they offer:

- communal cooking and bathing facilities;
- communal sitting and dining rooms;
- women share sleeping quarters with their children; posing a risk of overcrowding and in some cases, limiting the upper age limit of male children allowed to stay in the refuge, as well as the size of the family;
- limited office/ meeting space;
- limited storage space for personal belongings.

The buildings are not accessible for women and children who may have a physical disability and neither of the buildings are fully DDA compliant.

In the period 2011-12 there were 50 admissions to these two refuges. In the same period, 52 women left the refuges; 42 (81%) of the 52 women to move on were single parents and had a total of 69 children between them. The women ranged in age from 18 to 44 years.

The average length of stay in refuge accommodation in the period 2011-12 was 63 days with the longest stay being 314 days.

### **Floating and Outreach Support**

The Council currently funds floating and outreach services to enable women and their children to live safely and independently in their own tenanted accommodation. This is done by offering a range of support which includes:

- advice;
- advocacy and liaison;
- developing domestic/ life skills;
- emotional support, counselling and advice;
- help in establishing both personal and property safety and security;
- help in managing finances and benefit claims;
- signposting to culture specific services

Floating support is currently provided by two separate organisations, supporting up to 49 women at any one time. In the period 2011-12, a total of 245 women used these services, 52 of whom had left the service by the end of the period. This gave an average throughput of 130%; this is based on the number of clients who have used the service in comparison to the total annual capacity of the service.

### **Integrated Victim Support Service**

This integrated service has three components:

1. Anti-social behaviour victims support service.
2. Support for victims of domestic and sexual violence through an Integrated Independent Domestic Violence Advisor (IDVA) and Independent Sexual Violence Advisor (ISVA) Service.
3. Support services to victims of hate crime.

Note: This service has a broader remit under the Safe Newcastle Partnership than solely domestic violence and abuse and sexual violence. The contract to support victims of crime, hate crime and anti-social behavior will continue and will be recommissioned through a separate process.

### **Perpetrator Programme**

This service provides men and women using abuse or violence towards their partners /ex-partners and their children, the voluntary opportunity to change through the promotion of respectful healthy relationships. Additional support is also offered to the victim during the course of the programme.

### **Community based and volunteer led services**

There are four organisations in the community and voluntary sector currently who provide targeted support for adults and children at risk of, or who have experienced, domestic violence and abuse or sexual violence. The services include:

- a community based and volunteer led service designed to break the cycles of violence and abuse experienced by women and their children by reducing isolation, helping families to develop safer networks, providing families with aspirations, and increasing capacity of women to protect their children and reduce the need for receptions into care;
- a domestic violence project with an advocacy service to provide practical and emotional support to those who have or are experiencing domestic violence and abuse and those who are survivors of domestic violence, forced marriage and honour-based abuse;
- dedicated Children and Young People's Support for children and young people experiencing domestic violence;
- specialist rape and sexual abuse and training services

Additionally, Your Homes Newcastle provide 100 emergency alarms for women experiencing domestic violence and/ or potential racially motivated abuse. We are also able to offer funding from Newcastle's homelessness grant for sanctuary schemes.

	<p>Through the homelessness provision in the city, we are also able to offer a range of other supported accommodation services for women, although they are not specifically for women affected by domestic violence and abuse.</p> <p>The current services which will be directly impacted by this proposal include:</p> <ul style="list-style-type: none"> <li>- refuge accommodation;</li> <li>- independent domestic violence advocacy;</li> <li>- outreach and floating support;</li> <li>- dedicated Children and Young People’s Support for children and young people experiencing domestic violence.</li> </ul> <p>The proposals described in this document means that the council will no longer separately fund these services, but propose to commission an ‘integrated domestic violence and outreach service’.</p>
<p><b>1.2</b></p>	<p><b>Description of the proposal</b></p>
	<p>The proposal relates to the development of one purpose built building, providing 14 units of self-contained accommodation for women and children who experience domestic violence and abuse. Alongside developing the new purpose built accommodation, the proposal also includes the commissioning of a core service (an integrated domestic violence and outreach service) which will support women and their children within the purpose built accommodation, as well as support for male and female victims beyond the accommodation.</p> <p><b>Accommodation element</b></p> <p>As part of its capital plan 2013-2016, the Council committed £1.8m capital funding to improve the accommodation facilities available to women and their children by investing in accommodation which offers women and their children their own self-contained accommodation within a safe and secure environment.</p> <p>Statistics show the vast majority of demand for emergency refuge-type accommodation services is from women. However, it is proposed that resettlement, outreach and advocacy support should be available for both genders.</p> <p>In September 2013, Cabinet considered options for developing supported housing for women and children affected by domestic violence and abuse and approved that the Council should progress with developing a single purpose built refuge which would replace the two existing refuges in the City.</p> <p>The options considered, and the ranking of the options, can be found in the Cabinet report at <a href="http://democracy.newcastle.gov.uk/documents/s63683/7%20Cabinet%20-%202018%20Sep%202013%20-%20Domestic%20Violence%20Services%20in%20Newcastle%20-%20Final.pdf">http://democracy.newcastle.gov.uk/documents/s63683/7%20Cabinet%20-%202018%20Sep%202013%20-%20Domestic%20Violence%20Services%20in%20Newcastle%20-%20Final.pdf</a></p> <p><b>Support element</b></p> <p>The proposal also includes commissioning an integrated domestic violence and abuse service (a “core” service) which may be delivered by a single agency or through collaboration of more than more one agency. The service will deliver:</p>

