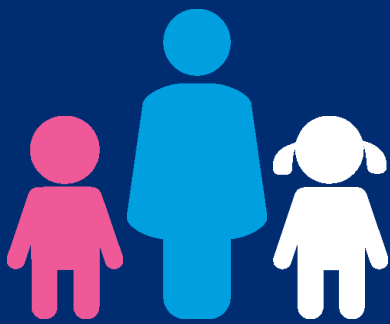# Insights Idva dataset 2023-24

Adult Independent domestic violence advisor (Idva) services

SafeLives

Ending domestic abuse

Contents

About this dataset

This data report forms part of a series of publications from SafeLives' Adult Insights dataset. It contains 2,084 unique individual cases at intake and 1,668 matched cases at exit, drawn from nine Idva services which used the SafeLives Insights outcome measurement service between April 2023 and March 2024.

SafeLives runs the largest database of domestic abuse cases in the UK. Our Insights database has records of more than 88,000 unique cases of adults experiencing domestic abuse from 2009 to date, and a further 8,000 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
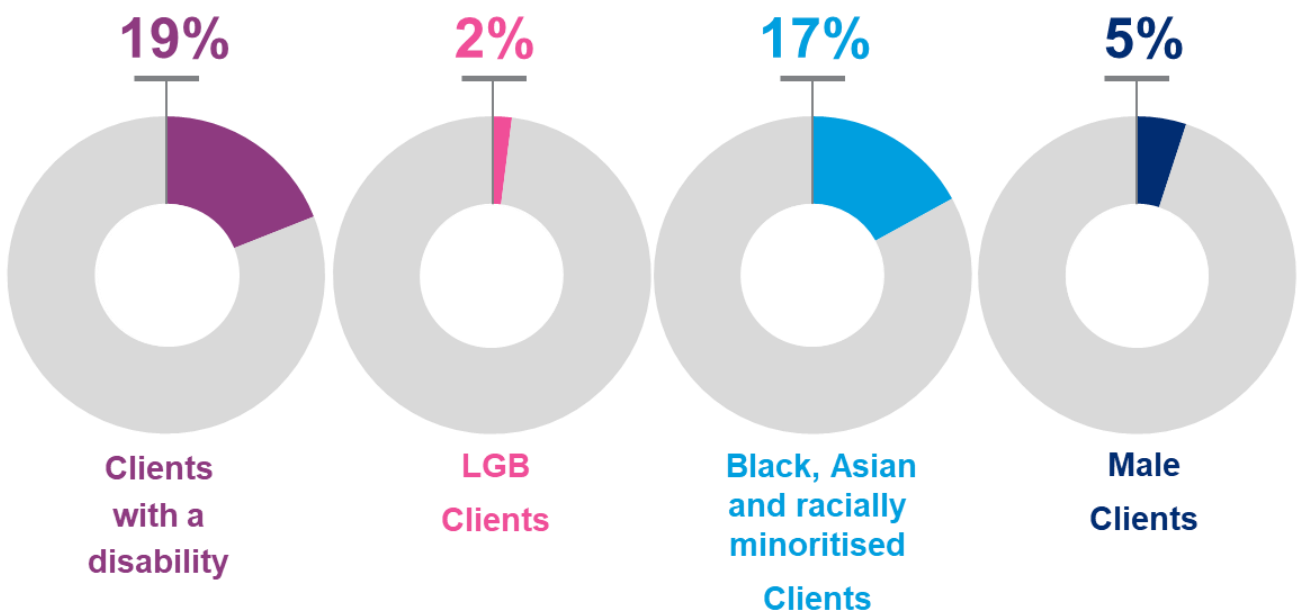
9 services

2,084 cases opened

1,668 cases closed

780 clients supported with criminal or civil justice

Location of the services in the dataset

Proportion of clients from diverse client groups

19%

2%

17%

5%

Clients with a disability

LGB Clients

Black, Asian and racially minoritised Clients

Male Clients

Domestic Abuse Service

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

Insights

Who are they?

94 will be female
2 will identify as LGB+
76 will be White British

Average age:
37
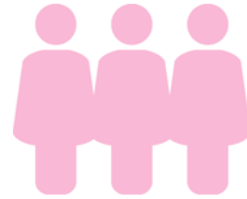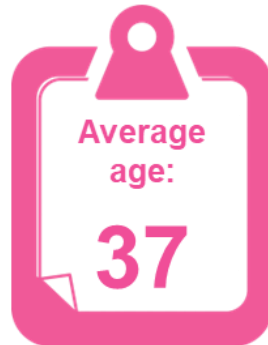
39 will be unemployed

19 will have a disability

63 will be new to the service

41 referred by the Police

10 self referrals

Who else is involved?

91 have a male perpetrator

For 76 the perpetrator will be an ex-intimate partner

49 have been exposed to domestic abuse in the past

44 will have had involvement with Children and Young Persons Services

6 will be pregnant
60 have children
120 children will be involved

6 have multiple perpetrators

What have they experienced?

73 will be at high risk of serious injury or death

Average length of abuse:
3 years
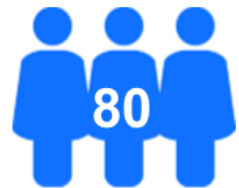
80 will be experiencing multiple types of abuse

72 have experienced physical abuse
30 have experienced sexual abuse
64 have experienced harassment and / or stalking
81 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

12 They will receive 12 direct contacts over a 15 week period

94 will be supported with safety

33 will be supported with criminal justice
14 will be supported with civil justice

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

15 will be supported with children and parenting

5 will access children's support services

1 will access the Freedom programme

37 will be supported with housing

30 will be supported with their mental health

What did they say as they left the service?

Numbers below based on those clients who answered each question

75 have an improved quality of life

74 will feel optimistic about the future

85 feel safer

79 have an improved sense of wellbeing

"Being able to talk openly to someone and seeking the support that I needed to steer me in the right direction. **- a survivor**

75 feel more confident

Key findings

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

89% Physical Abuse

89% Sexual Abuse

83% Harassment & Stalking

87% Jealous & Controlling Behaviour

Most Common Referral Routes

■ 2023/24   ■ 2022/23

	Police	Marac	Self
2023/24	41%	16%	10%
2022/23	45%	10%	8%
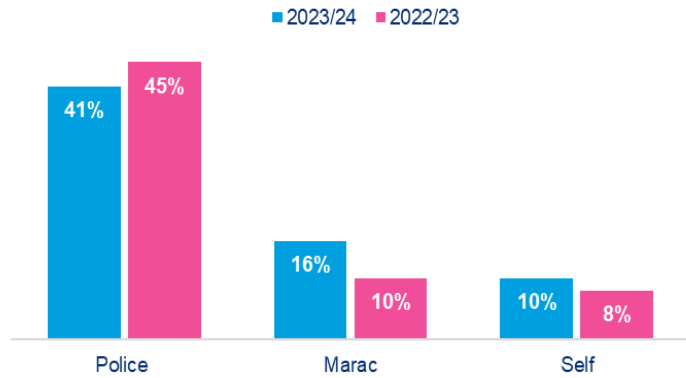
Police referrals have **decreased by 4%** compared to last year

Two out of every five clients (45%) entered the service with a **diagnosed mental health condition**

Most commonly experienced:

Depression (66%)

Anxiety (48%)

Personality disorders (17%)

8 out of 10 clients at exit said they **had improved wellbeing***

*Of those clients who answered the question

72%

of clients were supported with **housing**

Housing **support provided** included:

27% Other

24% Accepted to housing support service

20% Registered on housing waiting list / exchange

After being supported with Housing

62% had improved safety

62% had improved wellbeing
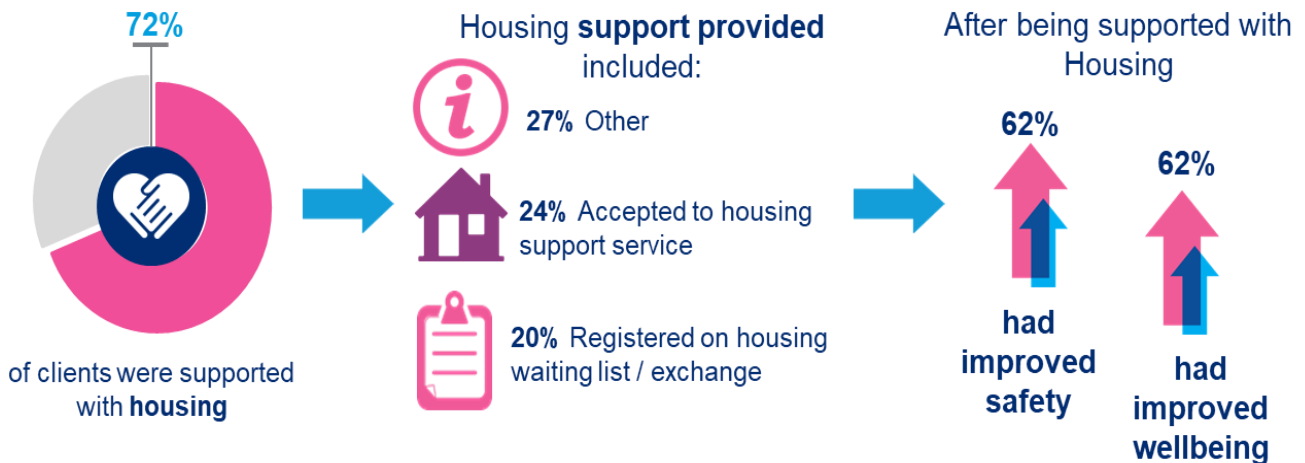
Service inputs

Cases used in the analysis	
Intake forms	2084

Caseworkers submitted 2,084 intake forms for clients engaged with Idva services for the period April 2023 to March 2024.

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

For the period April 2022 to March 2023 there were 2,399 intake forms submitted, and for the period April 2021 to March 2022 there were 3,134 intake forms submitted

Review forms	155

Caseworkers submitted 155 review forms for clients engaged with Idva services for the period April 2023 to March 2024.

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

For the period April 2022 to March 2023 there were 249 review forms submitted and for the period April 2021 to March 2022 there were 252 review forms submitted

Exit forms	1668

Caseworkers submitted 1,668 exit forms for clients leaving Idva services for the period April 2023 to March 2024.

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 2023 to March 2024.

For the period April 2022 to March 2023 there were 1,865 exit forms submitted and for the period April 2021 to March 2022 there were 2,162 exit forms submitted

Criminal and civil justice forms	780

Caseworkers supporting clients with criminal and civil justice (CCJ) supported 545 clients with criminal justice and 235 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 2022 to March 2023 there were 519 criminal justice forms and 202 civil justice forms submitted and for the period April 2021 to March 2022 there were 592 criminal justice forms and 253 civil justice forms submitted.

