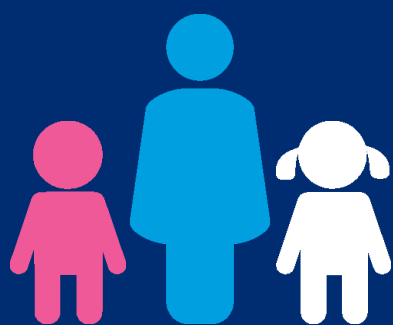

Insights Idva dataset 2019-20

Adult Independent domestic violence advisor (Idva) services



SafeLives

**Ending
domestic
abuse**

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About this dataset

This data report forms part of a series of publications from SafeLives' Adult Insights dataset. It contains 3,074 unique individual cases at intake and 2,928 matched cases at exit, drawn from 21 Idva services which used the SafeLives Insights outcome measurement service between April 2019 and March 2020.

In 2017, Insights underwent a redevelopment process and was replaced with an online portal. Owing to the change and the new indicators, this years datasets are presented with only a single year for comparison.

SafeLives runs the largest database of domestic abuse cases in the UK. Our Insights database has records of more than 75,000 unique cases of adults experiencing domestic abuse from 2009 to date, and a further 4,000 unique cases of children in domestic abuse households from 2011 to date. These datasets give us an unparalleled overview of the picture of domestic abuse.

We hope that everyone working to stop domestic abuse will be able to use this data to improve their services so that victims and families get the right help sooner.

At a glance

21 services

3,074 cases opened

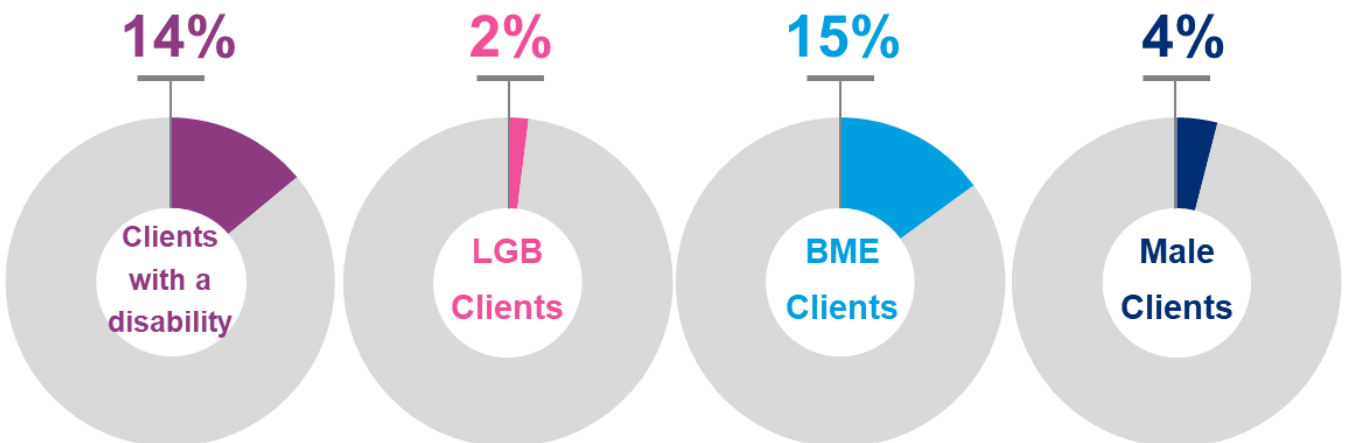
2,928 cases closed

1,069 clients supported with criminal or civil justice



Location of the services in the dataset

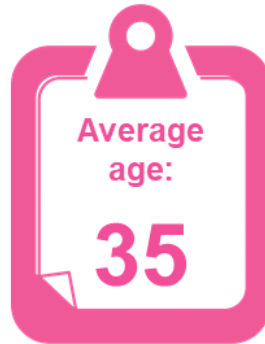
Proportion of clients from diverse client groups



Domestic Abuse Service

If an Idva service were to support 100 people across the year...

Who are they?



46 will be unemployed
14 will have a disability



28 referred by the Police



Who else is involved?

91 have a male perpetrator
For 70 the perpetrator will be an ex-intimate partner



will have had involvement with Children and Young Persons Services



7 will be pregnant
62 have children
116 children will be involved



44 have been exposed to domestic abuse in the past

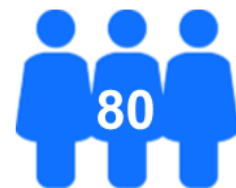


7 have multiple perpetrators

What have they experienced?

72 will be at high risk of serious injury or death

Average length of abuse:



will be experiencing multiple types of abuse

74 have experienced physical abuse
26 have experienced sexual abuse
63 have experienced harassment and / or stalking
79 have experienced jealous and controlling behaviours





Domestic Abuse Service

If an Idva service were to support 100 people across the year...



What support did they receive?

Numbers below may not match the percentages in the data tables as not all people present with each need



They will receive 10 direct contacts over a 14 week period



27 will be supported with criminal justice
15 will be supported with civil justice



90 will be supported with safety



4 will be supported with alcohol misuse
3 will be supported with drug misuse



16 will be supported with children and parenting



34 will be supported with housing



23 will be supported with their mental health

5 will access children's support services

2 will access the freedom programme

What did they say as they left the service?



72 have an improved quality of life

71 will feel optimistic about the future



83 feel safer



78 have an improved sense of wellbeing

"I really thought my IDVA made all the difference. She was great"
- a survivor

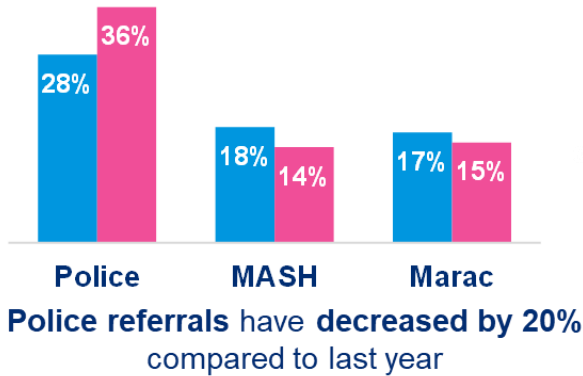


72 feel more confident

Key findings

Top 3 referral routes

■ 2020 ■ 2019

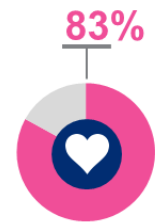


Victims were **supported** for an average of



With an average of **10 contacts**

The majority of adult clients* at exit said they **felt safer**

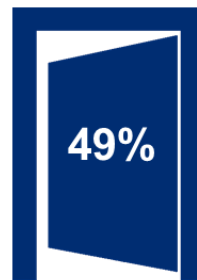


*Of those adult clients who completed the question

The majority of clients saw a reduction for each of the abuse types after support from an Idva:



53% of survivors having ongoing contact with the perpetrator did so **due to children**. Of these:



Experienced **ongoing conflict** around child contact



Felt the **perpetrator used child contact arrangements to continue abuse**



In less than 1 in 10 incidents the client withdrew their case



30% of clients were granted special measures

Support from an Idva included:



Explaining criminal justice proceedings in 76% of cases



Supporting the client through criminal justice processes in 50% of cases



Providing updates about court in 49% of cases

Service inputs

Cases used in the analysis

Intake forms

3,074

Caseworkers submitted 153 review forms for clients engaged with Idva services for the period April 2019 to March 2020.

These forms are used to record further or previously undisclosed abuse.

For the period April 2018 to March 2019 there were 119 review forms submitted. This may be different to previous published data due to updates.

Review forms

153

Caseworkers submitted 153 review forms for clients engaged with Idva services for the period April 2019 to March 2020.

These forms are used to record further or previously undisclosed abuse.

For the period April 2018 to March 2019 there were 119 review forms submitted. This may be different to previous published data due to updates.

Exit forms

2,928

Caseworkers submitted 2,928 exit forms for clients leaving Idva services for the period April 2019 to March 2020.

These forms were then matched to their corresponding intake form to provide a picture of client outcomes at the point of exit compared to intake. They also contain information about what interventions the client accessed.

Intake dates may occur prior to the period April 2019 to March 2020.

For the period April 2018 to March 2019 there were 2,407 exit forms submitted. This may be different to previous published data due to updates.

Criminal and civil justice forms

Caseworkers supporting clients with criminal and civil justice (CCJ) supported 792 clients with criminal justice and 437 with civil justice.

These forms provide information on the outcomes of any criminal and civil justice interventions at exit, as well as support provided by caseworkers during the criminal and civil justice process.

For the period April 2018 to March 2019 there were 705 criminal justice forms and 324 civil justice forms submitted. This may be different to previous published data due to updates.

Referral status	2020		2019
	n=	3074	3754
	Count	%	%
New client	2196	71%	80%
Repeat to service	848	28%	18%
Continuing case	30	1%	1%
Total	3074		

Cases are deemed repeats if the client has returned to the service after their case was previously closed (or made inactive). Cases are marked as a 'Continuing case' if the case was transferred to a different team within the same service.

