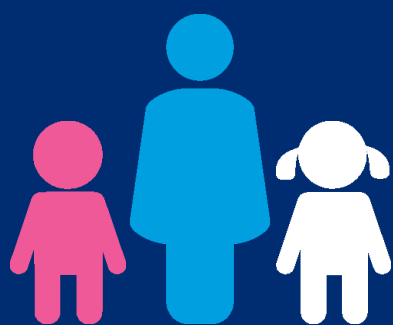

Insights outreach dataset 2019-20

Adult outreach 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 1,940 unique individual cases at intake and 1,196 matched cases at exit, drawn from 22 Outreach 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

22 services

1,940 cases opened

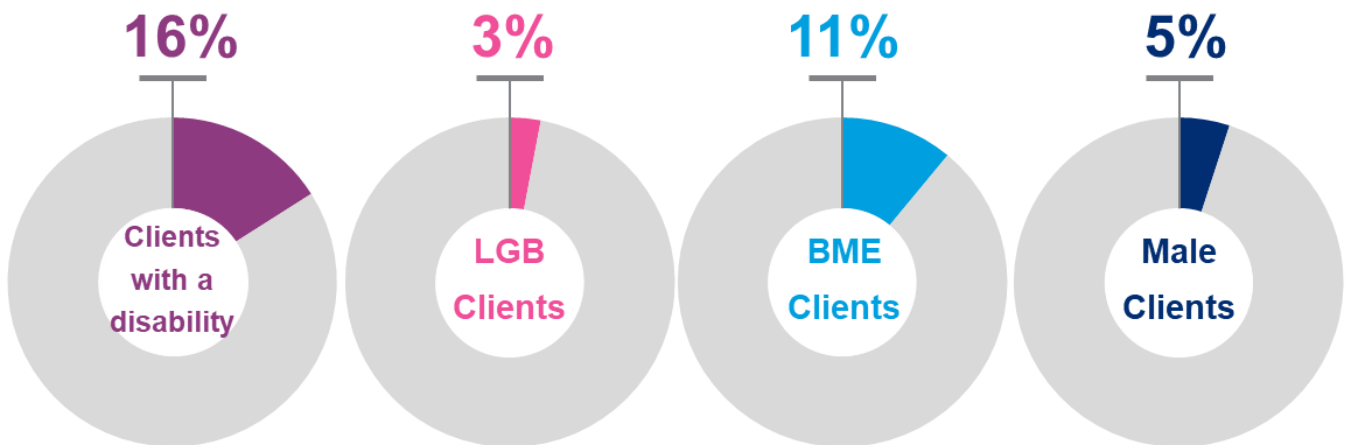
1,196 cases closed

61 clients supported with criminal or civil justice



Location of the services in the dataset

Proportion of clients from diverse client groups





Ending domestic abuse

Domestic Abuse Service

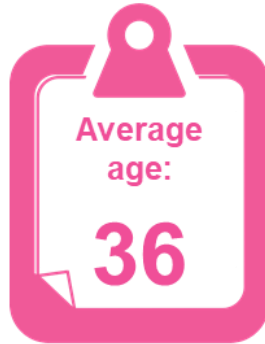


If an Outreach service were to support 100 people across the year...

Who are they?

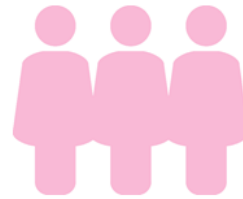


91 will be female
3 will identify as LGB
84 will be White British



Average age:
36

44 will be unemployed
16 will have a disability



73 will be new to the service



15 referred by the Police



35 self referrals

Who else is involved?

87 have a male perpetrator

For 71 the perpetrator will be an ex-intimate partner



37 will have had involvement with Children and Young Persons Services



6 will be pregnant
72 have children
146 children will be involved



39 have been exposed to domestic abuse in the past



9 have multiple perpetrators

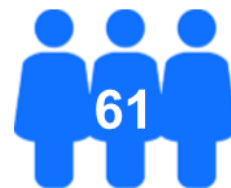
What have they experienced?

13 will be at high risk of serious injury or death

Average length of abuse:



4 years



61 will be experiencing multiple types of abuse



48 have experienced physical abuse
18 have experienced sexual abuse
49 have experienced harassment and / or stalking
68 have experienced jealous and controlling behaviours





Ending domestic abuse

Domestic Abuse Service

If an Outreach 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 7 direct contacts over a 18 week period



3 will be supported with criminal justice
4 will be supported with civil justice



84 will be supported with safety



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



17 will be supported with children and parenting



25 will be supported with housing



30 will be supported with their mental health

8 will access children's support services

3 will access the freedom programme

What did they say as they left the service?