- crisis support within new purpose built accommodation, including a 24 hour local telephone service which will offer a triage function of assessment and information, advice and guidance;
- resettlement support;
- preventative outreach support;
- independent domestic violence advocacy;
- on-site support for children and young people within the purpose built accommodation.
- on-site support for children and young people.

The integrated accommodation and outreach service (the “core” service) will be available for people from all ethnic, faith and cultural backgrounds, including those fleeing honour based violence and forced marriage. Local research with women, provider organisations and stakeholders indicated that the Council could move to providing one single refuge of self-contained units (with some communal spaces) supported by staff who understand and are experienced in working with BME women, immigration and other services.

The accommodation will not be available to male victims of domestic violence and abuse. However, the proposal will support men through the provision of outreach and floating support and advocacy.

It is proposed that the integrated accommodation and outreach service (the “core” service) will provide a single referral point/point of access which will help ensure that individuals are able to access the most appropriate type of support as quickly as possible. An integrated model will also facilitate the delivery of coordinated, appropriate and consistent responses through case management which aims to mitigate against the risk of women ‘falling out of the system’. It will also support a case management process that enables information to be shared between organisations so that women do not have to repeat their story each time.

It is expected that the “core” service will play a key role in the provision of information and signposting to other community based support networks. It will also be a key health improving resource through targeted awareness raising for people at risk of domestic violence and abuse and sexual violence.

This proposal seeks to fulfil some of the recommendations of the Council’s Cabinet Working Group on domestic violence and abuse, by combining resources to deliver a fit for purpose service which meets the needs of people and children affected by domestic violence and abuse.

The proposal has been based on a broad range of qualitative and quantitative data including: findings from primary local research carried out in 2013; national and local policy; as well as benchmarking with other authorities and models of best practice.

Further information in relation to this proposal can be found at:

- <http://democracy.newcastle.gov.uk/documents/s53998/121212%20Dom%20Violence%20v0.9.pdf> - link to the report on the findings from the Cabinet Working Group in December 12
- <http://democracy.newcastle.gov.uk/ieListDocuments.aspx?CId=857&MId=4925&Ver>

=4 - link to the Cabinet report on 'Domestic Violence and Abuse Services in Newcastle: The Experience of Women and Children' which was approved by Cabinet at its meeting in July 13. This also includes a number of appendices to the Cabinet report as follows:

- The Commissioning Briefing on Domestic Violence and Abuse which sets out the Councils commissioning proposals for the sector
  - An Executive Summary on the primary research undertaken with women and children and stakeholder (already attached)
  - The options appraisal in relation to the accommodation options
- <http://democracy.newcastle.gov.uk/documents/s63683/7%20Cabinet%20-%2018%20Sep%2013%20-%20Domestic%20Violence%20Services%20in%20Newcastle%20-%20Final.pdf> – link to the further Cabinet report approved by Cabinet in September 2013 for the development of purpose built accommodation

### **Equality objectives**

The general equality duty has been further amended and updated in the Equality Act 2010, which requires local authorities to have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act;
- advance equality of opportunity between people who share a protected characteristic and those who do not;
- foster good relations between people who share a protected characteristic and those who do not;.

Tackling inequalities is a key priority for the Council and the proposal will contribute to this priority by:

- Providing safe accommodation for women experiencing domestic abuse
- Providing self-contained accommodation which meets the individual requirements of the service user
- Increasing the number of supported housing units for women assessed to be at high risk of domestic violence/abuse in Newcastle from x to x.
- Ensuring anyone experiencing domestic violence/abuse is aware of and can access the options available to them.

As part of the competitive tender exercise, through the Contractor Evaluation Questionnaire, bidders will need to demonstrate how they fulfil their obligations under the Equality Act,

### **Intended outcomes and how these will be achieved**

Reducing levels of domestic violence in Newcastle requires a long-term approach which will span generations. Whilst we ultimately aim for a vision of a City in which domestic violence no longer occurs, we need to be realistic and pragmatic. Measures will therefore be developed to demonstrate we are improving our response and services.