Referral route	2020		2019
	Count	n=	3754
Police	874	28%	36%
Marac	513	17%	15%
Self	241	8%	8%
Health	101	3%	3%
Hospital - Emergency department	80	3%	2%
Hospital - Maternity	36	1%	1%
Community health	11	0%	1%
Mental health	54	2%	1%
Housing	33	1%	1%
Drug services	6	0%	0%
Alcohol services	1	0%	0%
Education	11	0%	0%
Children's social services	80	3%	2%
Adult's social services	13	0%	0%
Probation	11	0%	0%
CRC	4	0%	0%
Refuge	20	1%	0%
Outreach	42	1%	1%
DVA & SV services (internal)	65	2%	3%
DVA & SV services (external)	118	4%	5%
Helpline	130	4%	5%
Specialist services	15	0%	1%
MASH	538	18%	14%
Domestic Violence Court	8	0%	0%
Other	69	2%	2%

For referrals received through a single-point of contact Initial referral route	2020		2019
	Count	n=	3754
Police	978	32%	34%
Marac	202	7%	7%
Self	227	7%	4%
Health	35	1%	1%
Hospital - A&E	34	1%	1%
Hospital - Maternity	16	1%	0%
Community health	7	0%	0%
Mental health	45	1%	1%
Housing	24	1%	1%
Drug services	0	0%	0%
Alcohol services	0	0%	0%
Education	4	0%	0%
Children's social services	48	2%	1%
Adult's social services	10	0%	0%
Probation	8	0%	0%
CRC	0	0%	0%
Refuge	13	0%	0%
Outreach	19	1%	0%
DVA & SV services (internal)	15	0%	1%
DVA & SV services (external)	23	1%	1%
Helpline	87	3%	4%
Specialist services	8	0%	1%
Other	51	2%	1%
Don't know	6	0%	0%
Missing	1211	39%	40%

Client profile

Socio-demographic description of client accessing Idva services

(Information captured at intake, duplicates removed, number of individual clients (n) = 3,000)

Age of client	2020		2019
	Count	n= 3000	3627
<18	41	1%	1%
18-20	187	6%	6%
21-30	1022	34%	37%
31-40	942	31%	31%
41-50	496	17%	16%
51-60	191	6%	6%
61+	121	4%	3%
Average age	35		34

Sex assigned at birth	2020		2019
	Count	n= 3000	3627
Female	2851	95%	95%
Male	127	4%	4%
Intersex	0	0%	0%
Not disclosed	7	0%	0%
Don't know	15	1%	1%

Which of the following describes how the client thinks of themselves?	2020		2019
	Count	n= 3000	3627
Female	2802	93%	92%
Male	132	4%	3%
In another way	2	0%	0%
Not disclosed	12	0%	0%
Don't know	5	0%	0%
Not sex assigned at birth	22	1%	0%
Missing	47	2%	4%

Sexual Orientation	2020		2019
	Count	n= 3000	3627
Heterosexual	2732	91%	91%
Total LBG	54	2%	2%
┆ Bisexual	30	1%	1%
┆ Gay	15	1%	0%
┆ Lesbian	7	0%	1%
┆ Other	2	0%	0%
Not disclosed	69	2%	1%
Don't know	79	3%	1%
Missing	66	2%	4%

Ethnicity	2020		2019
	Count	n= 3000	3627
White	2553	85%	83%
English/ Welsh / Scottish / Northern Irish / British	2388	80%	78%
Irish	14	0%	0%
Gypsy or Irish Traveller	12	0%	1%
Any other White background	139	5%	4%
Mixed / Multiple ethnic groups	60	2%	2%
White and Black Caribbean	20	1%	1%
White and Black African	3	0%	0%
White and Asian	6	0%	0%
Any other Mixed/ Multiple ethnic background	31	1%	1%
Asian / Asian British	188	6%	6%
Indian	86	3%	2%
Pakistani	49	2%	2%
Bangladeshi	20	1%	1%
Chinese	7	0%	0%
Any other Asian background	26	1%	1%
Black / African / Caribbean / Black British	44	1%	2%
African	26	1%	1%
Caribbean	5	0%	0%
Any other Black / African / Caribbean background	13	0%	0%
Other ethnic group	15	1%	1%
Arab	7	0%	0%
Any other ethnic group	8	0%	1%
Total BME	458	15%	16%
Not disclosed	14	0%	0%
Don't know	43	1%	1%
Missing	83	3%	4%

National B&ME percentage is 18.5%. Note this dataset only reflects the demographics of areas in which services are located.

Is the client pregnant?	2020		2019
	Count	n= 3000	3627
Yes	202	7%	6%
No	2556	85%	85%
Don't know	32	1%	2%
Missing	210	7%	7%

How many children or young people are involved with this case?	2020		2019
	Count	n= 3000	3627
0	1146	38%	34%
1	754	25%	25%
2	629	21%	23%
3	306	10%	11%
4	118	4%	5%
5+	47	2%	2%
Average number of children		2.0	2.1

Average number of children (mean) is for cases where there is at least one (1) child involved

Ages of children	2020		2019
	Count	n= 3478	4600
0 - 12 months	287	8%	8%
1 - 3 years	670	19%	21%
4 - 11 years	1679	48%	48%
12 - 16 years	599	17%	17%
17 - 18 years	114	3%	3%
18 - 24 years	73	2%	2%
24+ years	31	1%	1%
Don't know	25	1%	1%

	2020		2019
CYPS involvement (of those cases with children or young people involved)	n=	1854	2409
	Count	%	%
None	480	26%	30%
Concern raised - NFA	184	10%	11%
Concern raised - contacts/follow up	154	8%	9%
Early help	131	7%	6%
Priority families	2	0%	0%
Targeted families	2	0%	0%
Initial assessment	215	12%	10%
S17 - Child in need	141	8%	9%
S47 - Child protection	208	11%	12%
S31 - Care or supervision order	103	6%	4%
Child protection plan	83	4%	4%
Common assessment framework (Caf/Taf)	28	2%	2%
Personal advisor	2	0%	0%
Transitions team	0	0%	0%
Other	62	3%	4%
Don't know	52	3%	3%
Missing	69	4%	2%

	2020		2019
Does the client have a disability?	n=	3000	3627
	Count	%	%
Yes	410	14%	12%
No	2382	79%	82%
Don't know	111	4%	2%
Missing	97	3%	4%

	2020		2019
If yes, what type?	n=	410	427
	Count	%	%
Physical	160	39%	41%
Learning disability	22	5%	10%
Learning difficulty	29	7%	7%
Neurological condition	34	8%	8%
Progressive illness	34	8%	7%
Organ specific	11	3%	2%
Mental health impairment	192	47%	41%
Sensory disability	19	5%	3%
Frailty	31	8%	9%
Other	24	6%	0%
Don't know	3	1%	0%
Missing	3	1%	0%

	2020		2019
Current employment situation	n=	3000	3627
	Count	%	%
Unemployed	1378	46%	50%
Retired	97	3%	2%
Part-time employment	427	14%	14%
In education or training	106	4%	4%
Full-time employment	587	20%	18%
Self-employed	51	2%	2%
Volunteering	9	0%	0%
Stay at home parent	177	6%	1%
Other	74	2%	3%
Not disclosed	20	1%	1%
Don't know	87	3%	3%
Missing	74	2%	2%

	2020		2019
Current financial situation	n=	3074	3754
	Count	%	%
Significant financial problems	178	6%	9%
Reliant on others	144	5%	0%
Unable to pay for essentials	168	5%	7%
Managing essentials but nothing left over	1001	33%	37%
Comfortably managing	563	18%	16%
No financial concerns	605	20%	13%
Don't know	179	6%	9%
Missing	236	8%	9%

	2020		2019
Has the client experienced an Adverse Childhood Experience (ACE)?	n=	3074	3754
	Count	%	%
Yes	510	17%	18%
No	968	31%	26%
Don't know	1092	36%	41%
Missing	505	16%	15%

	2020		2019
Adverse Childhood Experiences (ACEs)	n=	510	665
	Count	%	%
Verbal abuse	166	33%	34%
Direct physical abuse	117	23%	26%
Sexual abuse	108	21%	20%
Parental separation	228	45%	38%
Domestic abuse (exposure)	248	49%	55%
Mental illness	105	21%	24%
Alcohol abuse	89	17%	15%
Drug abuse	63	12%	11%
Incarceration of adults within household	15	3%	3%
Average number experienced	2.2		2.3
Number experiencing four or more	91	18%	18%

Average number experienced (mean) refers to cases where at least one ACE was recorded

History of abuse at intake (Information captured at intake, n = 3,074)

	2020		2019
Number of ticks on the Dash	n=	3074	3754
	Count	%	%
Standard Risk (1 - 5)	154	5%	4%
Medium Risk (6 - 9)	420	14%	12%
High Risk (10+)	2010	65%	63%
Average number of ticks	12		13
Missing	490	16%	21%

	2020		2019
High risk?	n=	3074	3754
	Count	%	%
Yes	2204	72%	78%
No	770	25%	19%
Don't know	16	1%	0%
Missing	84	3%	3%

	2020		2019
On what basis is the client high risk?	n=	2204	2913
	Count	%	%
Actuarial	1346	61%	62%
Professional judgment	635	29%	26%
Escalation	170	8%	10%
Missing	53	2%	2%

		2020		2019
Has the case been discussed at Marac?		n=	3074	3754
		Count	%	%
Yes		2025	66%	63%
No		948	31%	33%
Don't know		18	1%	0%
Missing		83	3%	4%

		2020		2019
Abuse experienced in the past 12 months		n=	3074	3754
Clients experiencing each abuse type		Count	%	%
Physical		2265	74%	76%
Sexual		787	26%	27%
Harassment and stalking		1937	63%	66%
Jealous and controlling		2434	79%	79%
Forced marriage		26	1%	27%
'Honour'-based violence/abuse		68	2%	66%
Female Genital Mutilation		9	0%	79%

2020											
Level of abuse		n= 3074									
		High		Moderate		Standard		None		Don't know	
		Count	%	Count	%	Count	%	Count	%	Count	%
Physical		1588	52%	462	15%	215	7%	719	23%	50	2%
Sexual		381	12%	207	7%	199	6%	2002	65%	239	8%
Harassment and stalking		1129	37%	547	18%	261	8%	961	31%	129	4%
Jealous and controlling		1506	49%	641	21%	287	9%	448	15%	143	5%

2019						
Level of abuse		n= 3754				
		High	Moderate	Standard	None	Don't know
		%	%	%	%	%
Physical		49%	20%	7%	20%	2%
Sexual		11%	8%	8%	63%	7%
Harassment and stalking		37%	20%	10%	28%	3%
Jealous and controlling		45%	23%	10%	15%	3%

2020							
Level of abuse (continued)		n= 3074					
		Yes		No		Don't know	
		Count	%	Count	%	Count	%
Forced marriage		26	1%	2874	93%	18	1%
'Honour'-based violence/abuse		68	2%	2827	92%	22	1%
Female Genital Mutilation (FGM)		9	0%	2862	93%	23	1%

These types of domestic abuse not split out in severity or by individual behaviours.