		2024		2023	2022
Referral status		n=	2084	2399	3134
	Count		%	%	%
New client	1314		63%	64%	64%
Repeat to service	728		35%	34%	34%
Continuing case	42		2%	2%	2%
Total	**2084**				

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		2024		2023	2022
	n=	2084		2399	3134
	Count	%		%	%
Police	849	41%		45%	37%
Marac	331	16%		10%	12%
Self	204	10%		8%	6%
Health	26	1%		1%	2%
Hospital - Emergency department	36	2%		1%	2%
Hospital - Maternity	9	0%		0%	1%
Community health	5	0%		0%	1%
Mental health	24	1%		1%	1%
Housing	37	2%		1%	1%
Drug services	2	0%		0%	0%
Alcohol services	4	0%		0%	0%
Education	3	0%		0%	0%
Children's social services	88	4%		5%	4%
Adult's social services	21	1%		1%	1%
Probation	13	1%		1%	0%
CRC	0	0%		0%	0%
Refuge	6	0%		1%	1%
Outreach	38	2%		1%	1%
DVA & SV services (internal)	37	2%		2%	3%
DVA & SV services (external)	27	1%		2%	2%
Helpline	176	8%		10%	6%
Specialist services	8	0%		1%	0%
MASH	115	6%		8%	16%
Domestic Violence Court	0	0%		0%	1%
Other	25	1%		2%	2%

For referrals received through a single-point of contact		2024		2023	2022
	n=	2084		2399	2876
Initial referral route					
	Count	%		%	%
Police	330	16%		21%	26%
Marac	128	6%		3%	5%
Self	87	4%		5%	5%
Health	9	0%		1%	1%
Hospital - A&E	10	0%		1%	1%
Hospital - Maternity	1	0%		0%	0%
Community health	2	0%		0%	0%
Mental health	10	0%		0%	0%
Housing	6	0%		0%	0%
Drug services	0	0%		0%	0%
Alcohol services	1	0%		0%	0%
Education	2	0%		0%	0%
Children's social services	42	2%		2%	2%
Adult's social services	3	0%		1%	0%
Probation	12	1%		1%	0%
CRC	0	0%		0%	0%
Refuge	3	0%		0%	0%
Outreach	0	0%		0%	0%
DVA & SV services (internal)	10	0%		1%	1%
DVA & SV services (external)	17	1%		2%	1%
Helpline	81	4%		5%	4%
Specialist services	3	0%		0%	0%
MASH	10	0%		1%	2%
Domestic Violence Court	0	0%		0%	0%
Other	10	0%		1%	2%
Don't know	3	0%		0%	0%
Missing	1250	60%		52%	46%

Client profile

**Socio-demographic description of client
accessing Idva services**
(Information captured at intake, duplicates removed, number of individual clients (n) = 1999)

Age of client		2024		2023	2022
	n=	1999		2323	3028
	Count	%		%	%
<18	18	1%		1%	1%
18-20	64	3%		4%	5%
21-30	577	29%		31%	33%
31-40	691	35%		33%	32%
41-50	377	19%		19%	18%
51-60	189	9%		8%	7%
61+	83	4%		4%	4%
Average age	37			36	35

Sex assigned at birth		2024		2023	2022
	n=	1999		2323	3028
	Count	%		%	%
Female	1902	95%		94%	95%
Male	90	5%		5%	4%
Intersex	3	0%		0%	0%
Not disclosed	3	0%		0%	0%
Don't know	1	0%		0%	0%

Which of the following describes how the client thinks of themselves?		2024		2023	2022
	n=	1999		2323	3028
	Count	%		%	%
Female	1875	94%		92%	95%
Male	95	5%		5%	5%
In another way	5	0%		0%	0%
Not disclosed	8	0%		1%	0%
Don't know	7	0%		0%	0%
Not sex assigned at birth	22	1%		1%	1%
Missing	9	0%		0%	0%

Sexual Orientation		2024		2023	2022
	n=	1999		2323	3028
	Count	%		%	%
Heterosexual	1783	89%		87%	90%
Total LBG+	47	2%		2%	2%
├ Bisexual	27	1%		1%	1%
├ Gay	5	0%		0%	0%
├ Lesbian	13	1%		1%	1%
└ Other	2	0%		0%	0%
Not disclosed	64	3%		5%	4%
Don't know	51	3%		3%	2%
Missing	54	3%		4%	2%

Ethnicity		2024		2023	2022
	n=	1999		2323	3028
	Count		%	%	%
White	**1645**		**82%**	**80%**	**84%**
English/ Welsh / Scottish / Northern Irish / British	1515		76%	75%	77%
Irish	8		0%	0%	0%
Gypsy or Irish Traveller	5		0%	0%	0%
Any other White background	117		6%	5%	6%
Mixed / Multiple ethnic groups	**47**		**2%**	**2%**	**2%**
White and Black Caribbean	19		1%	1%	0%
White and Black African	7		0%	0%	0%
White and Asian	1		0%	0%	0%
Any other Mixed/ Multiple ethnic background	20		1%	1%	1%
Asian / Asian British	**116**		**6%**	**5%**	**6%**
Indian	66		3%	2%	2%
Pakistani	17		1%	1%	2%
Bangladeshi	13		1%	0%	0%
Chinese	4		0%	0%	0%
Any other Asian background	16		1%	1%	1%
Black / African / Caribbean / Black British	**33**		**2%**	**2%**	**1%**
African	22		1%	1%	1%
Caribbean	6		0%	1%	0%
Any other Black / African / Caribbean background	5		0%	0%	0%
Other ethnic group	**13**		**1%**	**1%**	**1%**
Arab	4		0%	0%	0%
Any other ethnic group	9		0%	1%	1%
Total Black, Asian and racially minoritised people	**331**		**17%**	**15%**	**16%**
Not disclosed	46		2%	1%	1%
Don't know	8		0%	1%	1%
Missing	91		5%	8%	5%

Is the client pregnant?		2024		2023	2022
	n=	1999		2323	3028
	Count		%	%	%
Yes	112		6%	4%	6%
No	1695		85%	84%	86%
Don't know	17		1%	1%	2%
Missing	175		9%	10%	6%

How many children or young people are involved with this case?		2024		2023	2022
	n=	1999		2323	3028
	Count		%	%	%
0	790		40%	41%	38%
1	455		23%	23%	24%
2	436		22%	20%	22%
3	212		11%	11%	9%
4	68		3%	3%	5%
5+	38		2%	2%	2%
Average number of children		2.0		2.0	2.0

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

Ages of children		2024		2023	2022
	n=	2307		2610	3611
	Count		%	%	%
0 - 12 months	170		7%	7%	8%
1 - 3 years	415		18%	19%	19%
4 - 11 years	1078		47%	44%	46%
12 - 16 years	480		21%	21%	19%
17 - 18 years	65		3%	4%	4%
18 - 24 years	68		3%	3%	3%
24+ years	20		1%	1%	1%
Don't know	11		0%	0%	1%

CYPS involvement (of those cases with children or young people involved)	2024		2023	2022
	n=	1209	1381	1875
	Count	%	%	%
None	282	23%	24%	24%
Concern raised - NFA	177	15%	14%	14%
Concern raised - contacts/follow up	174	14%	12%	13%
Early help	85	7%	6%	7%
Priority families	0	0%	0%	0%
Targeted families	5	0%	0%	0%
Initial assessment	129	11%	10%	10%
S17 - Child in need	88	7%	9%	8%
S47 - Child protection	139	11%	13%	12%
S31 - Care or supervision order	58	5%	4%	5%
Child protection plan	38	3%	5%	4%
Common assessment framework (Caf/Taf)	3	0%	1%	2%
Personal advisor	0	0%	0%	0%
Transitions team	1	0%	0%	0%
Other	41	3%	3%	3%
Don't know	35	3%	3%	3%
Missing	29	2%	2%	2%

Does the client have a disability?	2024		2023	2022
	n=	1999	2323	3028
	Count	%	%	%
Yes	388	19%	17%	19%
No	1457	73%	72%	76%
Don't know	51	3%	4%	3%
Missing	103	5%	8%	3%

If yes, what type?	2024		2023	2022
	n=	388	387	562
	Count	%	%	%
Physical	160	41%	38%	35%
Learning disability	33	9%	7%	5%
Learning difficulty	31	8%	8%	8%
Neurological condition	29	7%	10%	9%
Progressive illness	16	4%	6%	7%
Organ specific	4	1%	2%	4%
Mental health impairment	210	54%	55%	57%
Sensory disability	10	3%	4%	4%
Frailty	36	9%	8%	7%
Other	17	4%	8%	6%
Don't know	3	1%	0%	1%
Missing	1	0%	1%	0%

Current employment situation	2024		2023	2022
	n=	1999	2323	3028
	Count	%	%	%
Unemployed	780	39%	35%	43%
Retired	64	3%	3%	3%
Part-time employment	280	14%	13%	14%
In education or training	43	2%	3%	4%
Full-time employment	387	19%	22%	19%
Self-employed	35	2%	2%	2%
Volunteering	6	0%	0%	0%
Stay at home parent	262	13%	13%	10%
Other	46	2%	2%	2%
Not disclosed	23	1%	1%	1%
Don't know	55	3%	4%	3%
Missing	75	4%	7%	2%

Current financial situation		2024		2023	2022
	n=	2084	2399	3134	
	Count	%	%	%	
Significant financial problems	116	6%	5%	5%	
Reliant on others	112	5%	8%	6%	
Unable to pay for essentials	103	5%	5%	6%	
Managing essentials but nothing left over	671	32%	28%	30%	
Comfortably managing	380	18%	19%	21%	
No financial concerns	467	22%	20%	23%	
Don't know	59	3%	3%	4%	
Missing	176	8%	12%	5%	

Has the client experienced an Adverse Childhood Experience (ACE)?		2024		2023	2022
	n=	2084	2399	3134	
	Count	%	%	%	
Yes	352	17%	17%	18%	
No	435	21%	18%	23%	
Don't know	750	36%	39%	42%	
Missing	553	27%	27%	17%	

Adverse Childhood Experiences (ACEs)		2024		2023	2022
	n=	352	401	565	
	Count	%	%	%	
Verbal abuse	135	38%	38%	32%	
Direct physical abuse	98	28%	34%	27%	
Sexual abuse	74	21%	29%	26%	
Parental separation	151	43%	47%	48%	
Domestic abuse (exposure)	193	55%	53%	44%	
Mental illness	91	26%	29%	29%	
Alcohol abuse	68	19%	22%	21%	
Drug abuse	25	7%	11%	13%	
Incarceration of adults within household	18	5%	4%	5%	
Average number experienced		2.4		2.7	2.4
Number experiencing four or more	79	22%	27%	22%	

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

History of abuse at intake
(Information captured at intake, n = 2,332)

Number of ticks on the Dash		2024		2023	2022
	n=	2084	2399	3134	
	Count	%	%	%	
Standard Risk (1 - 5)	121	6%	6%	6%	
Medium Risk (6 - 9)	361	17%	16%	16%	
High Risk (10+)	1397	67%	65%	68%	
Average number of ticks		12		12	13
Missing	205	10%	13%	10%	

High risk?		2024		2023	2022
	n=	2084	2399	3134	
	Count	%	%	%	
Yes	1518	73%	70%	78%	
No	484	23%	25%	20%	
Don't know	15	1%	1%	0%	
Missing	67	3%	2%	2%	

On what basis is the client high risk?		2024		2023	2022
	n=	1518	1677	2437	
	Count	%	%	%	
Actuarial	758	50%	53%	62%	
Professional judgment	554	36%	35%	31%	
Escalation	188	12%	10%	6%	
Missing	18	1%	1%	1%	

Has the case been discussed at Marac?		2024		2023	2022
	n=	2084	2399	2876	
	Count	%	%	%	
Yes	1354	65%	63%	64%	
No	641	31%	32%	34%	
Don't know	22	1%	1%	0%	
Missing	67	3%	4%	2%	