These will be based on the following outcomes:

- An increase in the safety of victims;
- A decrease in repeat victimisation;
- A reduction in the risk of harm from perpetrators by holding abusers accountable for their behaviour;
- A reduction in the number of children with child protection plans in place or becoming LAC ( as a result of domestic violence);
- A decrease in social tolerance of domestic violence through awareness raising.

**How it will be delivered (summary):**

The Council will competitively procure both the ‘accommodation’ and ‘support’ elements of this proposal. The Council proposes to commission a housing developer to build the accommodation, and will separately commission an agency, or consortium or partnership, to provide the ‘core’ support service.

The Council will ensure that equality, social inclusion and community objectives are considered through both of these commissioning processes.

Through these procurement processes, organisations who wish to bid for either element will be assessed by the quality of their tenders against the requirements set out by the Council. As part of the procurement process and design of the service specification, it will be essential that the successful provider(s) demonstrate specific and in depth knowledge, experience and expertise around working with BME women and children. This will also include opportunities for people to be supported by workers from their communities where this possible.

We will explore opportunities for providers to work together collaboratively to bid for and deliver the service to help maintain the local and specialist knowledge and skills that already exist.

**How much it will cost:**

**Capital:** The Council has allocated up to £1.8 million to build a new purpose refuge

**Revenue:** The Council currently spends £472,000 per year on services in the scope of the proposal. Funding and contracts for these current services will continue until the new service commences, at which point existing funding will be committed to fund the new integrated domestic violence accommodation and outreach service (the “core” service). It is envisaged that through improved processes and closer and shared working practices, efficiencies will be achieved to enable an increased service capacity offer.

**How this will be implemented:**

Our commissioning priority is to jointly develop the integrated accommodation and outreach model with the market during 2014 and that the new service will commence in line with the building timescales; estimated to be Autumn 2015.

In the interim period, the existing service provision will continue to ensure there is no disruption to or impact on the support currently being received by those affected by domestic violence or abuse.

In Summer 2014, the Council will undertake a competitive tender exercise to procure for

	<p>and award the contract for the new integrated accommodation and outreach service. The timescales must ensure that the new contract is in place in advance of the building completion, so that the successful bidder(s) can participate in the final fit out stages of the development.</p> <p>To support the new integrated accommodation and outreach model and to facilitate close working relationships across the sector, a new governance framework will be established, comprising of:</p> <ul style="list-style-type: none"> <li>• a Commissioning Board (including Council and external statutory partners) to secure joint commissioning of, and investment in, services as required to address the needs identified within the Newcastle Future Needs Assessment; and</li> <li>• a Provider and Stakeholder Forum which will extend the membership of the current Domestic Violence and Abuse Partnership to include all providers of domestic and sexual violence services.</li> </ul> <p>The new governance structure will be underpinned by a cross directorate Council Officer group which will be responsible for the day to day operational arrangements to deliver the objectives of the Commissioning Briefing for Domestic Violence, which covers the Council's prevention approach, as well as responses for those in crisis.</p>
<b>1.3</b>	<b>Ward/geographical impact</b>
	<p>The accommodation will impact on the surrounding community. The Fairer Housing Unit is responsible for ensuring that Elected Members in the Ward where the scheme will be located and surrounding community are consulted before a planning application to develop the scheme is submitted. Members will be kept informed as the development progresses.</p>

**2. Evidence and research – identifying need**

Information source	What has this told you?
<b>Policy Cabinet</b> (June 2012)	
<p><b>Problem Profile – Domestic Violence</b> (November 2012 – Restricted to members of the Domestic Violence Cabinet Working Group, Key Stakeholders from the Safe Newcastle Partnership / Newcastle City Council )</p>	<p>Domestic violence and abuse has a profound impact on individuals, families and whole communities in Newcastle. There are substantial costs to our public services, which in Newcastle alone are estimated to be £33.6 million per year. The impact of domestic violence on children and young people can be devastating. Newcastle has high numbers of children with child protection plans in place and high levels of children accommodated as a result of violence in their homes.</p> <p>Evidence clearly shows that most victims of domestic abuse are female and most perpetrators are men. Each year over one million women nationally will suffer abuse and fewer</p>