76 have an improved quality of life

72 will feel optimistic about the future



85 feel safer



82 have an improved sense of wellbeing

"Knowing i could talk to someone if i wanted to who doesn't judge me and believes me."
- a survivor

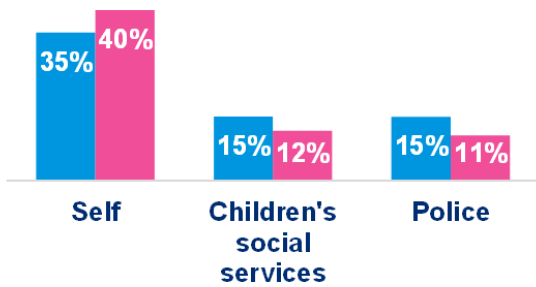


72 feel more confident

Key findings

Top 3 referral routes

■ 2020 ■ 2019



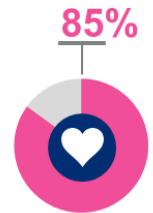
Police referrals have increased by 41% compared to last year

Victims were **supported** for an average of



With an average of **7 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 Outreach caseworker:



64% 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**

58%



of clients with mental health needs were supported with their mental health

of these clients



35% were supported to access mental health services



25% were supported to access counselling



24% were supported to access self help

following support:



74%

felt their wellbeing improved

64%

felt safer

Service inputs

Cases used in the analysis

Intake forms	1,940
--------------	-------

In the period April 2019 to March 2020, caseworkers submitted 1,940 intake forms for clients entering Outreach services.

These forms contain information about client demographics, and the characteristics of the abuse that clients accessing Outreach services are experiencing.

For the period April 2018 to March 2019 there were 1,867 forms submitted. This may be different to previous published data due to updates.

Review forms

84

Caseworkers submitted 84 review forms for clients engaged with Outreach 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 21 review forms submitted. This may be different to previous published data due to updates.

Exit forms

1,196

Caseworkers submitted 1,196 exit forms for clients leaving Outreach 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 1,063 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 35 clients with criminal justice and 42 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 28 criminal justice forms and 29 civil justice forms submitted. This may be different to previous published data due to updates.

Referral status	2020		2019
	Count	n= 1940	1867
New client	1417	73%	74%
Repeat to service	479	25%	22%
Continuing case	44	2%	4%
Total	1940		

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=	1867
Police	294	15%	11%
Marac	9	0%	2%
Self	682	35%	40%
Health	30	2%	2%
Hospital - Emergency department	1	0%	0%
Hospital - Maternity	3	0%	0%
Community health	28	1%	1%
Mental health	62	3%	2%
Housing	34	2%	1%
Drug services	4	0%	0%
Alcohol services	3	0%	0%
Education	11	1%	1%
Children's social services	295	15%	12%
Adult's social services	30	2%	2%
Probation	7	0%	0%
CRC	0	0%	0%
Refuge	14	1%	1%
Outreach	52	3%	3%
DVA & SV services (internal)	83	4%	4%
DVA & SV services (external)	43	2%	4%
Helpline	153	8%	6%
Specialist services	29	1%	2%
MASH	22	1%	0%
Domestic Violence Court	1	0%	0%
Other	50	3%	5%

For referrals received through a single-point of contact Initial referral route	2020		2019
	Count	n=	1867
Police	163	8%	7%
Marac	10	1%	1%
Self	226	12%	15%
Health	19	1%	2%
Hospital - A&E	1	0%	0%
Hospital - Maternity	0	0%	0%
Community health	13	1%	1%
Mental health	29	1%	1%
Housing	15	1%	1%
Drug services	0	0%	1%
Alcohol services	2	0%	0%
Education	10	1%	1%
Children's social services	95	5%	4%
Adult's social services	11	1%	1%
Probation	0	0%	0%
CRC	0	0%	0%
Refuge	2	0%	0%
Outreach	3	0%	0%
DVA & SV services (internal)	17	1%	1%
DVA & SV services (external)	20	1%	1%
Helpline	13	1%	2%
Specialist services	18	1%	1%
Other	27	1%	2%
Don't know	6	0%	1%
Missing	1235	64%	58%

Client profile

Socio-demographic description of client accessing Outreach services

(Information captured at intake, duplicates removed, number of individual clients (n) = 1,907)

Age of client	2020		2019	
	Count	n=	1907	1842
<18	30		2%	2%
18-20	94		5%	6%
21-30	566		30%	29%
31-40	643		34%	34%
41-50	392		21%	18%
51-60	118		6%	8%
61+	64		3%	3%
Average age		36		36

Sex assigned at birth	2020		2019	
	Count	n=	1907	1842
Female	1791		94%	95%
Male	111		6%	5%
Intersex	2		0%	0%
Not disclosed	2		0%	0%
Don't know	1		0%	0%

Which of the following describes how the client thinks of themselves?	2020		2019	
	Count	n=	1907	1842
Female	1727		91%	90%
Male	101		5%	5%
In another way	3		0%	0%
Not disclosed	19		1%	0%
Don't know	10		1%	0%
Not sex assigned at birth	15		1%	1%
Missing	47		2%	5%

Sexual Orientation	2020		2019	
	Count	n=	1907	1842
Heterosexual	1709		90%	90%
Total LBG	53		3%	2%
┆ Bisexual	29		2%	1%
┆ Gay	11		1%	0%
┆ Lesbian	12		1%	1%
┆ Other	1		0%	0%
Not disclosed	44		2%	2%
Don't know	33		2%	2%
Missing	68		4%	5%