Abuse experienced in the past 12 months		2024		2023	2022
Clients experiencing each abuse type		n=	2084	2399	3134
		Count	%	%	%
Physical		1491	72%	70%	74%
Sexual		622	30%	28%	30%
Harassment and stalking		1324	64%	64%	63%
Jealous and controlling		1690	81%	81%	82%
Forced marriage		8	0%	1%	1%
'Honour'-based violence/abuse		30	1%	2%	3%
Female Genital Mutilation		9	0%	0%	0%

2024

Level of abuse								n=	2084
	High		Moderate		Standard		None		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%
Physical	981	47%	321	15%	189	9%	532	26%	39	2%
Sexual	302	14%	163	8%	157	8%	1334	64%	104	5%
Harassment and stalking	750	36%	358	17%	216	10%	663	32%	67	3%
Jealous and controlling	969	46%	474	23%	247	12%	306	15%	63	3%

2023

Level of abuse				n=	2399
	High	Moderate	Standard	None	Don't know
	%	%	%	%	%
Physical	43%	18%	9%	27%	3%
Sexual	13%	7%	7%	63%	8%
Harassment and stalking	33%	21%	10%	30%	4%
Jealous and controlling	45%	24%	13%	14%	3%

2024

Level of abuse (continued)				n=	2084
	Yes		No		Don't know	
	Count	%	Count	%	Count	%
Forced marriage	8	0%	1808	87%	21	1%
'Honour'-based violence/abuse	30	1%	1776	85%	28	1%
Female Genital Mutilation (FGM)	9	0%	1801	86%	21	1%

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

2023

Level of abuse (continued)		n=	2399
	Yes	No	Don't know
	%	%	%
Forced marriage	1%	86%	0%
'Honour'-based violence/abuse	2%	84%	1%
Female Genital Mutilation (FGM)	0%	94%	1%

Multiple types of abuse		2024		2023	2022
	n=	2084	2399	3134	
	Count	%	%	%	
Clients experiencing multiple types of abuse	1671	80%	80%	82%	
Clients experiencing multiple types of high severity abuse	961	46%	43%	53%	
Clients experiencing at least one type of high severity abuse	1424	68%	67%	76%	

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

Physical abuse		2024		2023	2022
Details of physical abuse	n=	1491		1670	2306
	Count	%		%	%
Slapped/pushed/shoved	983	66%		70%	75%
Kicked/punched	586	39%		42%	49%
Restrained/held down	476	32%		32%	38%
Physically threatened	697	47%		47%	53%
Attempted/strangulation	567	38%		39%	44%
Threats/use of weapons	356	24%		26%	36%
Scratches/shallow cuts	133	9%		10%	14%
Burning	12	1%		1%	1%
Other	269	18%		14%	15%
Don't know	8	1%		1%	1%
Missing	97	7%		4%	1%

Sexual abuse		2024		2023	2022
Details of sexual abuse	n=	622		660	951
	Count	%		%	%
Use of threats/force to obtain sex	128	21%		22%	29%
Rape	211	34%		35%	36%
Serious sexual assaults	75	12%		14%	15%
Deliberate infliction of pain during sex	39	6%		8%	7%
Use of weapons during sex	4	1%		1%	2%
Sexual abuse of children	1	0%		1%	1%
Enforced prostitution	7	1%		1%	1%
Intentional transmission of STIs	2	0%		1%	1%
Unwanted touching	160	26%		25%	27%
Made to feel uncomfortable about sex/gender identity	71	11%		11%	10%
Forced to perform sexual acts	71	11%		13%	15%
Use of sexual insults	113	18%		26%	29%
Revenge porn	28	5%		6%	5%
Other	134	22%		22%	23%
Don't know	13	1%		2%	2%
Missing	74	12%		4%	2%

Harassment and stalking		2024		2023	2022
Details of harassment and stalking	n=	1324		1541	1985
	Count	%		%	%
Constant calls/texts/emails	899	68%		67%	75%
Uninvited visits to home/workplace	623	47%		53%	57%
Destroyed/vandalised property	330	25%		25%	34%
Stalking	388	29%		33%	32%
Stalking involving others	111	8%		13%	15%
Homicide/familiacide threats	281	21%		22%	23%
Other	174	13%		11%	10%
Don't know	3	0%		0%	1%
Missing	110	8%		5%	1%

Jealous and controlling behaviour		2024		2023	2022
Details of jealous and controlling behaviour	n=	1690		1951	2574
	Count	%		%	%
Extreme jealousy/possessiveness	985	**58%**		58%	66%
Threats to harm victim	732	**43%**		46%	55%
Control of victim/s daily activities	634	**38%**		38%	42%
Isolation from family/friends	767	**45%**		50%	61%
Intercepting calls/messages/social media	217	**13%**		17%	26%
Controls how finances are spent	402	**24%**		25%	29%
Controls access to money	272	**16%**		18%	22%
Humiliated/embarrassed victim in front of others	298	**18%**		23%	26%
Prevention from accessing care needs/medication	47	**3%**		4%	5%
Locks victim up	54	**3%**		4%	6%
Severely restricts movements	179	**11%**		13%	16%
Threats to take children	168	**10%**		12%	14%
Suicide/homicide/familicide threats	472	**28%**		30%	37%
Irrational accusations of infidelity	465	**28%**		27%	37%
Control of victim/s appearance	196	**12%**		12%	19%
Pet abuse	75	**4%**		6%	9%
Other	301	**18%**		12%	10%
Don't know	4	**0%**		0%	0%
Missing	109	**6%**		5%	2%

		2024		2023	2022
For how long has the abuse been occurring?	n=	2084		2399	3134
	Count	%		%	%
1-11 months	272	**13%**		13%	13%
1-2 years	545	**26%**		27%	27%
3-5 years	389	**19%**		16%	16%
6-10 years	271	**13%**		11%	11%
11 years +	206	**10%**		9%	9%
Average length of abuse		3 years		2 years 2.5 months	2 years 6 months
Missing	401	**19%**		23%	12%

		2024		2023	2022
Has the client been exposed to domestic abuse previously?	n=	2084		2399	3134
	Count	%		%	%
Yes	1025	**49%**		46%	50%
├ Yes, DA by the same partner in an earlier relationship	599	**29%**		26%	30%
├ Yes, DA by previous intimate partner	397	**19%**		20%	21%
├ Yes, DA perpetrated by a family member	92	**4%**		4%	4%
├ Yes, direct abuse as a CYP	71	**3%**		4%	4%
├ Yes, exposure as a CYP	75	**4%**		4%	4%
└ Yes, other	23	**1%**		1%	1%
No	380	**18%**		21%	24%
Don't know	288	**14%**		15%	18%
Missing	391	**19%**		18%	8%

Relationship to primary perpetrator	2024		2023	2022
	n=	2084	2399	3134
	Count	%	%	%
Current intimate partner	297	14%	18%	20%
Ex-intimate partner	1580	76%	73%	71%
Mother	59	3%	2%	3%
Step-mother	1	0%	0%	0%
Father	17	1%	1%	1%
Step-father	7	0%	0%	0%
Grandmother	2	0%	0%	0%
Grandfather	1	0%	0%	0%
Child (under 18) biological	4	0%	0%	0%
Child (under 18) step-child	1	0%	0%	0%
Child (18 or over) biological	31	1%	1%	1%
Child (18 or over) step-child	1	0%	0%	0%
Brother	16	1%	0%	0%
Sister	7	0%	1%	0%
Step-brother	0	0%	0%	0%
Step-sister	0	0%	0%	0%
Other family member	9	0%	0%	1%
Other known person/associate	11	1%	1%	1%
Don't know	4	0%	0%	0%
Missing	35	2%	1%	1%

Is the client living with the perpetrator of abuse?	2024		2023	2022
	n=	2084	2399	3134
	Count	%	%	%
Living together	257	12%	15%	15%
Living together intermittently	33	2%	3%	4%
Not living together	1742	84%	80%	80%
Don't know	17	1%	1%	1%
Missing	35	2%	1%	1%

Reason for not living together	2024		2023	2022
	n=	1742	1919	2494
	Count	%	%	%
Perpetrator deceased	2	0%	0%	0%
Perpetrator in jail	187	11%	10%	9%
Client in refuge	65	4%	2%	2%
Other	962	55%	56%	52%
Missing	539	31%	32%	37%

Typology of abuse	2024		2023	2022
	n=	2084	2399	3134
	Count	%	%	%
Intimate terrorism/coercive control	1320	63%	67%	61%
Situational couple violence	138	7%	6%	12%
Violent resistance	11	1%	1%	1%
Mutual couple violence	10	0%	1%	0%
Don't know	99	5%	5%	4%
Missing	506	24%	21%	20%

Are there multiple perpetrators?		2024		2023	2022
	n=	2084	2399	3134	
	Count	%	%	%	
Yes	121	6%	7%	7%	
No	1646	79%	77%	85%	
Don't know	65	3%	3%	3%	
Missing	252	12%	13%	4%	

Relationship to additional perpetrators		2024		2023	2022
	n=	121	167	234	
	Count	%	%	%	
Current intimate partner	19	16%	10%	11%	
Ex-intimate partner	55	45%	47%	41%	
Mother	17	14%	10%	9%	
Step-mother	2	2%	1%	0%	
Father	15	12%	8%	7%	
Step-father	3	2%	2%	0%	
Grandmother	1	1%	1%	0%	
Grandfather	1	1%	0%	0%	
Child (under 18) biological	1	1%	0%	1%	
Child (under 18) step-child	0	0%	0%	0%	
Child (18 or over) biological	5	4%	4%	3%	
Child (18 or over) step-child	2	2%	3%	1%	
Brother	5	4%	2%	6%	
Sister	3	2%	2%	3%	
Step-brother	1	1%	0%	0%	
Step-sister	0	0%	0%	0%	
Other family member	17	14%	16%	24%	
Other known person/associate	26	21%	39%	39%	
Don't know	1	1%	2%	0%	
Missing	1	1%	1%	0%	

2024			
Within the past 12 months…		n=	2084
	Count		%
The client has visited A&E	336		16%
└ Average number of visits		1.5	
The client has gone to the police	1455		70%
└ Average number of times		2.0	
The client has engaged with another DVA service or been in refuge	311		15%
└ Average number of times		2.2	
The client has attempted to end the abusive relationship	1265		61%
└ Average number of attempts		2.0	

2023		
Within the past 12 months…	n=	2399
The client has visited A&E		15%
└ Average number of visits	1.5	
The client has gone to the police		68%
└ Average number of times	2.1	
The client has engaged with another DVA service or been in refuge		15%
└ Average number of times	1.8	
The client has attempted to end the abusive relationship		62%
└ Average number of attempts	2.1	

Primary perpetrator information		2024		2023	2022
Sex assigned at birth		n=	2084	2399	3134
	Count		%	%	%
Male	1920		92%	90%	92%
Female	122		6%	7%	7%
Intersex	1		0%	0%	0%
Don't know	2		0%	1%	0%
Not disclosed	10		0%	0%	0%
Missing	29		1%	1%	1%

Which of the following describes how the perpetrator thinks of themselves?		2024		2023	2022
		n=	2084	2399	3134
	Count		%	%	%
Male	1896		91%	89%	88%
Female	119		6%	6%	6%
In another way	0		0%	0%	0%
Not disclosed	24		1%	4%	5%
Not sex assigned at birth	16		1%	1%	1%
Missing	45		2%	1%	1%