2019				
Level of abuse (continued)		n= 3754		
		Yes	No	Don't know
		%	%	%
Forced marriage		1%	92%	0%
'Honour'-based violence/abuse		4%	89%	1%
Female Genital Mutilation (FGM)		1%	91%	1%

		2020		2019
Multiple types of abuse		n=	3074	3754
		Count	%	%
Clients experiencing multiple types of abuse		2468	80%	81%
Clients experiencing multiple types of high severity abuse		1504	49%	45%
Clients experiencing at least one type of high severity abuse		2259	73%	72%

Forced marriage, 'honour'-based violence/abuse and FGM are only included in the 'clients experiencing multiple types of abuse' calculation.

	2020	2019
Physical abuse		
Details of physical abuse	n= 2265	2865
	Count	%
Slapped/pushed/shoved	1656	73%
Kicked/punched	1062	47%
Restrained/held down	777	34%
Physically threatened	1189	52%
Attempted/strangulation	929	41%
Threats/use of weapons	831	37%
Scratches/shallow cuts	294	13%
Burning	45	2%
Other	292	13%
Don't know	38	2%
Missing	69	3%

	2020	2019
Sexual abuse		
Details of sexual abuse	n= 787	1008
	Count	%
Use of threats/force to obtain sex	203	26%
Rape	252	32%
Serious sexual assaults	71	9%
Deliberate infliction of pain during sex	47	6%
Use of weapons during sex	13	2%
Sexual abuse of children	4	1%
Enforced prostitution	9	1%
Intentional transmission of STIs	6	1%
Unwanted touching	165	21%
Made to feel uncomfortable about sex/gender identity	48	6%
Forced to perform sexual acts	101	13%
Use of sexual insults	205	26%
Revenge porn	43	5%
Other	146	19%
Don't know	17	2%
Missing	38	5%

	2020	2019
Harassment and stalking		
Details of harassment and stalking	n= 1937	2480
	Count	%
Constant calls/texts/emails	1334	69%
Uninvited visits to home/workplace	1073	55%
Destroyed/vandalised property	585	30%
Stalking	496	26%
Stalking involving others	223	12%
Homicide/familiacide threats	354	18%
Other	214	11%
Don't know	15	1%
Missing	115	6%

	2020		2019
Jealous and controlling behaviour			
Details of jealous and controlling behaviour	n=	2434	2965
	Count	%	%
Extreme jealousy/possessiveness	1429	59%	60%
Threats to harm victim	1250	51%	51%
Control of victim/s daily activities	953	39%	40%
Isolation from family/friends	1318	54%	52%
Intercepting calls/messages/social media	520	21%	19%
Controls how finances are spent	616	25%	26%
Controls access to money	465	19%	19%
Humiliated/embarrassed victim in front of others	504	21%	21%
Prevention from accessing care needs/medication	103	4%	3%
Locks victim up	148	6%	6%
Severely restricts movements	350	14%	12%
Threats to take children	362	15%	17%
Suicide/homicide/familicide threats	728	30%	26%
Irrational accusations of infidelity	768	32%	28%
Control of victim/s appearance	394	16%	18%
Pet abuse	174	7%	0%
Other	229	9%	14%
Don't know	18	1%	1%
Missing	141	6%	3%

	2020		2019
For how long has the abuse been occurring?	n=	3074	3754
	Count	%	%
1-11 months	429	14%	12%
1-2 years	992	32%	29%
3-5 years	670	22%	21%
6-10 years	385	13%	14%
11 years +	322	10%	12%
Average length of abuse		2 years 6 months	3 years
Missing	276	9%	11%

	2020		2019
Has the client been exposed to domestic abuse previously?	n=	3074	3754
	Count	%	%
Yes	1352	44%	44%
┆ Yes, DA by the same partner in an earlier relationship	721	23%	24%
┆ Yes, DA by previous intimate partner	635	21%	17%
┆ Yes, DA perpetrated by a family member	97	3%	4%
┆ Yes, direct abuse as a CYP	88	3%	3%
┆ Yes, exposure as a CYP	116	4%	5%
┆ Yes, other	35	1%	2%
No	1028	33%	29%
Don't know	480	16%	20%
Missing	214	7%	7%

Relationship to primary perpetrator	2020		2019
	Count	n=	%
		3074	3754
Current intimate partner	677	22%	20%
Ex-intimate partner	2141	70%	70%
Mother	94	3%	2%
Step-mother	1	0%	0%
Father	16	1%	1%
Step-father	4	0%	0%
Grandmother	10	0%	0%
Grandfather	2	0%	0%
Child (under 18) biological	5	0%	0%
Child (under 18) step-child	0	0%	0%
Child (18 or over) biological	34	1%	1%
Child (18 or over) step-child	1	0%	0%
Brother	15	0%	0%
Sister	13	0%	0%
Step-brother	0	0%	0%
Step-sister	0	0%	0%
Other family member	9	0%	0%
Other known person/associate	14	0%	1%
Don't know	4	0%	0%
Missing	33	1%	2%

Is the client living with the perpetrator of abuse?	2020		2019
	Count	n=	%
		3074	3754
Living together	484	16%	15%
Living together intermittently	138	4%	5%
Not living together	2396	78%	77%
Don't know	23	1%	0%
Missing	33	1%	2%

Reason for not living together	2020		2019
	Count	n=	%
		2396	2898
Perpetrator deceased	3	0%	0%
Perpetrator in jail	209	9%	1%
Client in refuge	53	2%	0%
Other	1061	44%	6%
Missing	1078	45%	93%

Typology of abuse	2020		2019
	Count	n=	%
		3074	3754
Intimate terrorism/coercive control	1607	52%	55%
Situational couple violence	570	19%	17%
Violent resistance	52	2%	2%
Mutual couple violence	45	1%	1%
Don't know	89	3%	4%
Missing	711	23%	22%

	2020		2019
Are there multiple perpetrators?	n=	3074	3754
	Count	%	%
Yes	219	7%	8%
No	2602	85%	82%
Don't know	75	2%	2%
Missing	178	6%	8%

	2020		2019
Relationship to additional perpetrators	n=	219	293
	Count	%	%
Current intimate partner	27	12%	8%
Ex-intimate partner	90	41%	32%
Mother	20	9%	8%
Step-mother	1	0%	1%
Father	11	5%	6%
Step-father	2	1%	2%
Grandmother	2	1%	1%
Grandfather	0	0%	1%
Child (under 18) biological	3	1%	2%
Child (under 18) step-child	3	1%	0%
Child (18 or over) biological	14	6%	3%
Child (18 or over) step-child	4	2%	1%
Brother	10	5%	4%
Sister	7	3%	5%
Step-brother	1	0%	0%
Step-sister	0	0%	0%
Other family member	43	20%	36%
Other known person/associate	73	33%	45%
Don't know	0	0%	1%
Missing	1	0%	1%

2020		
Within the past 12 months...	n=	3074
	Count	%
The client has visited A&E	595	19%
↳ Average number of visits	1.5	
The client has gone to the police	2222	72%
↳ Average number of times	2.2	
The client has engaged with another DVA service or been in refuge	522	17%
↳ Average number of times	1.6	
The client has attempted to end the abusive relationship	2110	69%
↳ Average number of attempts	2.2	

2019	
Within the past 12 months...	n=
	3754
	%
The client has attempted to end the abusive relationship	67%
↳ Average number of attempts	2.1

The first three options from the above table were added later, thus pre-2020 they are not representative and have been removed from this table.