	<p>than one in four will report this to the police. Currently, Newcastle has higher levels of high risk victims when compared to our neighbouring authorities. There is however insufficient capacity to provide all high risk victims with the intensive support they need. We therefore need to redirect our current policy position from that of responding to need at the point of crisis to an early intervention and prevention model. This will ensure victims are identified sooner and over time will reduce the need for high cost intensive services.</p> <p>Newcastle has a good range of services; however gaps and inefficiencies also exist. Service specifications need to be developed that encompass a whole spectrum of provision from early intervention through safeguarding high risk victims and their children. The commissioning landscape is complex and Newcastle City Council commission's services across a number of service areas, part funding some and fully funding others. Many of these services complement each other and good multi-agency arrangements are evident. A shared approach to commissioning is, however, required to ensure each decision is taken with a holistic view of all available services, with contracts and performance measures aligned. Many agencies including those delivering universal services do not know how many or to the extent to which their service users are experiencing or perpetrating domestic violence. Adequate systems need to be in place for them to identify record and respond effectively.</p>
<p><b>Primary Research with women and their children who are currently or have previously used domestic violence and abuse services (Jan - March 2013)</b></p>	<p>In February 2013, a cross-council team of Officers, with support from an external consultant, undertook a programme of primary research to understand the needs of women and children who are either currently accessing or have previously accessed services offering support and or accommodation due to their experiences of domestic violence and/ or abuse.</p> <p>The findings focussed on what would be the key features and functions of refuge accommodation, what works and what doesn't work. This included location, internal space and fit out, external areas, play facilities for children and a defined area for older children.</p> <p>The respondents also shared their experiences of accessing outreach and/ or community based services and whether they had benefitted from</p>

	<p>this.</p> <p>The core themes identified by the respondents are fully detailed in Appendix 1</p>
<p><b>National Standards of Service Provision</b></p>	<p>These service standards give guidance and good practice for commissioners and service providers in delivery of services for people affected by domestic violence and sexual violence:</p> <ul style="list-style-type: none"> <li>• Women’s Aid National Quality Standards 2014 “Successful Commissioning a guide for commissioning services that support and children”;</li> <li>• Domestic Violence and Abuse – how services can respond effectively. NICE Guidance February 2014;</li> <li>• CAADA Leading Lights Standards;</li> <li>• IMKAAN - accredited quality standards are part of a series of quality assurance mechanisms for black and minority ethnic (BME) women’s services working to end violence against BME women and girls;</li> <li>• Rape Crisis National Service Standards summary information for partners, funders and commissioners</li> </ul>
<p><b>Male victims/survivors of domestic violence and abuse. Newcastle City Council</b></p>	<p>This tells us that the number of cases involving men is lower than for women and suggests the following reasons for this:</p> <ul style="list-style-type: none"> <li>• Greater awareness of the support available to female victims</li> <li>• Incidents are not reported due to the myths associated with male domestic violence and the perception that male victims are weak or not ‘real men’.</li> </ul>
<p><b>Domestic Homicide Reviews (DHR)</b></p>	<p>A Domestic Homicide Review means a review of the circumstances in which the death of a person aged 16 or over, has or appears to have, resulted from violence, abuse or neglect by:</p> <p>(a) a person to whom he/she was related or with whom he/she was or had been in an intimate personal relationship, or</p> <p>(b) a member of the same household as her/himself.</p> <p>The purpose of a DHR is to consider the circumstances that led to the domestic violence homicide, so that public bodies, and relevant community and voluntary sector organisations can identify where responses to the situation</p>

	<p>could have been improved.</p> <p>The findings of DHRs in Newcastle can be used for this proposal.</p>
<p><b>Homelessness Review 2013</b></p>	<p>Information about the prevalence, causes and risks of homelessness in the city, and how this impacts on health and wellbeing. This includes homeless people who we have assessed as having a duty to house, people at risk of homelessness who are living in rented and owner occupied accommodation, people living in accommodation with support, and chronically excluded rough sleepers.</p>
<p><b>Newcastle Future Needs Assessment (NFNA)</b></p>	<p>The NFNA is the way in which we fulfill our statutory responsibilities for undertaking a Joint Strategic Needs Assessment but we are also developing it to fulfill other requirements for assessments or evidence-based planning.</p>

### 3. Engagement

Date of engagement	Details of whom you have or will engage with	Number of people invited/attended	Main issues raised
Jan – June 2012	Elected Members visited the existing refuge accommodation available within the city.		
May 2012	The Domestic Violence Cabinet Working Group established and ToR agreed  Cabinet member visited refuge services in Newcastle	Internal engagement	It was agreed that the group would commission a Domestic Violence Problem Profile
13 June 2012	Thinkabout Policy Cabinet - Tackling Domestic Violence. Representatives from stakeholders, statutory agencies and community or voluntary sector organisation who have an interest in or deliver domestic violence or sexual violence services.	120 people invited and 80 people attended	
21 June 2012	Strategic Engagement: "Working together to protect Vulnerable Victims: Domestic Violence"	60 people invited and 40 attended	
October 2012	Policy Scrutiny Capital investment proposal Benchmark Visit – Cherry Tree View	Internal engagement	
November 2012	Benchmark Visits to: <ul style="list-style-type: none"> <li>• Grace Court Scheme</li> <li>• Harbour Scheme</li> <li>• Stonham Scheme</li> </ul>	Internal engagement	
December 2012	Report on findings from Cabinet Domestic Violence Working Group 2012 received by Cabinet	Internal engagement	
17 January 2013	Stakeholder Event - Domestic Violence and Abuse Research Project.	20 organisations were invited and 13 attended	The key points from the discussion were: <ul style="list-style-type: none"> <li>- agreeing the most appropriate way to engage with women and children;</li> </ul>