Does the perpetrator have multiple victims?		2024		2023	2022
		n=	2084	2399	3134
	Count		%	%	%
Yes	428		21%	23%	23%
No	870		42%	34%	43%
Don't know	693		33%	36%	32%
Missing	93		4%	7%	3%

2024						n=	2084
Perpetrator needs	Mental health		Drugs		Alcohol		
	Count	%	Count	%	Count	%	
Yes	907	44%	884	42%	883	42%	
No	643	31%	754	36%	736	35%	
Don't know	389	19%	301	14%	317	15%	
Missing	145	7%	145	7%	148	7%	

2023				n=	2399
Perpetrator needs	Mental health	Drugs	Alcohol		
	%	%	%		
Yes	42%	41%	42%		
No	27%	33%	30%		
Don't know	22%	18%	19%		
Missing	9%	9%	8%		

Client needs at intake
(Information captured at intake, n = 2084)

2024									
Summary of client needs at intake								**n=**	**2084**
	Yes		**No**		**Don't know**		**Missing**		
	Count	%	Count	%	Count	%	Count	%	
Alcohol misuse	210	10%	1643	79%	56	3%	175	8%	
Children and parenting	533	26%	1330	64%	40	2%	181	9%	
Drug misuse	172	8%	1685	81%	47	2%	180	9%	
Employment, education and training	183	9%	1673	80%	39	2%	189	9%	
Finance, benefits and debt	589	28%	1248	60%	69	3%	178	9%	
Housing	1078	52%	828	40%	41	2%	137	7%	
Immigration	46	2%	1835	88%	19	1%	184	9%	
Mental health	1028	49%	826	40%	73	4%	157	8%	
Physical health	283	14%	1584	76%	32	2%	185	9%	
Social and community support	599	29%	1267	61%	31	1%	187	9%	

2023				
Summary of client needs at intake			**n=**	**2399**
	Yes	**No**	**Don't know**	**Missing**
	%	%	%	%
Alcohol misuse	9%	75%	4%	12%
Children and parenting	27%	60%	1%	12%
Drug misuse	7%	78%	3%	12%
Employment, education and training	9%	76%	3%	13%
Finance, benefits and debt	27%	56%	5%	12%
Housing	48%	41%	1%	10%
Immigration	3%	84%	1%	12%
Mental health	45%	40%	5%	11%
Physical health	13%	72%	2%	13%
Social and community support	28%	58%	2%	12%

		2024		2023	2022
Mental health needs					
Is the client experiencing any of the following?		**n=**	**1028**	**1077**	**1673**
		Count	%	%	%
Depression		756	74%	71%	76%
Anxiety		690	67%	66%	70%
Stress		90	9%	10%	10%
Self harm		182	18%	19%	17%
Suicidal thoughts/behaviour		64	6%	6%	7%
Emotional instability		135	13%	15%	13%
Trouble sleeping		133	13%	17%	17%
Problems with eating		31	3%	4%	5%
Flashbacks		78	8%	11%	10%
Other		102	10%	9%	7%
Don't know		13	1%	1%	1%
Missing		44	4%	8%	4%

		2024		2023	2022
Does the client have a diagnosed mental health condition?		**n=**	**1028**	**1077**	**1673**
		Count	%	%	%
Yes		465	45%	47%	52%
No		222	22%	20%	25%
Don't know		168	16%	15%	11%
Missing		173	17%	19%	13%

Diagnosed mental health conditions	2024		2023	2022
	n=	465	501	866
	Count	%	%	%
Anxiety disorder	225	48%	53%	55%
Bipolar disorder	47	10%	10%	10%
Autistic spectrum disorder	14	3%	3%	2%
Depression	307	66%	63%	67%
Eating disorder	7	2%	3%	2%
Obsessive compulsive disorder	8	2%	2%	2%
Personality disorders	81	17%	19%	20%
PTSD	72	15%	17%	14%
Complex PTSD	23	5%	4%	3%
Schizophrenia	7	2%	2%	2%
Psychosis	9	2%	3%	1%
Other	44	9%	9%	7%
Don't know	5	1%	2%	1%
Missing	9	2%	3%	2%

Children and parenting needs	2022		2020	
	n=	3074	3754	
	Count	%	%	
Yes	735	24%	29%	
No	2035	66%	60%	
Don't know	78	3%	3%	
Missing	226	7%	9%	

Does the client have access to public funds?	2024		2023	2022
	n=	589	643	906
	Count	%	%	%
Yes	503	85%	84%	85%
No	50	8%	11%	12%
Don't know	11	2%	2%	2%
Missing	25	4%	3%	1%

Does the client need to apply for indefinite leave to remain?	2024		2023	2022
	n=	46	67	93
	Count	%	%	%
Yes	27	59%	70%	68%
No	15	33%	22%	17%
Don't know	3	7%	6%	9%
Missing	1	2%	1%	6%

Is the client dependent on the perpetrator for a visa?	2024		2023	2022
	n=	46	67	93
	Count	%	%	%
Yes	20	43%	63%	52%
No	20	43%	30%	33%
Don't know	2	4%	3%	5%
Missing	4	9%	4%	10%

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.

	2024		2023	2022
Review point	n=	1668	1865	2162
	Count			
Yes	155	**9%**	13%	12%
No	1513	**91%**	87%	88%
Average length of time from case opened to last review point (median)	**106**		**98**	**84.50**

	2024		2023	2022
Since intake, has further abuse occurred?	n=	155	249	252
	Count	**%**	**%**	**%**
Yes, DA by the same perpetrator	77	**50%**	50%	48%
Yes, DA by a different perpetrator	6	**4%**	5%	5%
Yes, DA by multiple perpetrators	2	**1%**	1%	0%
Yes, DA perpetrated by a family member	2	**1%**	1%	2%
No	71	**46%**	45%	43%
Missing	-3	**-2%**	-2%	1%

	2024		2023	2022
Multiple types of abuse	n=	76	120	117
	Count	**%**	**%**	**%**
Clients experiencing multiple types of abuse	45	**59%**	63%	57%
Clients experiencing multiple types of high severity abuse	19	**25%**	40%	27%
Clients experiencing at least one type of high severity abuse	35	**46%**	58%	51%

	2024		2023	2022
Since intake, has further abuse been disclosed?	n=	155	249	252
	Count	**%**	**%**	**%**
Yes, DA by the same perpetrator	62	**40%**	34%	32%
Yes, DA by a different perpetrator	4	**3%**	5%	4%
Yes, DA by multiple perpetrators	1	**1%**	2%	0%
Yes, DA perpetrated by a family member	1	**1%**	0%	2%
Yes, historic abuse	4	**3%**	4%	2%
No	71	**46%**	47%	50%

Client outcomes

Outcomes and profile of abuse at exit
(Information captured at exit, n = 1668)

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		2024	2023	2022
	n=	1668	1865	2162
	Count	%	%	%
Planned closure	1347	81%	73%	77%
Unplanned closure	321	19%	27%	23%
Total	1668			

Reason for unplanned closures		2024	2023	2022
	n=	321	510	487
	Count	%	%	%
Client disengaged	278	87%	87%	93%
Client moved out of area	13	4%	5%	3%
Client in prison	2	1%	0%	0%
Client in care of mental health services	0	0%	0%	0%
Client fatality	3	1%	0%	0%
Other	23	7%	6%	3%
Missing	2	1%	1%	0%

Case length		2024	2023	2022
	n=	1668	1865	2162
	Count	%	%	%
0 - 1 month	434	26%	24%	25%
2 months to 3 months	484	29%	32%	36%
4 months to 5 months	298	18%	20%	16%
6 months to 7 months	170	10%	10%	9%
8 months +	275	16%	14%	14%
Average case length (median)		15	15	14
Errors	7	0%	0%	0%

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?		2024	2023	2022
	n=	1668	1865	2162
	Count	%	%	%
1 to 5	344	21%	23%	25%
6 to 10	447	27%	26%	36%
11 to 20	453	27%	23%	16%
21 to 34	187	11%	12%	9%
35+	237	14%	17%	14%
Average number of contacts (median)		12	12	14

Domestic abuse context at exit
(Information collected at exit, n = 1668)

2024					
Number of ticks on the Dash				**n=**	**1290**
		Intake		**Exit**	
	Count	**%**	**Count**	**%**	
Standard Risk (1 - 5)	73	**6%**	205	**16%**	
Medium Risk (6 - 9)	234	**18%**	461	**36%**	
High Risk (10+)	900	**70%**	541	**42%**	
Cases where Dash score reduced between Intake and Exit	**756**			**59%**	

2023		
Number of ticks on the Dash	**n=**	**1222**
	Intake	**Exit**
	%	**%**
Standard Risk (1 - 5)	7%	18%
Medium Risk (6 - 9)	18%	38%
High Risk (10+)	69%	38%
Cases where Dash score reduced between Intake and Exit	**58%**	

		2024	**2023**	**2022**
Abuse reported at exit	**n=**	**1633**	**1819**	**2093**
	Count	**%**	**%**	**%**
No abuse experienced since intake	788	**48%**	39%	42%
No abuse experienced since last review point	87	**5%**	6%	6%
No abuse experienced since intake or last review	**875**	**54%**	**45%**	**48%**

2024					
Multiple types of abuse	**n=**	**1668**		**1668**	
		Intake		**Exit**	
	Count	**%**	**Count**	**%**	
Clients experiencing multiple types of abuse	1365	**82%**	340	**20%**	
Clients experiencing multiple types of high severity abuse	765	**46%**	85	**5%**	
Clients experiencing at least one type of high severity abuse	1178	**71%**	164	**10%**	

2023		
Multiple types of abuse	**n=**	**1865**	**1865**
	Intake	**Exit**
	%	**%**
Clients experiencing multiple types of abuse	80%	21%
Clients experiencing multiple types of high severity abuse	45%	6%
Clients experiencing at least one type of high severity abuse	71%	12%

2024									
Change in levels of abuse									
	Physical		**Sexual**		**Harassment and Stalking**		**Jealous and Controlling**		
	Count	**%**	**Count**	**%**	**Count**	**%**	**Count**	**%**	
Reduced from Intake to Exit	959	**89%**	391	**89%**	823	**83%**	1047	**87%**	
├ Reduced from High to None	601	**83%**	190	**84%**	344	**64%**	460	**66%**	
└ Reduced to None	883	**82%**	361	**82%**	637	**64%**	797	**66%**	
Unchanged from Intake to Exit	106	**10%**	44	**10%**	152	**15%**	139	**11%**	
Increased from Intake to Exit	32	**2%**	31	**2%**	68	**5%**	44	**3%**	

2023				
Change in levels of abuse				
	Physical	**Sexual**	**Harassment and Stalking**	**Jealous and Controlling**
	%	**%**	**%**	**%**
Reduced from Intake to Exit	89%	87%	81%	80%
├ Reduced from High to None	82%	82%	63%	61%
└ Reduced to None	84%	83%	61%	60%
Unchanged from Intake to Exit	10%	12%	16%	18%
Increased from Intake to Exit	3%	1%	5%	5%

Escalation of abuse		2024		2023	2022
	n=	1668		1865	2162
		Count	%	%	%
Any escalation in severity of abuse		23	1%	2%	2%
Any escalation in frequency of abuse		28	2%	2%	2%
Any escalation in severity or frequency of abuse		29	2%	2%	2%
At least one form of high severity abuse which is escalating in frequency or severity		19	1%	1%	2%