Ethnicity	2020		2019	
	Count	n=	1907	1842
White	1648		86%	83%
English/ Welsh / Scottish / Northern Irish / British	1595		84%	80%
Irish	4		0%	0%
Gypsy or Irish Traveller	4		0%	0%
Any other White background	45		2%	3%
Mixed / Multiple ethnic groups	19		1%	2%
White and Black Caribbean	5		0%	1%
White and Black African	3		0%	0%
White and Asian	1		0%	0%
Any other Mixed/ Multiple ethnic background	10		1%	1%
Asian / Asian British	110		6%	6%
Indian	64		3%	3%
Pakistani	19		1%	2%
Bangladeshi	8		0%	0%
Chinese	3		0%	0%
Any other Asian background	16		1%	1%
Black / African / Caribbean / Black British	28		1%	2%
African	17		1%	2%
Caribbean	4		0%	0%
Any other Black / African / Caribbean background	7		0%	0%
Other ethnic group	13		1%	1%
Arab	3		0%	0%
Any other ethnic group	10		1%	1%
Total BME	219		11%	14%
Not disclosed	13		1%	0%
Don't know	13		1%	1%
Missing	63		3%	5%

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=	1907	1842
Yes	107		6%	5%
No	1606		84%	84%
Don't know	26		1%	1%
Missing	168		9%	9%

How many children or young people are involved with this case?	2020		2019	
	Count	n=	1907	1842
0	536		28%	31%
1	495		26%	25%
2	467		24%	26%
3	260		14%	11%
4	100		5%	5%
5+	49		3%	2%
Average number of children		2.1		2.0

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

Ages of children	2020		2019	
	Count	n=	2777	2412
0 - 12 months	188		7%	7%
1 - 3 years	506		18%	19%
4 - 11 years	1385		50%	48%
12 - 16 years	490		18%	18%
17 - 18 years	104		4%	3%
18 - 24 years	64		2%	3%
24+ years	18		1%	1%
Don't know	22		1%	1%

CYPS involvement (of those cases with children or young people involved)	2020		2019
	Count	n=	%
		1371	1271
None	613	45%	43%
Concern raised - NFA	63	5%	8%
Concern raised - contacts/follow up	57	4%	7%
Early help	167	12%	9%
Priority families	0	0%	0%
Targeted families	2	0%	0%
Initial assessment	39	3%	3%
S17 - Child in need	141	10%	8%
S47 - Child protection	171	12%	11%
S31 - Care or supervision order	41	3%	3%
Child protection plan	45	3%	4%
Common assessment framework (Caf/Taf)	4	0%	1%
Personal advisor	0	0%	0%
Transitions team	0	0%	0%
Other	27	2%	3%
Don't know	29	2%	3%
Missing	20	1%	3%

Does the client have a disability?	2020		2019
	Count	n=	%
		1907	1842
Yes	299	16%	14%
No	1497	79%	77%
Don't know	33	2%	3%
Missing	78	4%	5%

If yes, what type?	2020		2019
	Count	n=	%
		299	261
Physical	118	39%	43%
Learning disability	46	15%	13%
Learning difficulty	25	8%	11%
Neurological condition	32	11%	6%
Progressive illness	18	6%	7%
Organ specific	8	3%	2%
Mental health impairment	127	42%	43%
Sensory disability	20	7%	4%
Frailty	20	7%	10%
Other	8	3%	0%
Don't know	4	1%	0%
Missing	2	1%	0%

Current employment situation	2020		2019
	Count	n=	%
		1907	1842
Unemployed	831	44%	46%
Retired	36	2%	3%
Part-time employment	330	17%	16%
In education or training	99	5%	4%
Full-time employment	312	16%	17%
Self-employed	52	3%	3%
Volunteering	5	0%	1%
Stay at home parent	157	8%	2%
Other	47	2%	2%
Not disclosed	3	0%	1%
Don't know	38	2%	3%
Missing	40	2%	4%

Current financial situation	2020		2019
	n=	1940	1867
	Count	%	%
Significant financial problems	101	5%	5%
Reliant on others	169	9%	1%
Unable to pay for essentials	80	4%	5%
Managing essentials but nothing left over	663	34%	39%
Comfortably managing	358	18%	20%
No financial concerns	371	19%	14%
Don't know	104	5%	6%
Missing	94	5%	10%

Has the client experienced an Adverse Childhood Experience (ACE)?	2020		2019
	n=	1940	1867
	Count	%	%
Yes	366	19%	23%
No	459	24%	27%
Don't know	890	46%	36%
Missing	228	12%	14%

Adverse Childhood Experiences (ACEs)	2020		2019
	n=	366	429
	Count	%	%
Verbal abuse	138	38%	50%
Direct physical abuse	113	31%	35%
Sexual abuse	120	33%	31%
Parental separation	113	31%	41%
Domestic abuse (exposure)	189	52%	49%
Mental illness	87	24%	23%
Alcohol abuse	64	17%	21%
Drug abuse	33	9%	11%
Incarceration of adults within household	7	2%	2%
Average number experienced	2.4		2.6
Number experiencing four or more	83	23%	26%