			<ul style="list-style-type: none"> <li>- how providers should be involved in the research.</li> </ul>
Jan – March 2013	Primary research undertaken with women and children. Clients supported by the following services were involved in the research exercise:	Women from 16 organisations participated plus additional responses to two on-line questionnaires	Outcome of research informed the draft commissioning briefing.
27 March 2013	Stakeholder Event - Domestic Violence and Abuse Research Project - Summary of initial research findings	14 representative from 10 organisations attended	<p>The key points from the discussion were:</p> <ul style="list-style-type: none"> <li>- 4 key themes were presented; awareness raising, current refuge accommodation, support services, the perfect refuge;</li> <li>- providers broadly agreed with the findings;</li> </ul>
24 May 2013	Consultation on NCC's Draft Domestic Violence and Abuse Commissioning Briefing	21 representatives from 16 organisations	This session launched the 4 week consultation process on the commissioning briefing so this was an opportunity for stakeholders to give some indicative feedback.
June 2013	Commissioning Briefing to incorporate feedback from consultation period updated and circulated to DV sector stakeholders		
June 2013	Options appraisals on Supported accommodation for woman and children who experience Domestic Violence and Abuse		
July 2013	Cabinet approval given to proceed with commissioning intentions	Internal engagement	
September 2013	Cabinet approval given to accommodation proposal	Internal engagement	
March 2014	Stakeholder Event held – “How do we measure success”		This session considered the accredited service

			standards for the provision of domestic violence and sexual violence services. Stakeholder were able to share views on the outcomes that the integrated service should seek to achieve.
March 2014	Cabinet Approval given for the site – Housing Delivery Plan	Internal engagement	
April 2014	Site out to tender to YHN Framework for development partner – bids due back 30 <sup>th</sup> May 2014 for evaluation.		Contract was awarded to Barratt Homes.
May 2014	Stakeholder Event held – Developing the service specification	Representatives from 8 organisations	This session considered the core deliverables of the integrated service such as eligibility, need and access to the service, core tasks and staff skills and experience.
July 2014	Stakeholder Event held – Developing the service specification	Representatives from 7 stakeholder organisations, including NCC Children’s Services	The session focussed on the requirements to meet the specific needs of children and young people who are either being accommodated with their mother or their parent is receiving outreach support.
September 2014	Ward Consultation in Blakelaw	Attended by local residents	Barratt Homes and Fairer Housing Unit shared plans for the old Springfield School site with local residents. Residents were advised that the site would include a supported accommodation scheme for women and children affected by domestic violence. This was positively received by residents who attended.
8 September 2014	Stakeholder Event held – Developing the service specification	Representatives from 8 organisations	Barratt Homes and architects ID Partnership provided information to stakeholders on the location of the new supported accommodation scheme and discussion focussed primarily on the layout of the building and its facilities. Two week consultation period launched.

October 2014	Circulate this impact assessment to stakeholders for comment		The main issues raised will be summarised in the final version of the impact assessment.
--------------	--	--	--

**Comments:**

**The commissioning briefing (explain again what this is) was approved by Newcastle City Council Cabinet in July 2013 and incorporated the feedback from women and children, young people, stakeholders and existing service providers working in Newcastle.**

The final service specification will reflect the commissioning briefing approved by Cabinet, the issues raised by stakeholders during the service development events held in 2014 and this impact assessment.

#### 4. Assessing the impact

Impact for (staff or service users)	Assess the impact of the proposal(s) on the following specific groups and any others you can identify	Impact (actual/potential disadvantage, beneficial outcome or none)	Detail of the Impact	
			Could the proposal(s) lead to any groups being disadvantaged or treated unfairly? Please explain why. Could the proposal reduce inequalities or disadvantage? Please explain how.	How will you address this or mitigate any disadvantage?
<b>People with protected characteristics:</b>				
Service user	Younger people and older people (age)	Beneficial Outcome	The proposal includes support for young people through the service provision and incorporates the new Home Office definition of domestic abuse. The integrated accommodation and outreach service will allow fair and equal access to those aged 17 years and above.	We will ensure this happens by supporting younger and older people at risk of or experiencing domestic violence or abuse by raising awareness of healthy relationships, providing them with advice and assistance to minimise their risk of homelessness and accommodating those who are in need.
Service user	Younger and older people (age)	Beneficial outcome	Our research on similar accommodation in other areas highlighted the benefits of providing play and meeting space for younger and older children.	We will ensure this happens by requiring the housing developer to include high quality outdoor and indoor communal play areas and meeting space.