Physical abuse

Level of abuse	2024				
	n=	1668		1668	
		Intake		Exit	
		Count	%	Count	%
High		811	49%	85	5%
Moderate		274	16%	55	3%
Standard		127	8%	77	5%
None		431	26%	1281	77%
Don't know		25	1%	170	10%
Missing		0	0%	0	0%

Level of abuse	2023		
	n=	1865	1865
		Intake	Exit
		%	%
High		45%	5%
Moderate		16%	3%
Standard		10%	3%
None		27%	73%
Don't know		2%	15%
Missing		0%	0%

Sexual abuse

Level of abuse	2024				
	n=	1668		1668	
		Intake		Exit	
		Count	%	Count	%
High		244	15%	23	1%
Moderate		131	8%	23	1%
Standard		112	7%	62	4%
None		1116	67%	1380	83%
Don't know		65	4%	180	11%
Missing		0	0%	0	0%

Level of abuse	2023		
	n=	1865	1865
		Intake	Exit
		%	%
High		15%	2%
Moderate		8%	1%
Standard		7%	2%
None		67%	78%
Don't know		4%	18%
Missing		0%	0%

Harassment and stalking

Level of abuse	n=	2024 1668 Intake		1668 Exit	
		Count	%	Count	%
High		605	36%	94	6%
Moderate		342	21%	116	7%
Standard		172	10%	198	12%
None		512	31%	1065	64%
Don't know		37	2%	195	12%
Missing		0	0%	0	0%

Level of abuse	n=	2023 1865 Intake %	1865 Exit %
High		37%	6%
Moderate		20%	6%
Standard		8%	12%
None		31%	58%
Don't know		5%	18%
Missing		0%	0%

Jealous and controlling behaviours

Level of abuse	n=	2024 1668 Intake		1668 Exit	
		Count	%	Count	%
High		786	47%	93	6%
Moderate		407	24%	116	7%
Standard		185	11%	227	14%
None		250	15%	1035	62%
Don't know		40	2%	197	12%
Missing		0	0%	0	0%

Level of abuse	n=	2023 1865 Intake %	1865 Exit %
High		47%	8%
Moderate		23%	7%
Standard		12%	14%
None		14%	53%
Don't know		4%	18%
Missing		0%	0%

Change in relationship between client and perpetrator	2024		2023	2022
	Count	%	%	%
Current intimate partner to ex-intimate partner	116	45%	43%	51%
Ex-intimate partner to current intimate partner	46	4%	5%	4%

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

2024				
Living arrangement at exit			n=	1668
	Intake		Exit	
	Count	%	Count	%
Living together	219	13%	134	8%
Living together intermittently	41	2%	18	1%
Not living together	1395	84%	1419	85%
Don't know	13	1%	97	6%
Missing	0	0%	0	0%

2023		
Living arrangement at exit n=	1865	
	Intake	Exit
	%	%
Living together	17%	11%
Living together intermittently	3%	2%
Not living together	79%	78%
Don't know	1%	9%
Missing	0%	0%

Is there any ongoing contact with the perpetrator?	2024		2023	2022
n=		1668	1865	2162
	Count	%	%	%
Yes	493	30%	32%	35%
No	969	58%	53%	52%
Don't know	206	12%	16%	14%
Missing	0	0%	0%	0%

If yes, why is there ongoing contact?	2024		2023	2022
n=		493	591	749
	Count	%	%	%
Children	261	53%	48%	50%
Family and social network	46	9%	10%	14%
Legal proceedings	57	12%	8%	7%
Financial arrangements	41	8%	7%	4%
Ongoing abuse	53	11%	12%	9%
Ongoing relationship	159	32%	42%	36%
Dependent of perpetrator for visa	3	1%	1%	1%
Other	50	10%	7%	10%
Don't know	6	1%	1%	1%
Missing	2	0%	2%	1%

Is there ongoing conflict around child contact arrangements?	2024		2023	2022
n=		261	282	378
	Count	%	%	%
Yes	85	33%	29%	31%
No	132	51%	51%	53%
Don't know	14	5%	7%	6%
Missing	30	11%	13%	10%

Does the perpetrator use child contact arrangements to continue abuse?	2024		2023	2022
n=		261	282	378
	Count	%	%	%
Yes	68	26%	27%	29%
No	138	53%	51%	53%
Don't know	24	9%	9%	8%
Missing	31	12%	13%	10%

Client reported outcomes

2024

	Feel safer		Improved wellbeing		Quality of life improved		Optimistic about the future		Feel more confident	
n=	1004	n=	994	n=	990	n=	992	n=	991	
	Count	%	Count	%	Count	%	Count	%	Count	%
Strongly agree	350	35%	258	26%	254	26%	232	23%	208	21%
Agree	504	50%	531	53%	486	49%	502	51%	536	54%
Not certain	126	13%	163	16%	200	20%	234	24%	216	22%
Disagree	22	2%	36	4%	44	4%	19	2%	28	3%
Disagree strongly	2	0%	6	1%	6	1%	5	1%	3	0%
Total Agree	**854**	**85%**	**789**	**79%**	**740**	**75%**	**734**	**74%**	**744**	**75%**

2023

	Feel safer	Improved wellbeing	Quality of life improved	Optimistic about the future	Feel more confident
n=	1035	1026	1019	1018	1015
	%	%	%	%	%
Strongly agree	38%	30%	28%	27%	26%
Agree	47%	49%	49%	48%	49%
Not certain	14%	19%	22%	24%	23%
Disagree	1%	2%	1%	1%	2%
Disagree strongly	0%	0%	0%	0%	0%
Total Agree	**85%**	**79%**	**77%**	**75%**	**75%**

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.

2024

Client reported outcomes (Missing)

	Feel safer		Improved wellbeing		Quality of life improved		Optimistic about the future		Feel more confident	
								n=	1668	
	Count	%	Count	%	Count	%	Count	%	Count	%
Missing	664	40%	674	40%	678	41%	676	41%	677	41%

2023

Client reported outcomes (Missing) n= 1865

	Feel safer	Improved wellbeing	Quality of life improved	Optimistic about the future	Feel more confident
	%	%	%	%	%
Missing	45%	45%	45%	45%	46%

Which agencies do you feel have made the difference to your safety and wellbeing?		2024		2023	2022
	n=	879		946	1246
	Count	%		%	%
Police	628	71%		72%	72%
Marac	316	36%		40%	49%
Health	43	5%		9%	9%
Hospital - A&E	23	3%		2%	3%
Hospital - Maternity	15	2%		2%	2%
Community health	27	3%		5%	5%
Mental health	100	11%		13%	12%
Housing	177	20%		19%	19%
Drug services	20	2%		2%	2%
Alcohol services	28	3%		4%	4%
Education	20	2%		3%	5%
Children's social services	215	24%		23%	29%
Adult's social services	30	3%		4%	4%
Probation	18	2%		2%	4%
CRC	0	0%		0%	0%
Refuge	49	6%		6%	5%
Outreach	77	9%		7%	7%
Other DVA & SV services	61	7%		6%	6%
Helpline	11	1%		1%	1%
Specialist services	61	7%		5%	5%
Legal services	122	14%		11%	0%
Non-statutory youth services	4	0%		1%	0%
Idva service	880	100%		91%	2%
Education welfare - in school	18	2%		3%	0%
Education welfare - external	1	0%		0%	0%
Other	25	3%		5%	7%
Missing	789	47%		49%	42%

Caseworker reported outcomes

Which agencies have worked well to promote safety and wellbeing on this case?		2024		2023	2022
	n=	1668		1865	2162
	Count	%		%	%
Police	830	50%		55%	57%
Marac	662	40%		44%	49%
Health	58	3%		5%	6%
Hospital - A&E	34	2%		2%	2%
Hospital - Maternity	21	1%		1%	1%
Community health	35	2%		3%	3%
Mental health	115	7%		8%	8%
Housing	222	13%		14%	15%
Drug services	29	2%		2%	2%
Alcohol services	37	2%		3%	3%
Education	25	1%		3%	3%
Children's social services	282	17%		18%	21%
Adult's social services	46	3%		4%	3%
Probation	44	3%		3%	5%
CRC	0	0%		0%	0%
Refuge	60	4%		4%	3%
Outreach	85	5%		4%	4%
Other DVA & SV services	71	4%		5%	5%
Helpline	14	1%		1%	1%
Specialist services	94	6%		4%	4%
Legal services	147	9%		8%	0%
Non-statutory youth services	6	0%		0%	0%
Idva service	977	59%		55%	1%
Education welfare - in school	22	1%		2%	0%
Education welfare - external	1	0%		0%	0%
Other	54	3%		3%	6%
Missing	565	34%		29%	24%

Which agencies have presented challenges to promoting safety and wellbeing on this case?		2024	2023	2022
	n=	1668	1865	2162
	Count	%	%	%
Police	148	9%	10%	9%
Marac	18	1%	1%	2%
Health	7	0%	1%	1%
Hospital - A&E	1	0%	0%	0%
Hospital - Maternity	0	0%	0%	0%
Community health	2	0%	0%	0%
Mental health	33	2%	2%	1%
Housing	94	6%	7%	5%
Drug services	6	0%	0%	0%
Alcohol services	3	0%	0%	0%
Education	3	0%	0%	0%
Children's social services	51	3%	4%	3%
Adult's social services	11	1%	1%	1%
Probation	4	0%	0%	0%
CRC	0	0%	0%	0%
Refuge	2	0%	1%	0%
Outreach	8	0%	1%	0%
Other DVA & SV services	8	0%	0%	0%
Helpline	0	0%	0%	0%
Specialist services	9	1%	0%	0%
Legal services	49	3%	3%	0%
Non-statutory youth services	1	0%	0%	0%
Idva service	33	2%	1%	0%
Education welfare - in school	5	0%	0%	0%
Education welfare - external	3	0%	0%	0%
Other	22	1%	3%	3%
Missing	1346	81%	78%	80%

Service Outputs

Support and Interventions

(Information captured at exit, n = 1668)

2024								
Needs & Support matrix								
	Needs		**Support**		**Impact**			
	Clients identified with needs		**Support provided**		**Improved safety**		**Improved wellbeing**	
Areas of need	**Count**	**%**	**Count**	**%**	**Count**	**%**	**Count**	**%**
Safety			1566	94%	1124	72%	1067	68%
Housing	859	51%	616	72%	383	62%	383	62%
Physical health	215	13%	85	40%	56	66%	60	71%
Mental health	833	50%	496	60%	303	61%	338	68%
Drug misuse	139	8%	55	40%	26	47%	28	51%
Alcohol misuse	145	9%	52	36%	30	58%	30	58%
Children/parenting	434	26%	255	59%	135	53%	138	54%
Finance, benefits and debt	506	30%	284	56%	163	57%	181	64%
Employment, education and training	138	8%	44	32%	24	55%	25	57%
Social and community support	455	27%	227	50%	94	41%	113	50%
Immigration	46	3%	29	63%	19	66%	18	62%

2023				
Needs & Support matrix				
	Needs	**Support**	**Impact**	
	Clients identified with needs	**Support provided**	**Improved safety**	**Improved wellbeing**
Areas of need	**%**	**%**	**%**	**%**
Safety		90%	71%	66%
Housing	51%	69%	58%	59%
Physical health	15%	32%	65%	72%
Mental health	47%	56%	55%	63%
Drug misuse	7%	40%	44%	48%
Alcohol misuse	10%	48%	47%	48%
Children/parenting	28%	54%	51%	50%
Finance, benefits and debt	27%	54%	51%	57%
Employment, education and training	9%	30%	48%	56%
Social and community support	27%	40%	43%	56%
Immigration	2%	56%	60%	60%

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.