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

History of abuse at intake (Information captured at intake, n = 1,940)

Number of ticks on the Dash	2020		2019
	n=	1940	1867
	Count	%	%
Standard Risk (1 - 5)	292	15%	14%
Medium Risk (6 - 9)	689	36%	31%
High Risk (10+)	752	39%	43%
Average number of ticks	9		9
Missing	207	11%	12%

High risk?	2020		2019
	n=	1940	1867
	Count	%	%
Yes	250	13%	15%
No	1571	81%	76%
Don't know	15	1%	1%
Missing	104	5%	7%

On what basis is the client high risk?	2020		2019
	n=	250	284
	Count	%	%
Actuarial	119	48%	56%
Professional judgment	92	37%	35%
Escalation	37	15%	7%
Missing	2	1%	2%

Has the case been discussed at Marac?	2020		2019
	n=	1940	1867
	Count	%	%
Yes	227	12%	14%
No	1551	80%	74%
Don't know	69	4%	4%
Missing	93	5%	7%

Abuse experienced in the past 12 months	2020		2019
	n=	1940	1867
Clients experiencing each abuse type	Count	%	%
Physical	940	48%	47%
Sexual	348	18%	18%
Harassment and stalking	955	49%	51%
Jealous and controlling	1317	68%	68%
Forced marriage			
'Honour'-based violence/abuse			
Female Genital Mutilation			

2020										
Level of abuse	High		Moderate		Standard		None		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%
Physical	201	10%	281	14%	458	24%	889	46%	29	1%
Sexual	63	3%	103	5%	182	9%	1437	74%	65	3%
Harassment and stalking	176	9%	313	16%	466	24%	864	45%	42	2%
Jealous and controlling	217	11%	450	23%	650	34%	511	26%	42	2%

2019					
Level of abuse	n= 1867				
	High	Moderate	Standard	None	Don't know
	%	%	%	%	%
Physical	11%	18%	18%	47%	3%
Sexual	4%	6%	8%	72%	6%
Harassment and stalking	11%	19%	21%	40%	4%
Jealous and controlling	13%	26%	29%	25%	4%

2020						
Level of abuse (continued)	Yes		No		Don't know	
	Count	%	Count	%	Count	%
Forced marriage	7	0%	1793	92%	12	1%
'Honour'-based violence/abuse	28	1%	1769	91%	17	1%
Female Genital Mutilation (FGM)	6	0%	1778	92%	18	1%

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

2019			
Level of abuse (continued)	n=		
	Yes	No	Don't know
	%	%	%
Forced marriage	1%	90%	1%
'Honour'-based violence/abuse	2%	87%	1%
Female Genital Mutilation (FGM)	0%	88%	2%

	2020		2019
Multiple types of abuse	n=	1940	1867
	Count	%	%
Clients experiencing multiple types of abuse	1187	61%	60%
Clients experiencing multiple types of high severity abuse	175	9%	11%
Clients experiencing at least one type of high severity abuse	403	21%	25%

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

	2020		2019
Physical abuse	n=	940	874
Details of physical abuse	Count	%	%
Slapped/pushed/shoved	667	71%	69%
Kicked/punched	320	34%	34%
Restrained/held down	276	29%	27%
Physically threatened	315	34%	39%
Attempted/strangulation	198	21%	24%
Threats/use of weapons	176	19%	21%
Scratches/shallow cuts	86	9%	9%
Burning	9	1%	1%
Other	149	16%	13%
Don't know	21	2%	3%
Missing	7	1%	2%

	2020		2019
Sexual abuse	n=	348	333
Details of sexual abuse	Count	%	%
Use of threats/force to obtain sex	76	22%	28%
Rape	72	21%	28%
Serious sexual assaults	26	7%	8%
Deliberate infliction of pain during sex	27	8%	7%
Use of weapons during sex	6	2%	1%
Sexual abuse of children	8	2%	2%
Enforced prostitution	0	0%	2%
Intentional transmission of STIs	3	1%	2%
Unwanted touching	122	35%	32%
Made to feel uncomfortable about sex/gender identity	45	13%	13%
Forced to perform sexual acts	47	14%	15%
Use of sexual insults	82	24%	28%
Revenge porn	17	5%	4%
Other	103	30%	23%
Don't know	6	2%	2%
Missing	2	1%	3%

	2020		2019
Harassment and stalking	n=	955	955
Details of harassment and stalking	Count	%	%
Constant calls/texts/emails	697	73%	74%
Uninvited visits to home/workplace	460	48%	47%
Destroyed/vandalised property	178	19%	17%
Stalking	219	23%	24%
Stalking involving others	95	10%	12%
Homicide/familiacide threats	72	8%	10%
Other	123	13%	11%
Don't know	11	1%	1%
Missing	4	0%	2%