Service user	Younger and older people (age)	Actual disadvantage	The accommodation will not accessible to male victims with children. National crime data reports that 83% of people experiencing domestic violence and abuse are female and this figure is relatively consistent year on year with little change.	The new accommodation provision in the integrated model will be female specific; however, we will mitigate the impact on male victims and their children by ensuring that the new service provides the necessary support to enable them to access alternative accommodation.
Service user	Disabled people	Beneficial Outcome	<p>The proposal includes an increase in the number of units currently available in the city to accommodate women and their children who have reduced or limited mobility.</p> <p>The integrated accommodation and outreach service will allow fair and equal access to disabled people.</p>	<p>The proposal will replace existing accommodation which does not comply with the Disability Discrimination Act and therefore does not meet the requirements of people who have disabilities. The new accommodation will meet the accessibility requirements of the Disability Discrimination Act. The ground floor is accessible for wheelchair users and 1 two bedroom unit is specifically designed for wheelchair users.</p> <p>There will be no disadvantage by implementing this proposal and we will support disabled people at risk of or experiencing domestic violence or abuse by raising awareness of healthy relationships, providing them with advice and assistance to minimise their risk of homelessness and accommodating those who are in need.</p>
Service user	Carers	Beneficial Outcome	Based on our engagement feedback and research, there is no evidence to suggest the proposal will have a disproportionately negative impact on people because they	The provision of self-contained units will enable women who are experiencing or at risk of domestic violence and their female carers to be accommodated. Women who

			are a carer.	have a male carer will be offered either floating support on an outreach basis, or will be supported to access alternative accommodation.
Service user	People who are married or in civil partnerships	None	Based on our engagement feedback and research, there is no evidence to suggest the proposal will have a disproportionately negative impact on people because of their marital or civil partnership status. Women who are married or in civil partnerships will be able to access the integrated accommodation and outreach services	
Service user	Sex or Gender (Includes Transgender, pregnancy and maternity)	Potential disadvantage	Our research suggests that there is a lack of awareness of male domestic violence and how male victims can be supported. The proposal does not make available any specific refuge accommodation provision for men affected by domestic abuse.	We will address this by ensuring that the service supports male victims of domestic violence to secure alternative accommodation. We will also ensure that male victims are aware of and can access the resettlement and outreach support offered by the service, as well as independent advocacy support. We will require the successful service provider to demonstrate how their service is accessible for both female and male victims of domestic violence.
Service user	Sex or Gender (Includes Transgender, pregnancy and maternity)	Beneficial Outcome	Women, and their children, who are affected of, or victims of, domestic violence can be accommodated in the scheme.	
Service user	People's sexual orientation	Potential disadvantage	Our research shows that we have less information on the requirements of heterosexual victims of male domestic violence which may lead to a service which does not meet their requirements.	We will address this by incorporating the lessons learned from relevant HDRs into the support service. Service monitoring will be used to assess if the service is meeting the requirements of all service users,

				including heterosexual male victims.
Service user	People's sexual orientation	Beneficial Outcome	The proposed self contained accommodation will be able to house same sex couples fleeing abuse from ex-partners.	
Service user	People's sexual orientation	Beneficial Outcome	National crime data demonstrates that women are disproportionately affected by domestic violence and this proposal will meet their specific needs through an integrated model. Lesbian, Gay or Bisexual women, and their children, who are affected of, or victims of, domestic violence can be accommodated in the scheme. This enables them to enjoy a family life and mitigates the risk of problems that could potentially arise in communal living arrangements.	
Service user	People's sexual orientation	Potential disadvantage	Male victim who are Gay, Bisexual or Transgender will not be accommodated in the scheme.	We will address this by ensuring that the service supports male victims of domestic violence to secure alternative safe accommodation. Male victims will also be able to access the resettlement and outreach support offered by the service. They will also be signposted and supported to access other services that maybe able to offer specialist advice and support.
Service user	People of different races	Potential disadvantage	The current accommodation provision offers 5 units specifically for BME women and children on a single site with shared	The proposal does not specify that a proportion of units in the integrated accommodation service will be for women

			<p>cooking and bathing facilities and shared sleeping quarters for women and their children. This proposal will offer 14 units of self-contained accommodation for women of all races. As a result of this proposal the Council will no longer fund a specific BME accommodation service.</p>	<p>from BME communities. As accommodation will be in self contained units (flats), we anticipate that conflict between residents due to food preparation and storage, food and belongings going missing, differing approaches to parenting and concern over older boys being resident in the building, will be mitigated.</p> <p>As part of the procurement process and design of the service specification, it will be essential that the successful provider(s) demonstrate specific and in depth knowledge, experience and expertise around working with BME women and children, including those who are affected by forced marriage, 'HBV'. This will also include opportunities for people to be supported by workers from their communities where this possible.</p> <p>We will also mitigate this impact by putting measures in place which ensure the service is accessible to all female victims. This will be informed by our research on the benefits of the specialist provision and working with Community and Voluntary sector organisations.</p> <p>Service monitoring will be used to assess if the service is meeting the requirements of all service users.</p> <p>The aim of providing good quality self-contained accommodation and targeted support is to respond to the individual requirements of service users.</p> <p>BME families are not a homogenous group</p>
--	--	--	---	--