	2020		2019
Primary perpetrator information	n=		3074
Sex assigned at birth	Count	%	3754
Male	2804	91%	90%
Female	173	6%	5%
Intersex	0	0%	0%
Don't know	44	1%	2%
Not disclosed	21	1%	0%
Missing	32	1%	3%

	2020		2019
Which of the following describes how the perpetrator thinks of themselves?	Count	%	3754
Male	2651	86%	83%
Female	154	5%	5%
In another way	1	0%	0%
Not disclosed	168	5%	3%
Not sex assigned at birth	26	1%	1%
Missing	100	3%	9%

	2020		2019
Does the perpetrator have multiple victims?	Count	%	3754
Yes	701	23%	22%
No	1310	43%	42%
Don't know	904	29%	26%
Missing	159	5%	10%

2020						
Perpetrator needs	Mental health		Drugs		Alcohol	
	Count	%	Count	%	Count	%
Yes	1092	36%	1344	44%	1215	40%
No	1057	34%	982	32%	1053	34%
Don't know	722	23%	561	18%	601	20%
Missing	203	7%	187	6%	205	7%

2019			
Perpetrator needs	n= 3754		
	Mental health	Drugs	Alcohol
	%	%	%
Yes	32%	41%	38%
No	34%	32%	34%
Don't know	25%	18%	19%
Missing	10%	9%	9%

Client needs at intake

(Information captured at intake, n = 3,074)

2020									
Summary of client needs at intake								n=	3074
	Yes		No		Don't know		Missing		
	Count	%	Count	%	Count	%	Count	%	
Alcohol misuse	305	10%	2427	79%	127	4%	215	7%	
Children and parenting	735	24%	2035	66%	78	3%	226	7%	
Drug misuse	235	8%	2527	82%	94	3%	218	7%	
Employment, education and training	323	11%	2407	78%	87	3%	257	8%	
Finance, benefits and debt	798	26%	1920	62%	121	4%	235	8%	
Housing	1586	52%	1262	41%	54	2%	172	6%	
Immigration	74	2%	2728	89%	29	1%	243	8%	
Mental health	1349	44%	1408	46%	112	4%	205	7%	
Physical health	401	13%	2343	76%	88	3%	242	8%	
Social and community support	851	28%	1879	61%	104	3%	240	8%	

2019					
Summary of client needs at intake				n=	3754
	Yes	No	Don't know	Missing	
	%	%	%	%	
Alcohol misuse	9%	78%	4%	10%	
Children and parenting	29%	60%	3%	9%	
Drug misuse	7%	81%	3%	9%	
Employment, education and training	13%	73%	4%	10%	
Finance, benefits and debt	27%	60%	5%	9%	
Housing	49%	41%	3%	8%	
Immigration	3%	86%	2%	9%	
Mental health	43%	44%	4%	9%	
Physical health	15%	71%	4%	10%	
Social and community support	26%	61%	3%	10%	

	2020	2019	
Mental health needs			
Is the client experiencing any of the following?			
	n=	1349	1632
	Count	%	%
Depression	1078	80%	79%
Anxiety	937	69%	63%
Stress	139	10%	12%
Self harm	255	19%	16%
Suicidal thoughts/behaviour	84	6%	6%
Emotional instability	170	13%	15%
Trouble sleeping	191	14%	18%
Problems with eating	59	4%	5%
Flashbacks	102	8%	9%
Other	74	5%	7%
Don't know	12	1%	1%
Missing	49	4%	1%

	2020	2019	
Does the client have a diagnosed mental health condition?			
	n=	1349	1632
	Count	%	%
Yes	784	58%	56%
No	315	23%	28%
Don't know	96	7%	8%
Missing	154	11%	8%

Diagnosed mental health conditions	2020		2019
	Count	n=	%
		784	910
Anxiety disorder	420	54%	40%
Bipolar disorder	63	8%	7%
Autistic spectrum disorder	7	1%	1%
Depression	580	74%	68%
Eating disorder	14	2%	2%
Obsessive compulsive disorder	20	3%	1%
Personality disorders	106	14%	13%
PTSD	86	11%	12%
Complex PTSD	9	1%	0%
Schizophrenia	18	2%	2%
Psychosis	22	3%	0%
Other	30	4%	6%
Don't know	5	1%	2%
Missing	11	1%	1%

Does the client have access to public funds?	2020		2019
	Count	n=	%
		798	1025
Yes	650	81%	81%
No	120	15%	14%
Don't know	18	2%	4%
Missing	10	1%	1%

Does the client need to apply for indefinite leave to remain?	2020		2019
	Count	n=	%
		74	111
Yes	48	65%	72%
No	17	23%	18%
Don't know	5	7%	5%
Missing	4	5%	5%

Is the client dependent on the perpetrator for a visa?	2020		2019
	Count	n=	%
		74	111
Yes	44	59%	48%
No	21	28%	42%
Don't know	4	5%	2%
Missing	5	7%	8%

Case review data

The following is an analysis of cases where a review form was completed. A review form is used to record further or previously undisclosed abuse. Owing to the low level of review data, it is not considered in the Client Outcomes section.

	2020		2019
Review point	n=	2928	2407
	Count		
Yes	153	5%	5%
No	2775	95%	95%
Average length of time from case opened to last review point (median)	72 days		60 days

	2020		2019
Since intake, has further abuse occurred?	n=	153	119
	Count	%	%
Yes, DA by the same perpetrator	47	31%	38%
Yes, DA by a different perpetrator	5	3%	2%
Yes, DA by multiple perpetrators	2	1%	0%
Yes, DA perpetrated by a family member	5	3%	0%
No	79	52%	50%
Missing	15	10%	11%

	2020		2019
Multiple types of abuse	n=	53	43
	Count	%	%
Clients experiencing multiple types of abuse	29	55%	65%
Clients experiencing multiple types of high severity abuse	12	23%	37%
Clients experiencing at least one type of high severity abuse	21	40%	56%

	2020		2019
Since intake, has further abuse been disclosed?	n=	153	119
	Count	%	%
Yes, DA by the same perpetrator	35	23%	22%
Yes, DA by a different perpetrator	5	3%	3%
Yes, DA by multiple perpetrators	1	1%	0%
Yes, DA perpetrated by a family member	9	6%	0%
Yes, historic abuse	5	3%	3%
No	74	48%	53%

Client outcomes

Outcomes and profile of abuse at exit (Information captured at exit, n = 2,928)

The following is an analysis of cases where an exit form was completed during the reporting period. Cases have been matched with their corresponding intake forms, and intake data here relates only to the cases which also have exit data, so will vary from the number of cases in the intake dataset.

Case status at exit	2020		2019
	n=	2928	2407
	Count	%	%
Planned closure	2256	77%	74%
Unplanned closure	672	23%	26%
Total	2928		

Reason for unplanned closures	2020		2019
	n=	672	627
	Count	%	%
Client disengaged	584	87%	86%
Client moved out of area	36	5%	5%
Client in prison	2	0%	0%
Client in care of mental health services	8	1%	0%
Client fatality	3	0%	0%
Other	33	5%	8%
Missing	6	1%	0%

Case length	2020		2019
	n=	2928	2407
	Count	%	%
0 - 1 month	857	29%	33%
2 months to 3 months	969	33%	34%
4 months to 5 months	484	17%	18%
6 months to 7 months	262	9%	7%
8 months +	345	12%	7%
Average case length (median)	14 weeks		12 weeks
Errors	11	0.4%	1%

Average case length is displayed in weeks as it is a more representative average than months. 'Errors' indicate cases where the Intake date was recorded as being after the case closed date.

How many contacts did the client receive?	2020		2019
	n=	2928	2407
	Count	%	%
1 to 5	832	28%	32%
6 to 10	800	27%	28%
11 to 20	666	23%	22%
21 to 34	358	12%	10%
35+	272	9%	8%
Average number of contacts (median)	10		9

Domestic abuse context at exit

(Information collected at exit, n = 2,928)

2020					
Number of ticks on the Dash				n=	1653
	Intake		Exit		
	Count	%	Count	%	
Standard Risk (1 - 5)	120	7%	321	19%	
Medium Risk (6 - 9)	302	18%	609	37%	
High Risk (10+)	1231	74%	723	44%	
Cases where Dash score reduced between Intake and Exit	978		59%		

2019			
Number of ticks on the Dash		n=	1211
	Intake		Exit
	%		%
Standard Risk (1 - 5)	6%		20%
Medium Risk (6 - 9)	18%		36%
High Risk (10+)	76%		44%
Cases where Dash score reduced between Intake and Exit			62%

	2020		2019
	n=	2824	2309
Abuse reported at exit			
	Count	%	%
No abuse experienced since intake	1183	42%	43%
No abuse experienced since last review point	90	3%	2%
No abuse experienced since intake or last review	1273	45%	45%

2020				
Multiple types of abuse		n=	2928	2928
	Intake		Exit	
	Count	%	Count	%
Clients experiencing multiple types of abuse	2312	79%	660	23%
Clients experiencing multiple types of high severity abuse	1337	46%	165	6%
Clients experiencing at least one type of high severity abuse	2070	71%	333	11%

2019				
Multiple types of abuse		n=	2407	2407
	Intake		Exit	
	%		%	
Clients experiencing multiple types of abuse	78%		22%	
Clients experiencing multiple types of high severity abuse	43%		5%	
Clients experiencing at least one type of high severity abuse	72%		11%	

2020								
Change in levels of abuse								
	Physical		Sexual		Harassment and Stalking		Jealous and Controlling	
	Count	%	Count	%	Count	%	Count	%
Reduced from Intake to Exit	1576	86%	528	91%	1282	81%	1573	81%
└ Reduced from High to None	966	79%	212	82%	521	59%	696	63%
└ Reduced to None	1445	79%	503	87%	960	61%	1193	62%
Unchanged from Intake to Exit	238	13%	47	8%	255	16%	329	17%
Increased from Intake to Exit	61	2%	26	1%	137	6%	102	4%

2019				
Change in levels of abuse				
	Physical	Sexual	Harassment and Stalking	Jealous and Controlling
	%	%	%	%
Reduced from Intake to Exit	87%	91%	82%	82%
└ Reduced from High to None	78%	88%	58%	65%
└ Reduced to None	78%	87%	60%	62%
Unchanged from Intake to Exit	12%	8%	16%	15%
Increased from Intake to Exit	2%	1%	5%	4%

2020

2019

Escalation of abuse		n=	2928	2407
		Count	%	%
Any escalation in severity of abuse		44	2%	2%
Any escalation in frequency of abuse		44	2%	2%
Any escalation in severity or frequency of abuse		50	2%	3%
At least one form of high severity abuse which is escalating in frequency or severity		27	1%	2%