	2020		2019
Jealous and controlling behaviour		n=	1317
Details of jealous and controlling behaviour			1265
	Count	%	%
Extreme jealousy/possessiveness	629	48%	49%
Threats to harm victim	400	30%	33%
Control of victim/s daily activities	513	39%	41%
Isolation from family/friends	612	46%	48%
Intercepting calls/messages/social media	183	14%	17%
Controls how finances are spent	356	27%	26%
Controls access to money	295	22%	18%
Humiliated/embarrassed victim in front of others	297	23%	25%
Prevention from accessing care needs/medication	33	3%	3%
Locks victim up	52	4%	4%
Severely restricts movements	117	9%	9%
Threats to take children	237	18%	19%
Suicide/homicide/familicide threats	180	14%	14%
Irrational accusations of infidelity	224	17%	19%
Control of victim/s appearance	138	10%	13%
Pet abuse	39	3%	0%
Other	202	15%	13%
Don't know	8	1%	1%
Missing	9	1%	2%

	2020		2019
For how long has the abuse been occurring?		n=	1940
	Count	%	%
1-11 months	152	8%	6%
1-2 years	448	23%	24%
3-5 years	432	22%	23%
6-10 years	364	19%	18%
11 years +	330	17%	17%
Average length of abuse		4 years 0.5 months	4 years 1 month
Missing	214	11%	13%

	2020		2019
Has the client been exposed to domestic abuse previously?		n=	1940
	Count	%	%
Yes	747	39%	38%
┆ Yes, DA by the same partner in an earlier relationship	263	14%	13%
┆ Yes, DA by previous intimate partner	401	21%	19%
┆ Yes, DA perpetrated by a family member	84	4%	6%
┆ Yes, direct abuse as a CYP	70	4%	6%
┆ Yes, exposure as a CYP	80	4%	6%
┆ Yes, other	20	1%	1%
No	680	35%	36%
Don't know	389	20%	19%
Missing	124	6%	8%

Relationship to primary perpetrator	2020		2019
	Count	n=	%
		1940	1867
Current intimate partner	347	18%	18%
Ex-intimate partner	1380	71%	71%
Mother	51	3%	3%
Step-mother	1	0%	0%
Father	10	1%	1%
Step-father	3	0%	0%
Grandmother	3	0%	0%
Grandfather	0	0%	0%
Child (under 18) biological	9	0%	0%
Child (under 18) step-child	1	0%	0%
Child (18 or over) biological	13	1%	1%
Child (18 or over) step-child	1	0%	0%
Brother	3	0%	0%
Sister	6	0%	0%
Step-brother	0	0%	0%
Step-sister	0	0%	0%
Other family member	9	0%	0%
Other known person/associate	24	1%	1%
Don't know	6	0%	0%
Missing	67	3%	4%

Is the client living with the perpetrator of abuse?	2020		2019
	Count	n=	%
		1940	1867
Living together	331	17%	15%
Living together intermittently	39	2%	2%
Not living together	1483	76%	77%
Don't know	18	1%	1%
Missing	69	4%	5%

Reason for not living together	2020		2019
	Count	n=	%
		1483	1432
Perpetrator deceased	6	0%	0%
Perpetrator in jail	67	5%	1%
Client in refuge	18	1%	0%
Other	801	54%	6%
Missing	596	40%	93%

Typology of abuse	2020		2019
	Count	n=	%
		1940	1867
Intimate terrorism/coercive control	504	26%	38%
Situational couple violence	165	9%	8%
Violent resistance	35	2%	1%
Mutual couple violence	11	1%	1%
Don't know	363	19%	13%
Missing	862	44%	39%

Are there multiple perpetrators?	2020		2019
	Count	n=	%
Yes	182	1940	9%
No	1531	1867	74%
Don't know	96		5%
Missing	131		7%

Relationship to additional perpetrators	2020		2019
	Count	n=	%
Current intimate partner	12	182	7%
Ex-intimate partner	104	182	57%
Mother	20	182	11%
Step-mother	3	182	2%
Father	12	182	7%
Step-father	9	182	5%
Grandmother	0	182	0%
Grandfather	2	182	1%
Child (under 18) biological	10	182	5%
Child (under 18) step-child	1	182	1%
Child (18 or over) biological	6	182	3%
Child (18 or over) step-child	2	182	1%
Brother	4	182	2%
Sister	4	182	2%
Step-brother	3	182	2%
Step-sister	2	182	1%
Other family member	26	182	14%
Other known person/associate	43	182	24%
Don't know	0	182	0%
Missing	0	182	0%

2020		
Within the past 12 months...	n=	1940
	Count	%
The client has visited A&E	160	8%
↳ Average number of visits	1.7	
The client has gone to the police	1018	52%
↳ Average number of times	2.4	
The client has engaged with another DVA service or been in refuge	230	12%
↳ Average number of times	1.9	
The client has attempted to end the abusive relationship	1039	54%
↳ Average number of attempts	2.2	

2019		
Within the past 12 months...	n=	1867
		%
The client has attempted to end the abusive relationship		54%
↳ Average number of attempts	2.3	

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				
Sex assigned at birth		n=	1940	1867
		Count	%	%
Male		1695	87%	87%
Female		136	7%	8%
Intersex		0	0%	0%
Don't know		15	1%	0%
Not disclosed		3	0%	0%
Missing		91	5%	5%