Safety		2024	2023	2022
Have you supported the client with safety?	n=	1668	1865	2162
	Count	%	%	%
Yes	1566	**94%**	90%	94%
No	59	**4%**	4%	4%
Missing	43	**3%**	6%	3%

		2024	2023	2022
What outcomes were achieved in this support area?	n=	1566	1675	2028
	Count	%	%	%
Anti-social behaviour order issued	1	**0%**	0%	0%
Cocoon watch	4	**0%**	1%	2%
Contact order	2	**0%**	1%	1%
Domestic violence disclosure scheme (DVDS) accessed	26	**2%**	2%	0%
Domestic violence prevention order (DVPO) issued	8	**1%**	1%	0%
Domestic violence protection notice (DVPO) issued	8	**1%**	1%	1%
Established digital/tech safety plan	328	**21%**	24%	27%
Established personal safety plan	1511	**96%**	95%	95%
FGM protection order	0	**0%**	0%	0%
Forced Marriage protection order	0	**0%**	0%	0%
Gazetteer warning in place	61	**4%**	4%	8%
Has personal alarm (e.g. grenade alarm)	199	**13%**	14%	13%
Increased LPT visits	2	**0%**	0%	2%
Non-molestation order	183	**12%**	12%	11%
Occupation order	12	**1%**	1%	0%
Pattern changing course	7	**0%**	1%	3%
Perpetrator accessing direct 1-1 intervention	13	**1%**	1%	2%
Perpetrator accessing group programme	3	**0%**	1%	1%
Referral to Marac	398	**25%**	28%	33%
Referred DV & SV service (external)	61	**4%**	4%	6%
Referred DV & SV service (internal)	41	**3%**	2%	4%
Referred to Outreach	73	**5%**	5%	6%
Relocated to safety	282	**18%**	17%	14%
Restraining order	129	**8%**	9%	11%
Target hardening	268	**17%**	20%	21%
Other	220	**14%**	9%	10%
Missing	13	**1%**	2%	0%

2024				
What impact did this have on client safety and wellbeing?			n=	1566
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	663	**42%**	593	**38%**
Improved slightly	461	**29%**	474	**30%**
Decreased slightly	1	**0%**	3	**0%**
Decreased greatly	2	**0%**	2	**0%**
No change	63	**4%**	110	**7%**
Don't know	66	**4%**	70	**4%**
Total Improved	**1124**	**72%**	**1067**	**68%**
Missing	310	20%	314	20%

2023		
What impact did this have on client safety and wellbeing? n=	1675	
	Safety	Wellbeing
	%	%
Improved greatly	44%	38%
Improved slightly	27%	28%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
No change	3%	6%
Don't know	5%	5%
Total Improved	**71%**	**66%**
Missing	22%	22%

Housing		2024		2023	2022
Have you supported the client with housing?		n=	1668	1865	2162
	Count		%	%	%
Yes	616		**37%**	35%	37%
No	222		**13%**	14%	16%
Missing	830		**50%**	51%	48%

		2024		2023	2022
What outcomes were achieved in this support area?		n=	616	653	791
	Count		%	%	%
Accepted to housing support service	145		**24%**	26%	29%
Accessed housing funds	27		**4%**	3%	3%
Accessed Refuge	67		**11%**	10%	10%
Accessed sanctuary scheme	37		**6%**	8%	13%
Accessed settled housing	61		**10%**	9%	9%
Relocated out of area	92		**15%**	15%	14%
Accessed statutory housing (LA or HA tenancy)	46		**7%**	5%	7%
Accessed online support services	13		**2%**	2%	3%
Accessed temporary housing	75		**12%**	8%	7%
Not housed	32		**5%**	7%	7%
Registered on housing waiting list / exchange	126		**20%**	21%	23%
Sustained existing accommodation	64		**10%**	8%	9%
Tenancy support provided (reporting repairs, budgeting)	42		**7%**	8%	8%
Other	167		**27%**	21%	22%
Missing	9		**1%**	5%	1%

2024				
What impact did this have on client safety and wellbeing?		n=	616	
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	257	**42%**	233	**38%**
Improved slightly	126	**20%**	150	**24%**
No change	99	**16%**	93	**15%**
Decreased slightly	3	**0%**	6	**1%**
Decreased greatly	1	**0%**	2	**0%**
Don't know	29	**5%**	30	**5%**
Total Improved	**383**	**62%**	**383**	**62%**
Missing	101	16%	102	17%

2023		
What impact did this have on client safety and wellbeing?	n=	653
	Safety	Wellbeing
	%	%
Improved greatly	40%	37%
Improved slightly	18%	22%
No change	16%	14%
Decreased slightly	0%	1%
Decreased greatly	0%	1%
Don't know	4%	4%
Total Improved	**58%**	**59%**
Missing	21%	21%

Physical health		2024	2023	2022
Have you supported the client with physical health?	n=	1668	1865	2162
	Count	%	%	%
Yes	85	5%	5%	5%
No	121	7%	9%	9%
Missing	1462	88%	86%	87%

		2024	2023	2022
What outcomes were achieved in this support area?	n=	85	88	104
	Count	%	%	%
Accessed disability services	9	11%	7%	8%
Accessed counselling for physical health	2	2%	3%	9%
Accessed medication for physical health	8	9%	16%	25%
Accessed physical support services	10	12%	9%	13%
Accessing self help	15	18%	23%	25%
Admitted into rehabilitative facilities	0	0%	1%	2%
Discharged from physical health services	2	2%	1%	2%
Physical condition identified and receiving treatment	9	11%	5%	12%
Physical condition rehabilitated	0	0%	1%	3%
Accessed online support services	4	5%	3%	5%
Accessed GP services	46	54%	55%	62%
Referral adult social services	7	8%	10%	17%
Referral rehabilitative facility	2	2%	0%	1%
Referral other health services	7	8%	10%	11%
Smoking cessation support	2	2%	0%	1%
Increased exercise	3	4%	1%	3%
Other	15	18%	20%	15%
Missing	2	2%	0%	2%

2024				
What impact did this have on client safety and wellbeing?			n=	85
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	30	35%	35	41%
Improved slightly	26	31%	25	29%
No change	14	16%	11	13%
Decreased slightly	0	0%	0	0%
Decreased greatly	1	1%	0	0%
Don't know	0	0%	0	0%
Total Improved	56	66%	60	71%
Missing	14	16%	14	16%

2023		
What impact did this have on client safety and wellbeing?	n=	88
	Safety	Wellbeing
	%	%
Improved greatly	38%	42%
Improved slightly	27%	30%
No change	23%	16%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	3%	3%
Total Improved	65%	72%
Missing	9%	9%

Mental health					
			2024	2023	2022
Have you supported the client with mental health?		n=	1668	1865	2162
	Count		%	%	%
Yes	496		**30%**	26%	32%
No	291		**17%**	18%	17%
Missing	881		**53%**	56%	51%

			2024	2023	2022
What outcomes were achieved in this support area?		n=	496	490	701
	Count		%	%	%
Accessing medication for mental health condition	90		**18%**	20%	27%
Accessing mental health services	133		**27%**	34%	30%
Disengaged from mental health services	8		**2%**	3%	5%
Discharged from mental health services	2		**0%**	1%	2%
In care of mental health services	21		**4%**	5%	4%
Accessing counselling	74		**15%**	18%	20%
Accessed online support services	50		**10%**	7%	11%
Accessing self help	79		**16%**	18%	17%
Referral counselling services	119		**24%**	23%	22%
Referral mental health	45		**9%**	12%	10%
Referral other specialist health provider	20		**4%**	3%	3%
Other	126		**25%**	17%	23%
Missing	9		**2%**	4%	1%

2024					
What impact did this have on client safety and wellbeing?				n=	496
	Safety		Wellbeing		
	Count	%	Count	%	
Improved greatly	142	**29%**	159	**32%**	
Improved slightly	161	**32%**	179	**36%**	
No change	84	**17%**	48	**10%**	
Decreased slightly	0	**0%**	2	**0%**	
Decreased greatly	0	**0%**	0	**0%**	
Don't know	31	**6%**	30	**6%**	
Total Improved	**303**	**61%**	**338**	**68%**	
Missing	78	16%	78	16%	

2023		
What impact did this have on client safety and wellbeing?	n=	490
	Safety	Wellbeing
	%	%
Improved greatly	25%	30%
Improved slightly	30%	33%
No change	16%	8%
Decreased slightly	0%	1%
Decreased greatly	0%	0%
Don't know	7%	7%
Total Improved	**55%**	**63%**
Missing	22%	21%

Drug misuse		2024		2023	2022
Have you supported the client with drug misuse?	n=	1668		1865	2162
	Count	%		%	%
Yes	55	**3%**		3%	2%
No	74	**4%**		3%	4%
Missing	1539	**92%**		94%	94%

		2024		2023	2022
What outcomes were achieved in this support area?	n=	55		50	54
	Count	%		%	%
Accessing drug support services	24	**44%**		48%	70%
Accessing medication for drug reduction	5	**9%**		6%	13%
Accessing drug misuse support group	3	**5%**		4%	13%
Accessing counselling	2	**4%**		4%	7%
Accessing peer support group	1	**2%**		2%	6%
Accessing self help	3	**5%**		6%	9%
Recovery programme in place	1	**2%**		6%	13%
Accessed online support services	1	**2%**		2%	2%
Admitted to rehabilitative facility	0	**0%**		2%	0%
No change in drug misuse issue	6	**11%**		12%	7%
Disengaged from drug misuse services	6	**11%**		6%	9%
Proven abstinence drugs	3	**5%**		6%	13%
Reduced frequency drugs	9	**16%**		16%	19%
Referral to drug services	6	**11%**		16%	7%
Other	11	**20%**		14%	7%
Missing	100%	**2%**		6%	0%

2024					
What impact did this have on client safety and wellbeing?			n=		55
	Safety		Wellbeing		
	Count	%	Count	%	
Improved greatly	9	16%	13	24%	
Improved slightly	17	31%	15	27%	
No change	18	33%	15	27%	
Decreased slightly	1	2%	2	4%	
Decreased greatly	0	0%	0	0%	
Don't know	2	4%	1	2%	
Total Improved	**26**	**47%**	**28**	**51%**	
Missing	8	15%	9	16%	

2023			
What impact did this have on client safety and wellbeing?	n=		50
	Safety	Wellbeing	
	%	%	
Improved greatly	26%	28%	
Improved slightly	18%	20%	
No change	20%	12%	
Decreased slightly	0%	0%	
Decreased greatly	2%	2%	
Don't know	6%	8%	
Total Improved	**44%**	**48%**	
Missing	28%	30%	

Alcohol misuse		2024		2023	2022
Have you supported the client with alcohol misuse?		n=	1668	1865	2162
	Count		%	%	%
Yes	52		**3%**	5%	4%
No	81		**5%**	4%	5%
Missing	1535		**92%**	91%	91%