				in terms of need / risk. Self-contained units will enable families to live and practice cultural / religious beliefs free from potential scrutiny of others.
Service user	People of different races	Beneficial Outcome	The proposal seeks to respond to all women who are affected by domestic abuse under the new Home Office definition. The integrated accommodation and outreach service will be accessible to women who are fleeing a forced marriage,	
Service user	People who have different religions or beliefs	Beneficial Outcome	This proposal, through the provision of self-contained accommodation, should reduce conflict over food storage and food preparation, older male children residing at the scheme and differing approaches to parenting which is sometimes experienced in the current accommodation settings. The scheme will also offer women the choice of cooking over an open flame in the communal kitchen.  Self-contained units to enable families to practice religious beliefs free from potential observation / scrutiny of others.	The provider will be required to demonstrate how they will manage conflict and encourage cohesive and positive relationships.
<b>People vulnerable to socio-economic disadvantage:</b>				
Service user	People living in deprived areas	None	Based on our engagement feedback and research, there is no evidence to suggest the proposal will have a disproportionately negative impact on people because of where they live. The location of the new accommodation will ensure there is access to schools, good transport links and local facilities such as shops, health services	

			etc..	
Service user	People in low paid employment, or in households with low incomes	Beneficial Outcome	Through the provision of outreach support, both within and beyond the accommodation, the proposal will seek to maximise the income of service users.	
Service user	People facing barriers to gaining employment, such as low levels of educational attainment	None	Based on our engagement feedback and research, there is no evidence to suggest the proposal will have a disproportionately negative impact on people because of their employment status or level of educational attainment.	
Service user	Looked after children	Beneficial outcome	The proposal integrates a children and family support services, and through could reduce the number of children / young people becoming looked after.	We hope that our proposals will have a positive impact on the relationships that mothers may have with Children's Social Services with more targeted preventative support and/ or support offered in the accommodation.
Service user	People facing multiple deprivation, through a combination of factors such as poor health (physical or mental) or poor housing/homelessness	Beneficial outcome	Our research suggests that people fleeing domestic violence is one of the major causes of homelessness and repeat homelessness in Newcastle. Women with multiple needs such as drug/alcohol, or mental health issues can be supported within the self-contained accommodation. The service can respond to a broad range of requirements from complex needs to anxiety and depression.	<p>The service specification will require providers to demonstrate how they will manage any risks for the service user and their children, and for other service users and their children.</p> <p>To assist their wellbeing service users will have access to a private bedroom and private space to discuss their case and receive support.</p> <p>The case management approach will ensure the service responds to such needs. Once they have settled into permanent accommodation and outreach support has stopped service users can re-access the accommodation and service if</p>

				their needs change.
<b>Businesses:</b>				
Businesses	Businesses providing current or future jobs in the city	Potential disadvantage	The proposal seeks to create an integrated model which will be commissioned and delivered by a number of organisations in the community and voluntary sector. However a competitive tender process is likely to results in a change in the current structure of the sector.	We hope to address this by encouraging collaborative working across the sector to deliver a cohesive response to the integrated accommodation and outreach service opportunity.
Businesses	Businesses providing current or future jobs in the city	Beneficial Outcome	The integrated accommodation and outreach support workers engaging with service users will facilitate access to training, volunteering and employment opportunities.	The competitive procurement process will enable bidders to demonstrate what social value they can bring to bear through the delivery of the service, drawing on their community networks, support and specialist knowledge.
<b>Other potential or specific impacts:</b>				
	Cumulative or cross cutting impacts. Impacts that may affect numerous groups or whole populations.	None		
<b>The impact on community cohesion:</b>				
<b>Assess the impact of the proposal(s) on community cohesion</b>	<b>Impact (actual/potential disadvantage/tension, beneficial outcome or none)</b>	<b>Detail of the Impact</b>		<b>If the answer is yes to any of the questions or you're not sure, how will you address this?</b>
		<p>Could any groups see the proposal as unfair (even if you believe they are fair)?</p> <p>Could the proposal bring different groups into greater contact with each other?</p> <p>Could proposal cause or contribute to conflict or tensions between groups?</p>		