		2020		2019
Which of the following describes how the perpetrator thinks of themselves?				
		n=	1940	1867
		Count	%	%
Male		1608	83%	81%
Female		123	6%	6%
In another way		1	0%	0%
Not disclosed		94	5%	5%
Not sex assigned at birth		12	1%	1%
Missing		114	6%	7%

		2020		2019
Does the perpetrator have multiple victims?				
		n=	1940	1867
		Count	%	%
Yes		310	16%	16%
No		770	40%	35%
Don't know		717	37%	41%
Missing		143	7%	8%

2020							
Perpetrator needs		n= 1940					
		Mental health		Drugs		Alcohol	
		Count	%	Count	%	Count	%
Yes		589	30%	620	32%	610	31%
No		743	38%	815	42%	819	42%
Don't know		429	22%	330	17%	336	17%
Missing		179	9%	175	9%	175	9%

2019				
Perpetrator needs		n= 1867		
		Mental health	Drugs	Alcohol
		%	%	%
Yes		28%	29%	30%
No		37%	41%	39%
Don't know		23%	17%	18%
Missing		12%	12%	12%

Client needs at intake

(Information captured at intake, n = 1,940)

2020									
Summary of client needs at intake								n=	1940
	Yes		No		Don't know		Missing		
	Count	%	Count	%	Count	%	Count	%	
Alcohol misuse	134	7%	1656	85%	45	2%	105	5%	
Children and parenting	647	33%	1187	61%	25	1%	81	4%	
Drug misuse	99	5%	1698	88%	32	2%	111	6%	
Employment, education and training	269	14%	1529	79%	33	2%	109	6%	
Finance, benefits and debt	537	28%	1257	65%	46	2%	100	5%	
Housing	649	33%	1167	60%	23	1%	101	5%	
Immigration	44	2%	1776	92%	14	1%	106	5%	
Mental health	1016	52%	833	43%	24	1%	67	3%	
Physical health	230	12%	1570	81%	25	1%	115	6%	
Social and community support	762	39%	1057	54%	29	1%	92	5%	

2019					
Summary of client needs at intake				n=	1867
	Yes	No	Don't know	Missing	
	%	%	%	%	
Alcohol misuse	7%	81%	2%	10%	
Children and parenting	31%	58%	2%	9%	
Drug misuse	6%	83%	2%	10%	
Employment, education and training	14%	74%	2%	10%	
Finance, benefits and debt	28%	59%	2%	10%	
Housing	35%	55%	1%	9%	
Immigration	3%	86%	1%	10%	
Mental health	45%	44%	2%	9%	
Physical health	15%	73%	2%	11%	
Social and community support	35%	54%	2%	10%	

				2020	2019	
Mental health needs				n=	1016	847
Is the client experiencing any of the following?				Count	%	%
Depression				787	77%	80%
Anxiety				676	67%	69%
Stress				98	10%	13%
Self harm				172	17%	20%
Suicidal thoughts/behaviour				68	7%	7%
Emotional instability				171	17%	20%
Trouble sleeping				188	19%	22%
Problems with eating				44	4%	7%
Flashbacks				108	11%	10%
Other				73	7%	6%
Don't know				10	1%	1%
Missing				12	1%	1%

				2020	2019	
Does the client have a diagnosed mental health condition?				n=	1016	847
				Count	%	%
Yes				570	56%	57%
No				217	21%	21%
Don't know				92	9%	8%
Missing				137	13%	13%

Diagnosed mental health conditions	2020		2019
	Count	n=	%
		570	485
Anxiety disorder	262	46%	45%
Bipolar disorder	25	4%	6%
Autistic spectrum disorder	10	2%	1%
Depression	424	74%	73%
Eating disorder	16	3%	3%
Obsessive compulsive disorder	8	1%	1%
Personality disorders	54	9%	13%
PTSD	61	11%	10%
Complex PTSD	17	3%	0%
Schizophrenia	6	1%	1%
Psychosis	15	3%	0%
Other	30	5%	4%
Don't know	3	1%	1%
Missing	8	1%	1%

Does the client have access to public funds?	2020		2019
	Count	n=	%
		537	532
Yes	448	83%	85%
No	55	10%	10%
Don't know	32	6%	5%
Missing	2	0%	1%

Does the client need to apply for indefinite leave to remain?	2020		2019
	Count	n=	%
		44	52
Yes	35	80%	79%
No	6	14%	15%
Don't know	2	5%	4%
Missing	1	2%	2%

Is the client dependent on the perpetrator for a visa?	2020		2019
	Count	n=	%
		44	52
Yes	19	43%	50%
No	21	48%	44%
Don't know	1	2%	6%
Missing	3	7%	0%

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.