		2024		2023	2022
What outcomes were achieved in this support area?		n=	52	89	85
	Count		%	%	%
Accessing alcohol support services	32		**62%**	56%	71%
Accessing medication for alcohol reduction	2		**4%**	2%	5%
Accessing alcohol misuse support group	3		**6%**	8%	6%
Accessing counselling	1		**2%**	11%	9%
Admitted to rehabilitative facility	1		**2%**	7%	6%
Accessed online support services	1		**2%**	1%	4%
No change to alcohol misuse issue	2		**4%**	11%	9%
Disengaged from alcohol misuse services	4		**8%**	11%	18%
Proven abstinence alcohol	2		**4%**	2%	8%
Reduced frequency alcohol	10		**19%**	17%	29%
Other	14		**27%**	12%	12%
Missing	1		**2%**	4%	0%

2024					
What impact did this have on client safety and wellbeing?				n=	52
	Safety		Wellbeing		
	Count	%	Count	%	
Improved greatly	14	27%	14	27%	
Improved slightly	16	31%	16	31%	
No change	7	13%	7	13%	
Decreased slightly	0	0%	0	0%	
Decreased greatly	0	0%	0	0%	
Don't know	4	8%	4	8%	
Total Improved	**30**	**58%**	**30**	**58%**	
Missing	11	21%	11	21%	

2023		
What impact did this have on client safety and wellbeing?	n=	89
	Safety	Wellbeing
	%	%
Improved greatly	20%	21%
Improved slightly	27%	27%
No change	22%	21%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	4%	4%
Total Improved	**47%**	**48%**
Missing	26%	26%

Children and parenting		2024		2023	2022
Have you supported the client with parenting?	n=	1668		1865	2162
	Count	%		%	%
Yes	255	15%		15%	16%
No	151	9%		11%	11%
Missing	1262	76%		74%	72%

2024					
Indicate ongoing CYPS involvement with the family	n=	1041	n=	255	
		Intake		Exit	
	Count	%	Count	%	
None	258	25%	49	19%	
Concern raised - NFA	179	17%	36	14%	
Concern raised - contacts/follow up	138	13%	18	7%	
Early help	81	8%	20	8%	
Priority families	0	0%	0	0%	
Targeted families	3	0%	3	1%	
Initial assessment	94	9%	14	5%	
S17 - Child in need	78	7%	34	13%	
S47 - Child protection	128	12%	29	11%	
S31 - Care or supervision order	35	3%	13	5%	
Child protection plan	36	3%	13	5%	
Common assessment framework (Caf/Taf)	5	0%	2	1%	
Other	28	3%	11	4%	
Don't know	30	3%	6	2%	

2023			
Indicate ongoing CYPS involvement with the family	n=	1093	275
		Intake	Exit
		%	%
None		24%	23%
Concern raised - NFA		14%	14%
Concern raised - contacts/follow up		13%	3%
Early help		6%	7%
Priority families		0%	0%
Targeted families		1%	1%
Initial assessment		10%	3%
S17 - Child in need		9%	11%
S47 - Child protection		12%	17%
S31 - Care or supervision order		5%	3%
Child protection plan		4%	3%
Common assessment framework (Caf/Taf)		1%	0%
Other		3%	2%
Don't know		3%	4%

		2024	2023	2022
What outcomes were achieved in this support area?	n=	255	275	355
	Count	%	%	%
Accessing children's support services	96	38%	35%	38%
Accessed parenting course	13	5%	4%	6%
Child(ren) accessing support services	35	14%	16%	16%
Child(ren) living with other family member	5	2%	1%	5%
Child(ren) living with perpetrator	2	1%	2%	2%
Child(ren) removed from client's care	5	2%	2%	3%
Disengaged from support in this area	12	5%	3%	4%
Accessing voluntary parenting support	1	0%	3%	3%
Accessing peer support group	9	4%	1%	3%
Accessed online support services	11	4%	2%	2%
Improved access to childcare	9	4%	1%	1%
Improved family mediation skills	7	3%	4%	7%
Improved parenting skills	22	9%	11%	12%
Accessed Freedom programme	24	9%	19%	24%
Accessed legal support for CYP arrangements	17	7%	9%	9%
Secured child contact arrangements	17	7%	5%	8%
Statutory CYPS involvement	19	7%	13%	21%
Referral to child social services	58	23%	18%	10%
Referral to adult social services	0	0%	1%	0%
Other	57	22%	15%	14%
Missing	13	5%	5%	6%

2024				
What impact did this have on client safety and wellbeing?			**n=**	**255**
	Safety		**Wellbeing**	
	Count	**%**	**Count**	**%**
Improved greatly	66	**26%**	65	**25%**
Improved slightly	69	**27%**	73	**29%**
No change	48	**19%**	41	**16%**
Decreased slightly	3	**1%**	4	**2%**
Decreased greatly	0	**0%**	3	**1%**
Don't know	12	**5%**	12	**5%**
Total Improved	**135**	**53%**	**138**	**54%**
Missing	57	**22%**	57	**22%**

2023		
What impact did this have on client safety and wellbeing?	**n=**	**275**
	Safety	**Wellbeing**
	%	**%**
Improved greatly	27%	28%
Improved slightly	25%	22%
No change	19%	16%
Decreased slightly	0%	4%
Decreased greatly	0%	2%
Don't know	5%	5%
Total Improved	**51%**	**50%**
Missing	24%	24%

Finance, benefits and debt				
Have you supported the client with finance, benefits and debt?	n=	**1668**	**1865**	**2162**
	Count	**%**	**%**	**%**
		2024	**2023**	**2022**
Yes	284	**17%**	15%	15%
No	193	**12%**	11%	12%
Missing	1191	**71%**	74%	74%

		2024	2023	2022
What outcomes were achieved in this support area?	n=	**284**	**274**	**315**
	Count	**%**	**%**	**%**
Accessing full benefit entitlement	63	**22%**	37%	37%
Accessing partial benefit entitlement	8	**3%**	4%	4%
Accessing financial support services	46	**16%**	16%	22%
Disengaged from support in this area	13	**5%**	6%	7%
Financial stability obtained and maintained	24	**8%**	9%	11%
Accessed online support services	34	**12%**	6%	8%
Established financial independence from perpetrator	38	**13%**	11%	10%
Continued financial abuse	14	**5%**	3%	2%
Accessed legal aid	26	**9%**	9%	11%
Referral financial support services	87	**31%**	30%	28%
Other	103	**36%**	18%	22%
Missing	2	**1%**	5%	1%

2024				
What impact did this have on client safety and wellbeing?			n=	**284**
	Safety		**Wellbeing**	
	Count	**%**	**Count**	**%**
Improved greatly	87	**31%**	89	**31%**
Improved slightly	76	**27%**	92	**32%**
No change	46	**16%**	28	**10%**
Decreased slightly	3	**1%**	2	**1%**
Decreased greatly	0	**0%**	1	**0%**
Don't know	14	**5%**	13	**5%**
Total Improved	**163**	**57%**	**181**	**64%**
Missing	58	**20%**	59	**21%**

2023		
What impact did this have on client safety and wellbeing?	n=	**274**
	Safety	**Wellbeing**
	%	**%**
Improved greatly	31%	31%
Improved slightly	20%	26%
No change	20%	13%
Decreased slightly	0%	1%
Decreased greatly	0%	0%
Don't know	4%	4%
Total Improved	**51%**	**57%**
Missing	25%	26%

Employment, education and training				
		2024	**2023**	**2022**
Have you supported the client with employment, education and training?	**n=**	**1668**	**1865**	**2162**
	Count	**%**	**%**	**%**
Yes	44	**3%**	3%	3%
No	80	**5%**	5%	5%
Missing	1544	**93%**	92%	92%

		2024	**2023**	**2022**
What outcomes were achieved in this support area?	**n=**	**44**	**48**	**56**
	Count	**%**	**%**	**%**
Accessing training	2	**5%**	19%	13%
Accessing education	7	**16%**	23%	23%
Attended workshops	1	**2%**	4%	2%
Accessing online support services	3	**7%**	8%	13%
Disengaged from support in this area	4	**9%**	8%	9%
Engaged in volunteering	2	**5%**	0%	2%
Found full-time employment	1	**2%**	4%	11%
Found part-time employment	4	**9%**	15%	11%
Found flexible employment	4	**9%**	4%	0%
Other	20	**45%**	44%	32%
Missing	1	**2%**	0%	0%

2024				
What impact did this have on client safety and wellbeing?			**n=**	**44**
	Safety		**Wellbeing**	
	Count	**%**	**Count**	**%**
Improved greatly	15	**34%**	17	**39%**
Improved slightly	9	**20%**	8	**18%**
No change	3	**7%**	1	**2%**
Decreased slightly	0	**0%**	1	**2%**
Decreased greatly	0	**0%**	0	**0%**
Don't know	0	**0%**	0	**0%**
Total Improved	**24**	**55%**	**25**	**57%**
Missing	17	39%	17	39%

2023		
What impact did this have on client safety and wellbeing?	**n=**	**48**
	Safety	**Wellbeing**
	%	**%**
Improved greatly	25%	33%
Improved slightly	23%	23%
No change	29%	19%
Decreased slightly	0%	2%
Decreased greatly	0%	0%
Don't know	4%	4%
Total Improved	**48%**	**56%**
Missing	19%	19%

		2024	2023	2022
Social and community support				
Have you supported the client with social and community support?	n=	1668	1865	2162
	Count	%	%	%
Yes	227	**14%**	11%	12%
No	200	**12%**	14%	14%
Missing	1241	**74%**	75%	74%

		2024	2023	2022
What outcomes were achieved in this support area?	n=	227	207	263
	Count	%	%	%
Disengaged from support in this area	29	**13%**	15%	18%
Engaged with cultural/leisure activities	26	**11%**	8%	5%
Engaged with local community group	57	**25%**	22%	19%
Engaged with faith group	9	**4%**	0%	3%
Engaged with drop-in sessions	36	**16%**	7%	6%
Engaged with peer support group	56	**25%**	22%	26%
Engaged with self help media	13	**6%**	5%	22%
Engaged with digital communities	2	**1%**	0%	16%
Client referral to CYPS	7	**3%**	3%	3%
Other	62	**27%**	28%	26%
Missing	10	**4%**	6%	3%

2024				
What impact did this have on client safety and wellbeing?			n=	227
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	45	**20%**	56	**25%**
Improved slightly	49	**22%**	57	**25%**
No change	39	**17%**	39	**17%**
Decreased slightly	0	**0%**	1	**0%**
Decreased greatly	0	**0%**	0	**0%**
Don't know	14	**6%**	17	**7%**
Total Improved	**94**	**41%**	**113**	**50%**
Missing	80	35%	57	25%

2023		
What impact did this have on client safety and wellbeing?	n=	207
	Safety	Wellbeing
	%	%
Improved greatly	17%	22%
Improved slightly	26%	34%
No change	15%	14%
Decreased slightly	0%	0%
Decreased greatly	1%	1%
Don't know	4%	5%
Total Improved	**43%**	**56%**
Missing	36%	24%

Immigration		2024		2023	2022
Have you supported the client with immigration?		n=	1668	1865	2162
	Count		%	%	%
Yes	29		2%	1%	1%
No	10		1%	1%	1%
Missing	1629		98%	98%	97%