Community Cohesion	Potential disadvantage	The location of the accommodation is critical and there is a risk of existing community cohesion issues due to anti-social behaviour, racist and/ or hate crime incidents.	We will ensure that the appointed service provider works with the council and the local community policing team to carry out a community cohesion impact assessment to identify areas of concern and work cooperatively to minimise the risk of community tensions.
Community Cohesion	Potential disadvantage	The accommodation will bring different groups of people in contact with one another which may lead to conflict.	The provider will be required to demonstrate how they will manage conflict and encourage cohesive and positive relationships.
<b>The impact on community safety:</b>			
<b>Assess the impact of the proposal(s) on community safety</b>	<b>Impact (actual/potential negative impact, beneficial outcome or none)</b>	<b>Detail of the Impact</b> <b>Could the proposal affect actual levels of crime and/or anti-social behaviour?</b> <b>Could the proposal affect the fear of crime, the perception of crime or community confidence in an area?</b> <b>Could the proposal affect road traffic accidents?</b>	<b>How will you address this or mitigate any negative impact?</b>
Community Safety	Potential disadvantage	Service users and their children may experience hate incidents, harassment and bullying from other service users and children who live in the accommodation.	The service specification will require providers to demonstrate what sanctions they will use to address such incidents and to provide clear information to service users on what constitutes unacceptable behaviour.
Community Safety	Beneficial outcome	The proposal is unlikely to have an immediate affect on incidents of domestic violence and abuse. However, the aim is to reduce the number of incidents over the long-term through awareness raising of healthy and unhealthy relationships and behaviours and an improved referral process	We will continue to improve the referral process in order to improve access to services. This may encourage people to seek help sooner.
<b>The impact on the environment:</b>			
<b>Assess the impact of the proposal(s)</b>	<b>Impact (actual/potential detrimental)</b>	<b>Detail of the Impact</b> <b>Could the proposal cause a large change in environmental condition?</b>	<b>How will you address this or mitigate any negative impact?</b>

on the environment	impact, beneficial outcome or none)	<b>Could the proposal affect the protection of or access to the natural environment?</b> <b>Could the proposal impact on energy use and/or other factors contributing to climate change?</b>	
Environment	Beneficial outcome	The accommodation will have to meet the Code for Sustainable Homes and BREEAM standards.	The guidance provided to the developer will require them to meet these standards.
Environment	Beneficial outcome	Trees with Preservation Orders have to be retained.	The developer will be required to retain any trees on the site which have Tree Preservation Orders

## Integrated Impact Assessment Review

**Review Date: 1 November 2014**

**Officer: Claire Knox**

Detail of the Impact	Actions identified in Section 4	Who is responsible for this?	When will the action be complete?	Update
<p>Provision of a single accommodation service for women and their children who are affected by domestic violence.</p>	<p>Develop a service specification which enables the service to respond to the needs of people affected by domestic violence and abuse. The service must ensure that self-contained accommodation is accessible to all women and their children. The outreach and resettlement service must work with people in their community to enable them to stay safe in their existing accommodation or support them to access alternative accommodation. The IDVA provision should meet national guidelines for case loads of high risk service users.</p>	<p>Claire Knox, Lesley Storey, Louise Lane</p>	<p>By August 2014</p>	<p>Consultation around the service specification has involved officers from Community Safety, Children's Services, Fairer Housing Unit. Legal Services and Commissioning and Procurement. Leazes Homes has been consulted specifically in relation to the housing management functions that the service provider will be expected to fulfil. The service requirements have also been informed from the outcome of the service development events with stakeholders. The final specification will be submitted for portfolio member approval by the end of November.</p>
<p>Replacement of the existing accommodation, outreach and IDVA services.</p>	<p>Competitively tender for the provision of the integrated service and ensure the evaluation process that the successful bidder(s) can demonstrate experience of delivering a similar service, community links and networks and</p>	<p>Claire Knox, Lesley Storey, Louise Lane</p>	<p>By December 2014</p>	<p>The consultation period has been extended, which has impacted the estimated procurement timetable. The tender will be published in early December and approval from Cabinet to award is expected to take place in March 2015. This will not impact the build timescales.</p>

	the resources and skills to provide specialist support to BME women			
Ensure fair and equal access to services.	The service specification and the tender evaluation process will focus on the need for accommodation to offer fair and equal access to women and their children, regardless of their ethnicity or sexual orientation. The process will also ensure that the successful bidder(s) will enable male victims, and their children, regardless of their ethnicity or sexual orientation to access the outreach and IDVA/ ISVA services.	Claire Knox, Lesley Storey, Louise Lane	By December 2014	The service specification clearly states the eligibility to access the service and the need for fair and equal access. This will be further explored and evaluated during the tender process as bidders demonstrate how they will ensure fair and equal access to the integrated service.
A single self-contained supported accommodation building from which the integrated service will be delivered	The Fairer Housing Unit will work in collaboration with Leazes Home and the appointed developer to ensure that the building meets the requirements identified through the primary research and is ready for occupation in Autumn 2015.	Amanda Senior, Helen Butler	July 2014- Sept 2015	We continue to work towards an Autumn 2015 timescale for the building to be signed over to Leazes Homes.

**Please note: If the proposal has changed significantly, you may need another Impact Assessment**