Review point	2020		2019
	n=	1196	1063
	Count		
Yes	84	7%	2%
No	1112	93%	98%
Average length of time from case opened to last review point (median)	148 days		19.5 days

Since intake, has further abuse occurred?	2020		2019
	n=	84	21
	Count	%	%
Yes, DA by the same perpetrator	32	38%	48%
Yes, DA by a different perpetrator	2	2%	0%
Yes, DA by multiple perpetrators	2	2%	0%
Yes, DA perpetrated by a family member	0	0%	0%
No	28	33%	29%
Missing	20	24%	24%

Multiple types of abuse	2020		2019
	n=	33	10
	Count	%	%
Clients experiencing multiple types of abuse	20	61%	70%
Clients experiencing multiple types of high severity abuse	4	12%	20%
Clients experiencing at least one type of high severity abuse	9	27%	40%

Since intake, has further abuse been disclosed?	2020		2019
	n=	84	21
	Count	%	%
Yes, DA by the same perpetrator	24	29%	43%
Yes, DA by a different perpetrator	2	2%	0%
Yes, DA by multiple perpetrators	3	4%	0%
Yes, DA perpetrated by a family member	0	0%	0%
Yes, historic abuse	7	8%	10%
No	28	33%	19%

Client outcomes

Outcomes and profile of abuse at exit (Information captured at exit, n =1,196)

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=	1196	1063
	Count	%	%
Planned closure	946	79%	74%
Unplanned closure	250	21%	26%
Total	1196		

Reason for unplanned closures	2020		2019
	n=	250	272
	Count	%	%
Client disengaged	207	83%	85%
Client moved out of area	13	5%	6%
Client in prison	0	0%	0%
Client in care of mental health services	4	2%	0%
Client fatality	1	0%	0%
Other	25	10%	8%
Missing	0	0%	1%

Case length	2020		2019
	n=	1196	1063
	Count	%	%
0 - 1 month	261	22%	28%
2 months to 3 months	310	26%	36%
4 months to 5 months	240	20%	19%
6 months to 7 months	155	13%	8%
8 months +	226	19%	8%
Average case length (median)	18 weeks		13 weeks
Errors	4	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?	2020		2019
	n=	1196	1063
	Count	%	%
1 to 5	509	43%	45%
6 to 10	258	22%	23%
11 to 20	214	18%	19%
21 to 34	88	7%	6%
35+	127	11%	6%
Average number of contacts (median)	7		6

Domestic abuse context at exit
(Information collected at exit, n = 1,196)

2020				
Number of ticks on the Dash	n= 860			
	Intake		Exit	
	Count	%	Count	%
Standard Risk (1 - 5)	131	15%	265	31%
Medium Risk (6 - 9)	333	39%	345	40%
High Risk (10+)	396	46%	250	29%
Cases where Dash score reduced between Intake and Exit	329		38%	

2019		
Number of ticks on the Dash	n= 759	
	Intake	Exit
	%	%
Standard Risk (1 - 5)	16%	27%
Medium Risk (6 - 9)	35%	35%
High Risk (10+)	49%	37%
Cases where Dash score reduced between Intake and Exit	30%	

Abuse reported at exit	2020		2019
	n=	1041	904
	Count	%	%
No abuse experienced since intake	353	34%	32%
No abuse experienced since last review point	28	3%	0%
No abuse experienced since intake or last review	381	37%	32%

2020					
Multiple types of abuse	n=	1196		1196	
		Intake		Exit	
		Count	%	Count	%
Clients experiencing multiple types of abuse		766	64%	307	26%
Clients experiencing multiple types of high severity abuse		110	9%	21	2%
Clients experiencing at least one type of high severity abuse		259	22%	53	4%

2019			
Multiple types of abuse	n=	1063	
		Intake	Exit
		%	%
Clients experiencing multiple types of abuse		61%	30%
Clients experiencing multiple types of high severity abuse		12%	3%
Clients experiencing at least one type of high severity abuse		26%	6%

2020								
Change in levels of abuse	Physical		Sexual		Harassment and Stalking		Jealous and Controlling	
	Count	%	Count	%	Count	%	Count	%
	Reduced from Intake to Exit	407	80%	169	84%	373	70%	492
┆ Reduced from High to None	76	68%	28	80%	35	39%	59	51%
┆ Reduced to None	372	73%	161	80%	281	53%	375	50%
Unchanged from Intake to Exit	86	17%	29	14%	135	25%	233	31%
Increased from Intake to Exit	49	5%	25	3%	78	8%	80	8%

2019								
Change in levels of abuse	Physical	Sexual	Harassment and Stalking	Jealous and Controlling				
					%	%	%	%
					Reduced from Intake to Exit	77%	89%	67%
┆ Reduced from High to None	75%	79%	38%	47%				
┆ Reduced to None	68%	83%	47%	43%				
Unchanged from Intake to Exit	20%	9%	28%	32%				
Increased from Intake to Exit	5%	2%	11%	9%				

Escalation of abuse	2020		2019
	n=	1196	1063
	Count	%	%
Any escalation in severity of abuse	29	2%	2%
Any escalation in frequency of abuse	27	2%	2%
Any escalation in severity or frequency of abuse	33	3%	2%
At least one form of high severity abuse which is escalating in frequency or severity	12	1%	2%

Physical abuse					
2020					
Level of abuse	n=	1196		1196	
		Intake		Exit	
		Count	%	Count	%
High		125	10%	27	0
Moderate		201	17%	51	0
Standard		260	22%	95	0
None		566	47%	862	1
Don't know		18	2%	127	0
Missing		26	2%	34	3%