Physical abuse

2020					
Level of abuse	n=	2928		2928	
		Intake		Exit	
		Count	%	Count	%
High		1444	49%	177	6%
Moderate		497	17%	138	5%
Standard		214	7%	124	4%
None		703	24%	2079	71%
Don't know		47	2%	350	12%
Missing		23	1%	60	2%

2019			
Level of abuse	n=	2407	2407
		Intake	Exit
		%	%
High		50%	6%
Moderate		19%	5%
Standard		7%	5%
None		20%	71%
Don't know		2%	11%
Missing		2%	2%

Sexual abuse

2020					
Level of abuse	n=	2928		2928	
		Intake		Exit	
		Count	%	Count	%
High		314	11%	35	1%
Moderate		191	7%	31	1%
Standard		185	6%	37	1%
None		1962	67%	2333	80%
Don't know		244	8%	415	14%
Missing		32	1%	77	3%

2019			
Level of abuse	n=	2407	2407
		Intake	Exit
		%	%
High		11%	1%
Moderate		7%	1%
Standard		7%	2%
None		66%	81%
Don't know		7%	11%
Missing		3%	4%

Harassment and stalking

2020					
Level of abuse	n=	2928		2928	
		Intake		Exit	
		Count	%	Count	%
High		1050	36%	173	6%
Moderate		528	18%	222	8%
Standard		266	9%	339	12%
None		929	32%	1706	58%
Don't know		126	4%	417	14%
Missing		29	1%	71	2%

2019			
Level of abuse	n=	2407	2407
		Intake	Exit
		%	%
High		35%	6%
Moderate		20%	8%
Standard		9%	12%
None		29%	59%
Don't know		3%	12%
Missing		3%	4%

Jealous and controlling behaviours

2020					
Level of abuse	n=	2928		2928	
		Intake		Exit	
		Count	%	Count	%
High		1337	46%	197	7%
Moderate		663	23%	214	7%
Standard		303	10%	421	14%
None		464	16%	1594	54%
Don't know		128	4%	431	15%
Missing		33	1%	71	2%

2019			
Level of abuse	n=	2407	2407
		Intake	Exit
		%	%
High		43%	6%
Moderate		22%	7%
Standard		11%	14%
None		16%	57%
Don't know		4%	13%
Missing		3%	4%

Change in relationship between client and perpetrator	2020		2019
	Count	%	%
Current intimate partner to ex-intimate partner	304	50%	52%
Ex-intimate partner to current intimate partner	59	3%	4%

Percentage is calculated based on number who were reported as either current or ex-intimate partner at Intake respectively

2020				
Living arrangement at exit	Intake		Exit	
	Count	%	Count	%
Living together	446	15%	236	8%
Living together intermittently	132	5%	57	2%
Not living together	2300	79%	2339	80%
Don't know	26	1%	236	8%
Missing	24	1%	60	2%

2019			
Living arrangement at exit	Intake		Exit
	%	%	%
Living together	17%	9%	
Living together intermittently	5%	2%	
Not living together	75%	79%	
Don't know	1%	7%	
Missing	2%	2%	

	2020		2019
Is there any ongoing contact with the perpetrator?	n=	2928	2407
	Count	%	%
Yes	960	33%	32%
No	1454	50%	51%
Don't know	445	15%	14%
Missing	69	2%	2%

	2020		2019
If yes, why is there ongoing contact?	n=	960	767
	Count	%	%
Children	511	53%	50%
Family and social network	90	9%	11%
Legal proceedings	122	13%	7%
Financial arrangements	55	6%	5%
Ongoing abuse	94	10%	9%
Ongoing relationship	295	31%	35%
Dependent of perpetrator for visa	1	0%	1%
Other	58	6%	8%
Don't know	7	1%	1%
Missing	22	2%	0%

	2020		2019
Is there ongoing conflict around child contact arrangements?	n=	511	385
	Count	%	%
Yes	249	49%	37%
No	207	41%	50%
Don't know	32	6%	10%
Missing	23	5%	4%

	2020		2019
Does the perpetrator use child contact arrangements to continue abuse?	n=	511	385
	Count	%	%
Yes	238	47%	31%
No	194	38%	50%
Don't know	49	10%	13%
Missing	30	6%	5%

Client reported outcomes										
2020										
	n= 1871		n= 1857		n= 1851		n= 1845		n= 1843	
	Feel safer		Improved wellbeing		Quality of life improved		Optimistic about the future		Feel more confident	
	Count	%	Count	%	Count	%	Count	%	Count	%
Strongly agree	641	34%	518	28%	497	27%	458	25%	428	23%
Agree	907	48%	922	50%	844	46%	855	46%	904	49%
Not certain	291	16%	363	20%	438	24%	488	26%	454	25%
Disagree	29	2%	49	3%	66	4%	42	2%	51	3%
Disagree strongly	3	0%	5	0%	6	0%	2	0%	6	0%
Total Agree	1548	83%	1440	78%	1341	72%	1313	71%	1332	72%

2019										
	n= 1514		1502		1498		1495		1485	
	Feel safer		Improved wellbeing	Quality of life improved	Optimistic about the future	Feel more confident				
	%	%	%	%	%	%	%	%	%	
Strongly agree	31%	26%	24%	21%	19%					
Agree	53%	53%	50%	52%	55%					
Not certain	13%	18%	22%	25%	23%					
Disagree	1%	3%	3%	2%	2%					
Disagree strongly	0%	1%	0%	0%	0%					
Total Agree	85%	79%	74%	73%	74%					

Percentages in the above two tables are calculated based on those service users answering the 'client reported outcome' questions. Missing data is excluded and presented separately below.

2020										
Client reported outcomes (Missing)										n= 2928
	Feel safer		Improved wellbeing		Quality of life improved		Optimistic about the future		Feel more confident	
	Count	%	Count	%	Count	%	Count	%	Count	%
Missing	1057	36%	1071	37%	1077	37%	1083	37%	1085	37%

2019					
Client reported outcomes (Missing)					n= 2407
	Feel safer	Improved wellbeing	Quality of life improved	Optimistic about the future	Feel more confident
	%	%	%	%	%
Missing	37%	38%	38%	38%	38%

Which agencies do you feel have made the difference to your safety and wellbeing?	2020		2019
	Count	n=	%
		1697	1504
Police	1132	67%	66%
Marac	824	49%	53%
Health	160	9%	9%
Hospital - A&E	61	4%	4%
Hospital - Maternity	40	2%	2%
Community health	46	3%	2%
Mental health	178	10%	9%
Housing	344	20%	20%
Drug services	52	3%	3%
Alcohol services	56	3%	3%
Education	42	2%	3%
Children's social services	311	18%	18%
Adult's social services	51	3%	4%
Probation	57	3%	2%
CRC	6	0%	0%
Refuge	91	5%	5%
Outreach	208	12%	12%
Other DVA & BV services	236	14%	26%
Helpline	13	1%	1%
Specialist services	159	9%	22%
Legal services	0	0%	0%
Non-statutory youth services	0	0%	0%
Idva service	0	0%	0%
Education welfare - in school	0	0%	0%
Education welfare - external	0	0%	0%
Other	112	7%	14%
Missing	1231	42%	38%

Caseworker reported outcomes	2020		2019
	Count	n=	%
		2928	2407
Which agencies have worked well to promote safety and wellbeing on this case?			
Police	1624	55%	60%
Marac	1515	52%	59%
Health	186	6%	7%
Hospital - A&E	53	2%	3%
Hospital - Maternity	51	2%	2%
Community health	57	2%	2%
Mental health	227	8%	7%
Housing	477	16%	17%
Drug services	56	2%	2%
Alcohol services	66	2%	2%
Education	65	2%	2%
Children's social services	501	17%	20%
Adult's social services	82	3%	3%
Probation	112	4%	3%
CRC	20	1%	1%
Refuge	110	4%	4%
Outreach	227	8%	8%
Other DVA & BV services	303	10%	20%
Helpline	26	1%	1%
Specialist services	205	7%	15%
Legal services	0	0%	0%
Non-statutory youth services	0	0%	0%
Idva service	0	0%	0%
Education welfare - in school	0	0%	0%
Education welfare - external	0	0%	0%
Other	169	6%	11%
Missing	672	23%	15%

Which agencies have presented challenges to promoting safety and wellbeing on this case?	2020		2019
	Count	n=	%
Police	273	2928	10%
Marac	60	2928	3%
Health	10	2928	1%
Hospital - A&E	4	2928	0%
Hospital - Maternity	4	2928	0%
Community health	5	2928	0%
Mental health	42	2928	1%
Housing	141	2928	4%
Drug services	12	2928	0%
Alcohol services	6	2928	0%
Education	9	2928	0%
Children's social services	137	2928	4%
Adult's social services	9	2928	1%
Probation	9	2928	0%
CRC	3	2928	0%
Refuge	16	2928	0%
Outreach	18	2928	0%
Other DVA & BV services	8	2928	1%
Helpline	1	2928	0%
Specialist services	10	2928	1%
Legal services	0	2928	0%
Non-statutory youth services	0	2928	0%
Idva service	0	2928	0%
Education welfare - in school	0	2928	0%
Education welfare - external	0	2928	0%
Other	54	2928	3%
Missing	2303	2928	78%

Service Outputs

Support and Interventions

(Information captured at exit, n = 2,928)