		2024		2023	2022
What outcomes were achieved in this support area?		n=	29	25	28
	Count		%	%	%
Accessing public funds	7		24%	40%	21%
Awaiting ILR application	5		17%	28%	14%
Disengaged from support in this area	2		7%	8%	4%
Engaged with specialist services	9		31%	20%	7%
Granted ILR	3		10%	8%	21%
Accessed online support services	1		3%	8%	7%
Access to ID documents	2		7%	8%	11%
Referral to specialist service	15		52%	24%	25%
Applied to Destitute Domestic Violence Concession	4		14%	28%	29%
Other	5		17%	20%	18%
Missing	0		0%	0%	0%

2024				
What impact did this have on client safety and wellbeing?			n=	29
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	14	48%	12	41%
Improved slightly	5	17%	6	21%
No change	8	28%	9	31%
Decreased slightly	0	0%	0	0%
Decreased greatly	0	0%	0	0%
Don't know	0	0%	0	0%
Total Improved	19	66%	18	62%
Missing	2	7%	2	7%

2023		
What impact did this have on client safety and wellbeing?	n=	25
	Safety	Wellbeing
	%	%
Improved greatly	28%	24%
Improved slightly	32%	36%
No change	20%	20%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	0%	0%
Total Improved	60%	60%
Missing	20%	20%

Step down and recovery

Have you supported the client with step down and recovery?		2024		2023	2022
	n=	1668		1865	2162
	Count	%		%	%
Yes	660	**40%**		31%	32%
No	888	**53%**		59%	62%
Missing	120	**7%**		10%	6%

What outcomes were achieved in this support area?		2024		2023	2022
	n=	660		576	700
	Count	%		%	%
Accessed groupwork	239	**36%**		29%	39%
Accessed 121 peer mentoring	104	**16%**		7%	9%
Accessed online counselling	35	**5%**		6%	6%
Accessed online information	151	**23%**		24%	28%
Accessed therapeutic intervention	112	**17%**		15%	14%
Support with or to friends / family	269	**41%**		41%	45%
Missing	24	**4%**		8%	5%

2024

What impact did this have on client safety and wellbeing?	n=		660	
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	196	30%	198	30%
Improved slightly	162	25%	161	24%
No change	39	6%	34	5%
Decreased slightly	0	0%	2	0%
Decreased greatly	0	0%	0	0%
Don't know	110	17%	109	17%
Total Improved	**358**	**54%**	**359**	**54%**
Missing	153	23%	156	24%

2023

What impact did this have on client safety and wellbeing?	n=	576
	Safety	Wellbeing
	%	%
Improved greatly	32%	33%
Improved slightly	28%	28%
No change	5%	3%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	9%	9%
Total Improved	**60%**	**61%**
Missing	26%	27%

Criminal and civil justice outcomes

Criminal justice system outcomes
(Information captured at exit, n = 1668)

Clients supported with criminal justice		2024		2023	2022
	n=	1668		1865	2162
	Count		%	%	%
Yes	545		33%	28%	27%
No	1123		67%	72%	73%

When was the report made to the police?		2024		2023	2022
	Number of police reports =	564		560	632
	Count		%	%	%
Before engagement with service	350		62%	58%	55%
After engagement with service	113		20%	24%	20%
Both before and after engagement with service	24		4%	2%	5%
Missing	77		14%	16%	21%

	2024	2023	2022
Average number of reports made to police per case	1.0	1.1	1.0
Average number of incidents per report	1.4	1.4	1.3
Proportion of incidents resulting in conviction (either found/pled)	18%	21%	31%

Incidents		2024		2023	2022
	Number of police reports =	564		560	632
	Count		%	%	%
Assault - Beating/battery (Section 39)	97		17%	18%	15%
Assault - Actual Bodily Harm (Section 47)	114		20%	16%	15%
Assault - Grievous Bodily Harm with intent (Section 18)	26		5%	2%	5%
Assault – Grievous Bodily Harm - without intent (Section 20)	3		1%	2%	1%
Harassment (Section 2)	51		9%	10%	9%
Harassment (Section 4)	21		4%	3%	3%
Criminal Damage	51		9%	8%	8%
Threats to Kill	47		8%	7%	3%
Coercive Control	64		11%	10%	5%
Malicious Communication	19		3%	3%	2%
Breach of Restraining Order	8		1%	3%	7%
Breach of Non-Molestation	25		4%	4%	2%
Rape (Section 1)	34		6%	5%	6%
Sexual Assault (Section 3)	14		2%	3%	3%
Kidnapping or False Imprisonment	3		1%	1%	1%
Perverting the course of justice (Common Law)	2		0%	0%	0%
Witness Intimidation (Section 51)	2		0%	0%	0%
Crimes against property	3		1%	2%	1%
Perjury	0		0%	0%	0%
Fraud	0		0%	1%	0%
Breach of bail	15		3%	2%	2%
Common assault	48		9%	8%	7%
Revenge Porn	2		0%	1%	0%
Arson	1		0%	0%	0%
Stalking	38		7%	7%	6%
Other	61		11%	6%	6%
Don't know	0		0%	0%	1%

Consequences	Number of incidents =	2024		2023	2022
		803		**769**	**793**
		Count	%	%	%
Police report - NFA (no futher action)		228	**28%**	26%	30%
Arrested - on bail		90	**11%**	15%	6%
Arrested - in custody		26	**3%**	4%	4%
Charged		100	**12%**	7%	8%
Charge dropped		62	**8%**	6%	6%
Pled guilty		109	**14%**	16%	21%
Pled guilty (lesser charge)		15	**2%**	2%	3%
Pled innocent-found guilty		18	**2%**	3%	6%
Pled innocent-found guilty (lesser charge)		1	**0%**	0%	1%
Not proven		9	**1%**	1%	2%
Acquitted		16	**2%**	2%	2%
Missing		129	**16%**	17%	14%

Reason for NFA (no further action)	Number of NFA =	2024		2023	2022
		228		**201**	**234**
		Count	%	%	%
Victim withdrew		92	**40%**	43%	40%
Police withdrawal of case		59	**26%**	19%	26%
CPS withdrawal of case		14	**6%**	6%	14%
Other		11	**5%**	13%	7%
Don't know		6	**3%**	4%	3%
Missing		46	**20%**	14%	11%

Were special measures granted in this case?	Number of police reports =	2024		2023	2022
		564		**560**	**632**
		Count	%	%	%
Granted		80	**14%**	14%	16%
Denied		0	**0%**	0%	0%
Not yet confirmed		21	**4%**	4%	4%
Not requested		88	**16%**	29%	25%
Don't know		8	**1%**	4%	2%
Missing		367	**65%**	48%	54%

Perpetrator penalties	Number of police reports =	2024		2023	2022
		564		**560**	**632**
		Count	%	%	%
Community order - DV-related specified activity order		21	**4%**	5%	7%
Community order - other requirements		12	**2%**	3%	4%
Suspended sentence - with DV-related specified order		16	**3%**	3%	3%
Suspended sentence - with other requirements		9	**2%**	2%	3%
Custodial sentence - up to 12 months		11	**2%**	5%	6%
Custodial sentence - 12 months or more		33	**6%**	5%	4%
Restraining order - up to 12 months		13	**2%**	3%	3%
Restraining order - up to 24 months		31	**5%**	5%	10%
Restraining order - 5 years		14	**2%**	4%	4%
Restraining order - indefinite		20	**4%**	4%	3%
Bindover		0	**0%**	0%	1%
Fine		21	**4%**	4%	6%
Caution		2	**0%**	1%	2%
Compensation		10	**2%**	2%	2%
Conditional discharge		4	**1%**	0%	1%
Other		21	**4%**	6%	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 =	2024		2023	2022
		564		**560**	**632**
		Count	%	%	%
Helped client report incident to police		82	**15%**	19%	19%
Explained criminal justice process		312	**55%**	69%	72%
Supported client through criminal justice processes		178	**32%**	43%	43%
Supported client to access legal support		30	**5%**	5%	6%
Attended court with client		36	**6%**	7%	8%
Attended court without client		35	**6%**	3%	4%
Provided updates about court outcomes		134	**24%**	33%	37%
Advocated for client during proceedings		75	**13%**	11%	15%
Supported client with their own charge/conviction		7	**1%**	1%	1%
Helped client to access compensation		10	**2%**	1%	1%
Supported client to make an anonymous report		0	**0%**	0%	0%
Other		49	**9%**	8%	10%
Missing		191	**34%**	21%	21%

Civil justice system outcomes
(Information captured at exit, n = 1668)

		2024		2023	2022
Clients supported with civil justice	n=	**1668**		**1865**	**2162**
		Count	**%**	**%**	**%**
Yes		235	**14%**	11%	12%
No		1433	**86%**	89%	88%

		2024		2023	2022
Did the client qualify for legal aid?	n=	**235**		**202**	**253**
		Count	**%**	**%**	**%**
Yes		153	**65%**	50%	53%
No		41	**17%**	22%	20%
Don't know		16	**7%**	12%	10%
Missing		25	**11%**	16%	17%

2024								
Civil orders applied for						n=	192	
	Applied for		**Granted**		**Not granted**		**Breached**	
	Count	**%**	**Count**	**%**	**Count**	**%**	**Count**	**%**
Non-molestation order	66	**28%**	109	**46%**	10	**4%**	4	**2%**
Occupation order with power of arrest	5	**2%**	12	**5%**	5	**2%**	0	**0%**
Order under Protection from Harassment Act	0	**0%**	2	**1%**	1	**0%**	0	**0%**
Injunction under Forced Marriage Act with power of arrest	0	**0%**	0	**0%**	0	**0%**	0	**0%**
Child arrangements order	22	**9%**	9	**4%**	1	**0%**	0	**0%**
Prohibited steps order	6	**3%**	3	**1%**	2	**1%**	0	**0%**
Specific issue order	0	**0%**	2	**1%**	1	**0%**	0	**0%**
Other orders under the Children's Act	2	**1%**	3	**1%**	1	**0%**	0	**0%**

2023				
Civil orders applied for			n=	202
	Applied for	**Granted**	**Not granted**	**Breached**
	%	**%**	**%**	**%**
Non-molestation order	20%	45%	6%	0%
Occupation order with power of arrest	4%	5%	2%	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	8%	4%	1%	0%
Prohibited steps order	4%	5%	1%	0%
Specific issue order	1%	1%	0%	0%
Other orders under the Children's Act	2%	0%	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.

		2024		2023	2022
What support did you provide the client in this area?	n=	**235**		**202**	**253**
		Count	**%**	**%**	**%**
Supported client to apply for legal aid		50	**21%**	34%	35%
Arranged a pre-court visit		5	**2%**	4%	2%
Referred client for legal advice		107	**46%**	65%	60%
Supported client with self application of orders		20	**9%**	15%	17%
Supported client to complete documents		25	**11%**	16%	15%
Attended court with client		41	**17%**	14%	9%
Provided updates about civil justice outcomes		23	**10%**	16%	14%
Advocated for client during proceedings		11	**5%**	7%	9%
Provided legal support at court		2	**1%**	0%	1%
Presented evidence at court		3	**1%**	0%	1%
Helped client report a breach		13	**6%**	9%	7%
Support with defence against cross applications		0	**0%**	0%	0%
Supported client with distribution of orders		0	**0%**	0%	0%
Other		53	**23%**	16%	22%
Missing		47	**20%**	6%	6%