2020								
Needs & Support matrix								
Areas of need	Needs		Support		Impact			
	Clients identified with needs		Support provided		Improved safety		Improved wellbeing	
	Count	%	Count	%	Count	%	Count	%
Safety			2635	90%	1874	71%	1813	69%
Housing	1423	49%	1004	71%	654	65%	662	66%
Physical health	394	13%	161	41%	98	61%	113	70%
Mental health	1269	43%	686	54%	399	58%	433	63%
Drug misuse	196	7%	91	46%	58	64%	59	65%
Alcohol misuse	279	10%	129	46%	73	57%	72	56%
Children/parenting	719	25%	457	64%	252	55%	248	54%
Finance, benefits and debt	737	25%	452	61%	281	62%	296	65%
Employment, education and training	286	10%	108	38%	62	57%	71	66%
Social and community support	783	27%	347	44%	186	54%	210	61%
Immigration	55	2%	32	58%	21	66%	21	66%

2019				
Needs & Support matrix				
Areas of need	Needs	Support	Impact	
	Clients identified with needs	Support provided	Improved safety	Improved wellbeing
	%	%	%	%
Safety		88%	78%	75%
Housing	48%	77%	72%	72%
Physical health	14%	37%	76%	82%
Mental health	41%	52%	67%	73%
Drug misuse	7%	42%	66%	64%
Alcohol misuse	9%	47%	66%	67%
Children/parenting	26%	58%	63%	63%
Finance, benefits and debt	27%	59%	71%	76%
Employment, education and training	12%	38%	75%	76%
Social and community support	25%	42%	67%	72%
Immigration	3%	81%	79%	81%

In the above two matrix grids, 'Support provided' percentages reflect the percentage of those with an identified need at intake who were supported. 'Impact' percentages relate to those supported and figures are caseworker reported.

	2020		2019
Safety			
Have you supported the client with safety?	n=	2928	2407
	Count	%	%
Yes	2635	90%	88%
No	111	4%	5%
Missing	182	6%	6%

	2020		2019
What outcomes were achieved in this support area?	n=	2635	2126
	Count	%	%
Anti-social behaviour order issued	3	0%	0%
Cocoon watch	33	1%	2%
Contact order	99	4%	3%
Domestic violence disclosure scheme (DVDS) accessed	24	1%	1%
Domestic violence prevention order (DVPO) issued	28	1%	1%
Domestic violence protection notice (DVPO) issued	35	1%	2%
Established digital/tech safety plan	449	17%	17%
Established personal safety plan	2388	91%	92%
FGM protection order	1	0%	0%
Forced Marriage protection order	2	0%	0%
Gazetteer warning in place	29	1%	2%
Has personal alarm (e.g. grenade alarm)	581	22%	25%
Increased LPT visits	8	0%	1%
Non-molestation order	274	10%	12%
Occupation order	17	1%	1%
Pattern changing course	137	5%	5%
Perpetrator accessing direct 1-1 intervention	48	2%	1%
Perpetrator accessing group programme	26	1%	1%
Referral to Marac	764	29%	32%
Referred DV & SV service (external)	73	3%	4%
Referred DV & SV service (internal)	176	7%	8%
Referred to Outreach	80	3%	6%
Relocated to safety	384	15%	16%
Restraining order	401	15%	16%
Target hardening	575	22%	23%
Other	238	9%	10%
Missing	65	2%	1%

2020				
What impact did this have on client safety and wellbeing?	n=		2635	
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	1123	43%	969	37%
Improved slightly	751	29%	844	32%
Decreased slightly	3	0%	6	0%
Decreased greatly	4	0%	3	0%
No change	176	7%	201	8%
Don't know	163	6%	186	7%
Total Improved	1874	71%	1813	69%
Missing	415	16%	426	16%

2019		
What impact did this have on client safety and wellbeing?	n=	2126
	Safety	Wellbeing
	%	%
Improved greatly	43%	37%
Improved slightly	35%	38%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
No change	5%	7%
Don't know	5%	6%
Total Improved	78%	75%
Missing	12%	12%

	2020		2019
Housing			
Have you supported the client with housing?	n=	2928	2407
	Count	%	%
Yes	1004	34%	37%
No	762	26%	51%
Missing	1162	40%	12%

	2020		2019
What outcomes were achieved in this support area?			
	n=	1004	887
	Count	%	%
Accepted to housing support service	251	25%	25%
Accessed housing funds	33	3%	3%
Accessed Refuge	104	10%	11%
Accessed sanctuary scheme	144	14%	18%
Accessed settled housing	83	8%	10%
Relocated out of area	126	13%	13%
Accessed statutory housing (LA or HA tenancy)	87	9%	9%
Accessed online support services	7	1%	1%
Accessed temporary housing	49	5%	6%
Not housed	44	4%	3%
Registered on housing waiting list / exchange	179	18%	20%
Sustained existing accommodation	79	8%	9%
Tenancy support provided (reporting repairs, budgeting)	82	8%	9%
Other	243	24%	25%
Missing	34	3%	2%

2020				
What impact did this have on client safety and wellbeing?				
	n=		1004	
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	405	40%	371	37%
Improved slightly	249	25%	291	29%
No change	169	17%	153	15%
Decreased slightly	3	0%	7	1%
Decreased greatly	3	0%	5	0%
Don't know	52	5%	54	5%
Total Improved	654	65%	662	66%
Missing	123	12%	123	12%

2019		
What impact did this have on client safety and wellbeing?		
	n=	887
	Safety	Wellbeing
	%	%
Improved greatly	45%	40%
Improved slightly	27%	32%
No change	14%	13%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	3%	4%
Total Improved	72%	72%
Missing	9%	10%

	2020		2019
Physical health			
Have you supported the client with physical health?	n=	2928	2407
	Count	%	%
Yes	161	5%	5%
No	924	32%	80%
Missing	1843	63%	14%

	2020		2019
What outcomes were achieved in this support area?			
	n=	161	127
	Count	%	%
Accessed disability services	9	6%	0%
Accessed counselling for physical health	4	2%	5%
Accessed medication for physical health	18	11%	14%
Accessed physical support services	12	7%	3%
Accessing self help	18	11%	17%
Admitted into rehabilitative facilities	2	1%	5%
Discharged from physical health services	3	2%	0%
Physical condition identified and receiving treatment	12	7%	17%
Physical condition rehabilitated	1	1%	4%
Accessed online support services	0	0%	0%
Accessed GP services	103	64%	67%
Referral adult social services	21	13%	7%
Referral rehabilitative facility	3	2%	0%
Referral other health services	9	6%	16%
Smoking cessation support	2	1%	0%
Increased exercise	19	12%	24%
Other	1	1%	0%
Missing	11	7%	2%

2020				
What impact did this have on client safety and wellbeing?	n= 161			
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	39	24%	41	25%
Improved slightly	59	37%	72	45%
No change	33	20%	18	11%
Decreased slightly	1	1%	1	1%
Decreased greatly	0	0%	0	0%
Don't know	3	2%	3	2%
Total Improved	98	61%	113	70%
Missing	26	16%	26	16%

2019		
What impact did this have on client safety and wellbeing?	n= 127	
	Safety	Wellbeing
	%	%
Improved greatly	31%	39%
Improved slightly	45%	43%
No change	13%	6%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	3%	3%
Total Improved	76%	82%
Missing	8%	9%

	2020		2019
Mental health			
Have you supported the client with mental health?	n=	2928	2407
	Count	%	%
Yes	686	23%	21%
No	940	32%	65%
Missing	1302	44%	14%

	2020		2019
What outcomes were achieved in this support area?			
	n=	686	515
	Count	%	%
Accessing medication for mental health condition	157	23%	23%
Accessing mental health services	205	30%	31%
Disengaged from mental health services	13	2%	1%
Discharged from mental health services	5	1%	1%
In care of mental health services	45	7%	4%
Accessing counselling	105	15%	21%
Accessed online support services	17	2%	1%
Accessing self help	86	13%	9%
Referral counselling services	150	22%	26%
Referral mental health	60	9%	9%
Referral other specialist health provider	25	4%	4%
Other	161	23%	30%
Missing	26	4%	1%

2020				
What impact did this have on client safety and wellbeing?				
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	162	24%	176	26%
Improved slightly	237	35%	257	37%
No change	112	16%	69	10%
Decreased slightly	1	0%	4	1%
Decreased greatly	0	0%	0	0%
Don't know	81	12%	86	13%
Total Improved	399	58%	433	63%
Missing	93	14%	94	14%

2019		
What impact did this have on client safety and wellbeing?		
	Safety	Wellbeing
	%	%
Improved greatly	27%	30%
Improved slightly	40%	43%
No change	17%	9%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	9%	10%
Total Improved	67%	73%
Missing	8%	8%

	2020		2019
Drug misuse			
Have you supported the client with drug misuse?	n=	2928	2407
	Count	%	%
Yes	91	3%	3%
No	881	30%	82%
Missing	1956	67%	15%

	2020		2019
What outcomes were achieved in this support area?	n=	91	70
	Count	%	%
Accessing drug support services	45	49%	63%
Accessing medication for drug reduction	12	13%	11%
Accessing drug misuse support group	9	10%	17%
Accessing counselling	5	5%	3%
Accessing peer support group	9	10%	11%
Accessing self help	8	9%	9%
Recovery programme in place	10	11%	11%
Accessed online support services	0	0%	0%
Admitted to rehabilitative facility	1	1%	4%
No change in drug misuse issue	10	11%	11%
Disengaged from drug misuse services	2	2%	3%
Proven abstinence drugs	6	7%	3%
Reduced frequency drugs	13	14%	10%
Referral to drug services	16	18%	11%
Other	11	12%	13%
Missing	2	2%	0%

2020				
What impact did this have on client safety and wellbeing?	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	23	25%	26	29%
Improved slightly	35	38%	33	36%
No change	15	16%	14	15%
Decreased slightly	1	1%	1	1%
Decreased greatly	1	1%	1	1%
Don't know	10	11%	10	11%
Total Improved	58	64%	59	65%
Missing	6	7%	6	7%

2019		
What impact did this have on client safety and wellbeing?	n=	
	Safety	Wellbeing
	%	%
Improved greatly	31%	31%
Improved slightly	34%	33%
No change	17%	17%
Decreased slightly	1%	0%
Decreased greatly	0%	1%
Don't know	4%	6%
Total Improved	66%	64%
Missing	11%	11%

	2020		2019
Alcohol misuse			
Have you supported the client with alcohol misuse?	n=	2928	2407
	Count	%	%
Yes	129	4%	4%
No	880	30%	81%
Missing	1919	66%	14%

	2020		2019
What outcomes were achieved in this support area?			
	n=	129	100
	Count	%	%
Accessing alcohol support services	71	55%	67%
Accessing medication for alcohol reduction	4	3%	3%
Accessing alcohol misuse support group	17	13%	17%
Accessing counselling	7	5%	3%
Admitted to rehabilitative facility	2	2%	2%
Accessed online support services	1	1%	0%
No change to alcohol misuse issue	12	9%	12%
Disengaged from alcohol misuse services	15	12%	5%
Proven abstinence alcohol	5	4%	3%
Reduced frequency alcohol	32	25%	24%
Other	14	11%	17%
Missing	3	2%	0%

2020				
What impact did this have on client safety and wellbeing?	n= 129			
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	36	28%	36	28%
Improved slightly	37	29%	36	28%
No change	22	17%	21	16%
Decreased slightly	0	0%	1	1%
Decreased greatly	1	1%	1	1%
Don't know	13	10%	13	10%
Total Improved	73	57%	72	56%
Missing	20	16%	21	16%

2019		
What impact did this have on client safety and wellbeing?	n= 100	
	Safety	Wellbeing
	%	%
Improved greatly	23%	27%
Improved slightly	43%	40%
No change	17%	16%
Decreased slightly	0%	2%
Decreased greatly	0%	0%
Don't know	7%	6%
Total Improved	66%	67%
Missing	10%	9%

	2020		2019
Children and parenting			
Have you supported the client with parenting?	n=	2928	2407
	Count	%	%
Yes	457	16%	15%
No	794	27%	70%
Missing	1677	57%	14%

2020					
Indicate ongoing CYPS involvement with the family	n=	1869		n=	457
		Intake		Exit	
		Count	%	Count	%
None	559	30%		129	28%
Concern raised - NFA	182	10%		30	7%
Concern raised - contacts/follow up	141	8%		13	3%
Early help	104	6%		40	9%
Priority families	1	0%		0	0%
Targeted families	3	0%		0	0%
Initial assessment	218	12%		17	4%
S17 - Child in need	146	8%		57	12%
S47 - Child protection	203	11%		62	14%
S31 - Care or supervision order	93	5%		21	5%
Child protection plan	82	4%		29	6%
Common assessment framework (Caf/Taf)	31	2%		7	2%
Other	67	4%		16	4%
Don't know	53	3%		4	1%

2019			
Indicate ongoing CYPS involvement with the family	n=	1534	371
		Intake	Exit
		%	%
None	29%		23%
Concern raised - NFA	11%		7%
Concern raised - contacts/follow up	10%		3%
Early help	6%		9%
Priority families	0%		0%
Targeted families	0%		1%
Initial assessment	11%		9%
S17 - Child in need	8%		12%
S47 - Child protection	11%		13%
S31 - Care or supervision order	3%		5%
Child protection plan	4%		7%
Common assessment framework (Caf/Taf)	2%		5%
Other	4%		2%
Don't know	3%		4%

	2020		2019
What outcomes were achieved in this support area?	n=	457	371
	Count	%	%
Accessing children's support services	136	30%	37%
Accessed parenting course	25	5%	9%
Child(ren) accessing support services	55	12%	17%
Child(ren) living with other family member	8	2%	2%
Child(ren) living with perpetrator	11	2%	1%
Child(ren) removed from client's care	9	2%	3%
Disengaged from support in this area	9	2%	1%
Accessing voluntary parenting support	16	4%	7%
Accessing peer support group	12	3%	6%
Accessed online support services	6	1%	2%
Improved access to childcare	6	1%	4%
Improved family mediation skills	15	3%	3%
Improved parenting skills	42	9%	13%
Accessed Freedom programme	56	12%	18%
Accessed legal support for CYP arrangements	34	7%	11%
Secured child contact arrangements	60	13%	11%
Statutory CYPS involvement	86	19%	29%
Referral to child social services	57	12%	14%
Referral to adult social services	1	0%	0%
Other	68	15%	20%
Missing	39	9%	4%

2020				
What impact did this have on client safety and wellbeing?	n= 457			
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	110	24%	101	22%
Improved slightly	142	31%	147	32%
No change	80	18%	61	13%
Decreased slightly	5	1%	19	4%
Decreased greatly	1	0%	5	1%
Don't know	18	4%	21	5%
Total Improved	252	55%	248	54%
Missing	101	22%	103	23%

2019		
What impact did this have on client safety and wellbeing?	n= 371	
	Safety	Wellbeing
	%	%
Improved greatly	30%	29%
Improved slightly	33%	34%
No change	16%	14%
Decreased slightly	1%	2%
Decreased greatly	0%	2%
Don't know	6%	5%
Total Improved	63%	63%
Missing	14%	14%

	2020	2019
Finance, benefits and debt		
Have you supported the client with finance, benefits and debt?	n= 2928	2407
	Count	%
Yes	452	15%
No	865	30%
Missing	1611	55%

	2020	2019
What outcomes were achieved in this support area?		
	n= 452	380
	Count	%
Accessing full benefit entitlement	174	38%
Accessing partial benefit entitlement	15	3%
Accessing financial support services	66	15%
Disengaged from support in this area	20	4%
Financial stability obtained and maintained	38	8%
Accessed online support services	15	3%
Established financial independence from perpetrator	69	15%
Continued financial abuse	15	3%
Accessed legal aid	69	15%
Referral financial support services	100	22%
Other	116	26%
Missing	22	5%

2020				
What impact did this have on client safety and wellbeing?				
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	138	31%	140	31%
Improved slightly	143	32%	156	35%
No change	70	15%	50	11%
Decreased slightly	0	0%	2	0%
Decreased greatly	0	0%	2	0%
Don't know	32	7%	33	7%
Total Improved	281	62%	296	65%
Missing	69	15%	69	15%

2019		
What impact did this have on client safety and wellbeing?		
	Safety	Wellbeing
	%	%
Improved greatly	36%	37%
Improved slightly	35%	39%
No change	13%	7%
Decreased slightly	0%	1%
Decreased greatly	0%	0%
Don't know	5%	5%
Total Improved	71%	76%
Missing	11%	11%

	2020	2019	
Employment, education and training			
Have you supported the client with employment, education and training?	n=	2928	2407
	Count	%	%
Yes	108	4%	4%
No	917	31%	81%
Missing	1903	65%	14%

	2020	2019	
What outcomes were achieved in this support area?			
	n=	108	107
	Count	%	%
Accessing training	15	14%	32%
Accessing education	8	7%	25%
Attended workshops	20	19%	32%
Accessing online support services	6	6%	5%
Disengaged from support in this area	10	9%	2%
Engaged in volunteering	4	4%	9%
Found full-time employment	1	1%	6%
Found part-time employment	7	6%	8%
Found flexible employment	5	5%	3%
Other	42	39%	53%
Missing	5	5%	0%

2020				
What impact did this have on client safety and wellbeing?				
	n=		108	
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	31	29%	36	33%
Improved slightly	31	29%	35	32%
No change	22	20%	13	12%
Decreased slightly	0	0%	0	0%
Decreased greatly	0	0%	0	0%
Don't know	5	5%	5	5%
Total Improved	62	57%	71	66%
Missing	19	18%	19	18%

2019		
What impact did this have on client safety and wellbeing?		
	n=	107
	Safety	Wellbeing
	%	%
Improved greatly	44%	48%
Improved slightly	31%	28%
No change	17%	14%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	2%	2%
Total Improved	75%	76%
Missing	7%	8%

	2020		2019
Social and community support			
Have you supported the client with social and community support?	n=	2928	2407
	Count	%	%
Yes	347	12%	10%
No	968	33%	76%
Missing	1613	55%	14%

	2020		2019
What outcomes were achieved in this support area?			
	n=	347	246
	Count	%	%
Disengaged from support in this area	55	16%	6%
Engaged with cultural/leisure activities	31	9%	17%
Engaged with local community group	76	22%	27%
Engaged with faith group	2	1%	4%
Engaged with drop-in sessions	44	13%	20%
Engaged with peer support group	58	17%	26%
Engaged with self help media	16	5%	1%
Engaged with digital communities	2	1%	1%
Client referral to CYPS	25	7%	1%
Other	107	31%	48%
Missing	25	7%	2%

2020				
What impact did this have on client safety and wellbeing?	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	82	24%	95	27%
Improved slightly	104	30%	115	33%
No change	54	16%	46	13%
Decreased slightly	2	1%	3	1%
Decreased greatly	0	0%	1	0%
Don't know	16	5%	24	7%
Total Improved	186	54%	210	61%
Missing	89	26%	63	18%

2019		
What impact did this have on client safety and wellbeing?	n= 246	
	Safety	Wellbeing
	%	%
Improved greatly	31%	33%
Improved slightly	36%	39%
No change	20%	13%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	4%	5%
Total Improved	67%	72%
Missing	9%	9%

	2020		2019
Immigration			
Have you supported the client with immigration?	n=	2928	2407
	Count	%	%
Yes	32	1%	2%
No	852	29%	83%
Missing	2044	70%	15%

	2020		2019
What outcomes were achieved in this support area?			
	n=	32	52
	Count	%	%
Accessing public funds	11	34%	44%
Awaiting ILR application	7	22%	46%
Disengaged from support in this area	4	13%	0%
Engaged with specialist services	11	34%	29%
Granted ILR	3	9%	12%
Accessed online support services	1	3%	0%
Access to ID documents	4	13%	25%
Referral to specialist service	8	25%	33%
Applied to Destitute Domestic Violence Concession	6	19%	0%
Other	10	31%	38%
Missing	0	0%	6%

2020				
What impact did this have on client safety and wellbeing?				
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	13	41%	12	38%
Improved slightly	8	25%	9	28%
No change	3	9%	3	9%
Decreased slightly	0	0%	0	0%
Decreased greatly	0	0%	0	0%
Don't know	4	13%	4	13%
Total Improved	21	66%	21	66%
Missing	4	13%	4	13%

2019		
What impact did this have on client safety and wellbeing?		
	Safety	Wellbeing
	%	%
Improved greatly	54%	52%
Improved slightly	25%	29%
No change	13%	10%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	2%	4%
Total Improved	79%	81%
Missing	6%	6%

	2020		2019
Step down and recovery			
Have you supported the client with step down and recovery?	n=	2928	2407
	Count	%	%
Yes	610	21%	10%
No	1825	62%	50%
Missing	493	17%	40%

	2020		2019
What outcomes were achieved in this support area?			
	n=	610	239
	Count	%	%
Accessed groupwork	239	39%	43%
Accessed 121 peer mentoring	42	7%	13%
Accessed online counselling	37	6%	6%
Accessed online information	73	12%	10%
Accessed therapeutic intervention	107	18%	28%
Support with or to friends / family	262	43%	38%
Missing	28	5%	2%

2020				
What impact did this have on client safety and wellbeing?				
	n=		610	
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	207	34%	224	37%
Improved slightly	190	31%	197	32%
No change	87	14%	60	10%
Decreased slightly	0	0%	0	0%
Decreased greatly	1	0%	1	0%
Don't know	55	9%	57	9%
Total Improved	397	65%	421	69%
Missing	70	11%	71	12%

2019		
What impact did this have on client safety and wellbeing?		
	n=	239
	Safety	Wellbeing
	%	%
Improved greatly	40%	43%
Improved slightly	37%	37%
No change	10%	6%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	6%	6%
Total Improved	77%	80%
Missing	7%	8%

Criminal and civil justice outcomes

Criminal justice system outcomes (Information captured at exit, n = 2,928)

	2020		2019
Clients supported with criminal justice	n=	2928	2407
	Count	%	%
Yes	792	27%	29%
No	2136	73%	71%

	2020		2019
When was the report made to the police?	Number of police reports =	781	724
	Count	%	%
Before engagement with service	504	65%	68%
After engagement with service	125	16%	15%
Both before and after engagement with service	41	5%	4%
Missing	111	14%	13%

	2020	2019
Average number of reports made to police per case	1.0	1.0
Average number of incidents per report	1.4	1.3
Proportion of incidents resulting in conviction (either found/pled)	46%	42%

	2020		2019
Incidents	Number of police reports =	781	724
	Count	%	%
Assault - Beating/battery (Section 39)	311	40%	43%
Assault - Actual Bodily Harm (Section 47)	122	16%	15%
Assault - Grievous Bodily Harm with intent (Section 18)	34	4%	2%
Assault – Grievous Bodily Harm - without intent (Section 20)	14	2%	1%
Harassment (Section 2)	110	14%	15%
Harassment (Section 4)	23	3%	4%
Criminal Damage	87	11%	14%
Threats to Kill	38	5%	6%
Coercive Control	39	5%	4%
Malicious Communication	13	2%	2%
Breach of Restraining Order	77	10%	8%
Breach of Non-Molestation	38	5%	5%
Rape (Section 1)	35	4%	4%
Sexual Assault (Section 3)	14	2%	2%
Kidnapping or False Imprisonment	6	1%	1%
Perverting the course of justice (Common Law)	2	0%	0%
Witness Intimidation (Section 51)	1	0%	1%
Crimes against property	5	1%	0%
Perjury	0	0%	0%
Fraud	1	0%	0%
Breach of bail	7	1%	0%
Common assault	15	2%	0%
Revenge Porn	2	0%	0%
Arson	4	1%	0%
Stalking	23	3%	0%
Other	43	6%	0%
Don't know	1	0%	0%

Consequences	Number of incidents =	2020	2019
		1065	919
		Count	%
Police report - NFA (no further action)		193	18%
Arrested - on bail		25	2%
Arrested - in custody		27	3%
Charged		101	9%
Charge dropped		36	3%
Pled guilty		350	33%
Pled guilty (lesser charge)		49	5%
Pled innocent-found guilty		78	7%
Pled innocent-found guilty (lesser charge)		8	1%
Not proven		47	4%
Acquitted		32	3%
Missing		119	11%

Reason for NFA (no further action)	Number of NFA =	2020	2019
		193	171
		Count	%
Victim withdrew		73	38%
Police withdrawal of case		46	24%
CPS withdrawal of case		27	14%
Other		21	11%
Don't know		6	3%
Missing		20	10%

Were special measures granted in this case?	Number of police reports =	2020	2019
		781	724
		Count	%
Granted		232	30%
Denied		4	1%
Not yet confirmed		20	3%
Not requested		191	24%
Don't know		24	3%
Missing		310	40%

Perpetrator penalties	Number of police reports =	2020	2019
		781	724
		Count	%
Community order - DV-related specified activity order		98	13%
Community order - other requirements		52	7%
Suspended sentence - with DV-related specified order		30	4%
Suspended sentence - with other requirements		27	3%
Custodial sentence - up to 12 months		89	11%
Custodial sentence - 12 months or more		57	7%
Restraining order - up to 12 months		81	10%
Restraining order - up to 24 months		97	12%
Restraining order - 5 years		34	4%
Restraining order - indefinite		46	6%
Bindover		0	0%
Fine		72	9%
Caution		6	1%
Compensation		61	8%
Conditional discharge		15	2%
Other		41	5%

Percentages above are calculated from total number of reports and include incidents where the perpetrator wasn't penalised.

What support did you provide the client in this area?	Number of police reports =	2020	2019
		781	724
		Count	%
Helped client report incident to police		136	17%
Explained criminal justice process		593	76%
Supported client through criminal justice processes		387	50%
Supported client to access legal support		42	5%
Attended court with client		180	23%
Attended court without client		96	12%
Provided updates about court outcomes		384	49%
Advocated for client during proceedings		137	18%
Supported client with their own charge/conviction		6	1%
Helped client to access compensation		21	3%
Supported client to make an anonymous report		1	0%
Other		87	11%
Missing		136	17%

Civil justice system outcomes (Information captured at exit, n = 2,928)

Clients supported with civil justice	n=	2020		2019
		Count	%	%
Yes		437	15%	13%
No		2491	85%	87%

Did the client qualify for legal aid?	n=	2020		2019
		Count	%	%
Yes		183	42%	48%
No		125	29%	20%
Don't know		36	8%	11%
Missing		93	21%	20%

2020									
Civil orders applied for	Applied for		Granted		Not granted		Breached		n= 437
	Count	%	Count	%	Count	%	Count	%	
Non-molestation order	38	9%	144	33%	17	4%	4	1%	
Occupation order with power of arrest	5	1%	16	4%	6	1%	0	0%	
Order under Protection from Harassment Act	2	0%	10	2%	3	1%	0	0%	
Injunction under Forced Marriage Act with power of arrest	0	0%	1	0%	2	0%	0	0%	
Child arrangements order	81	19%	64	15%	9	2%	1	0%	
Prohibited steps order	9	2%	23	5%	2	0%	0	0%	
Specific issue order	3	1%	2	0%	1	0%	0	0%	
Other orders under the Children's Act	9	2%	3	1%	1	0%	0	0%	

2019				
Civil orders applied for	n= 324			
	Applied for	Granted	Not granted	Breached
	%	%	%	%
Non-molestation order	14%	44%	3%	1%
Occupation order with power of arrest	1%	3%	1%	0%
Order under Protection from Harassment Act	0%	1%	1%	0%
Injunction under Forced Marriage Act with power of arrest	0%	0%	1%	0%
Child arrangements order	11%	9%	1%	0%
Prohibited steps order	2%	12%	1%	0%
Specific issue order	0%	1%	0%	0%
Other orders under the Children's Act	1%	1%	0%	0%

'Applied for' indicates that the outcomes was not known by the time the case was closed. 'Breached' indicates orders that were granted and then subsequently breached.

What support did you provide the client in this area?	n=	2020		2019
		Count	%	%
Supported client to apply for legal aid		140	32%	34%
Arranged a pre-court visit		16	4%	11%
Referred client for legal advice		226	52%	58%
Supported client with self application of orders		93	21%	20%
Supported client to complete documents		104	24%	26%
Attended court with client		147	34%	38%
Provided updates about civil justice outcomes		51	12%	23%
Advocated for client during proceedings		61	14%	16%
Provided legal support at court		4	1%	2%
Presented evidence at court		6	1%	6%
Helped client report a breach		41	9%	11%
Support with defence against cross applications		13	3%	5%
Supported client with distribution of orders		2	0%	2%
Other		123	28%	29%
Missing		36	8%	3%