2019			
Level of abuse	n=	1063	1063
		Intake	Exit
		%	%
High		12%	2%
Moderate		20%	7%
Standard		19%	9%
None		44%	68%
Don't know		3%	11%
Missing		3%	3%

Sexual abuse					
2020					
Level of abuse	n=	1196		1196	
		Intake		Exit	
		Count	%	Count	%
High		46	4%	8	0
Moderate		74	6%	16	0
Standard		129	11%	41	0
None		862	72%	950	1
Don't know		59	5%	141	0
Missing		26	2%	40	3%

2019			
Level of abuse	n=	1063	1063
		Intake	Exit
		%	%
High		3%	0%
Moderate		6%	1%
Standard		7%	2%
None		75%	80%
Don't know		7%	12%
Missing		3%	4%

Harassment and stalking

2020					
Level of abuse	n=	1196		1196	
		Intake		Exit	
		Count	%	Count	
				%	
High		109	9%	26	0
Moderate		211	18%	65	0
Standard		302	25%	220	0
None		506	42%	706	1
Don't know		40	3%	139	0
Missing		28	2%	40	3%

2019			
Level of abuse	n=	1063	1063
		Intake	Exit
		%	%
High		11%	3%
Moderate		18%	8%
Standard		22%	19%
None		41%	53%
Don't know		4%	12%
Missing		3%	5%

Jealous and controlling behaviours

2020					
Level of abuse	n=	1196		1196	
		Intake		Exit	
		Count	%	Count	
				%	
High		139	12%	28	0
Moderate		314	26%	94	0
Standard		413	35%	319	0
None		275	23%	569	0
Don't know		31	3%	149	0
Missing		24	2%	37	3%

2019			
Level of abuse	n=	1063	1063
		Intake	Exit
		%	%
High		16%	4%
Moderate		26%	11%
Standard		28%	23%
None		23%	46%
Don't know		4%	12%
Missing		3%	4%

Change in relationship between client and perpetrator	2020		2019
	Count	%	%
Current intimate partner to ex-intimate partner	73	33%	41%
Ex-intimate partner to current intimate partner	36	4%	3%

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	217	18%	154	13%
Living together intermittently	31	3%	22	2%
Not living together	909	76%	923	77%
Don't know	13	1%	63	5%
Missing	26	2%	34	3%

2019		
Living arrangement at exit	n= 1063	
	Intake	Exit
Living together	17%	10%
Living together intermittently	2%	2%
Not living together	75%	77%
Don't know	1%	7%
Missing	4%	3%

	2020		2019
Is there any ongoing contact with the perpetrator?	n=	1196	1063
	Count	%	%
Yes	571	48%	40%
No	460	38%	44%
Don't know	124	10%	11%
Missing	41	3%	4%

	2020		2019
If yes, why is there ongoing contact?	n=	571	429
	Count	%	%
Children	363	64%	64%
Family and social network	52	9%	10%
Legal proceedings	73	13%	11%
Financial arrangements	39	7%	7%
Ongoing abuse	44	8%	9%
Ongoing relationship	155	27%	28%
Dependent of perpetrator for visa	3	1%	1%
Other	52	9%	7%
Don't know	3	1%	0%
Missing	5	1%	1%

	2020		2019
Is there ongoing conflict around child contact arrangements?	n=	363	274
	Count	%	%
Yes	166	46%	44%
No	160	44%	45%
Don't know	24	7%	9%
Missing	13	4%	3%

	2020		2019
Does the perpetrator use child contact arrangements to continue abuse?	n=	363	274
	Count	%	%
Yes	146	40%	44%
No	164	45%	39%
Don't know	38	10%	13%
Missing	15	4%	5%

Client reported outcomes										
2020										
	n= 737		n= 733		n= 730		n= 730		n= 728	
	Feel safer		Improved wellbeing		Quality of life improved		Optimistic about the future		Feel more confident	
	Count	%	Count	%	Count	%	Count	%	Count	%
Strongly agree	244	33%	212	29%	193	26%	194	27%	176	24%
Agree	380	52%	386	53%	365	50%	332	45%	349	48%
Not certain	106	14%	118	16%	153	21%	183	25%	172	24%
Disagree	6	1%	14	2%	16	2%	17	2%	28	4%
Disagree strongly	1	0%	3	0%	3	0%	4	1%	3	0%
Total Agree	624	85%	598	82%	558	76%	526	72%	525	72%

2019						
	n= 692		n= 686		n= 690	
	Feel safer	Improved wellbeing	Quality of life improved	Optimistic about the future	Feel more confident	
	%	%	%	%	%	
Strongly agree	33%	30%	25%	25%	21.75%	
Agree	53%	53%	54%	52%	54.31%	
Not certain	12%	15%	18%	21%	21%	
Disagree	1%	2%	2%	1%	2%	
Disagree strongly	0%	0%	0%	0%	0%	
Total Agree	86%	83%	80%	77%	76%	

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= 1196	
	Feel safer		Improved wellbeing		Quality of life improved		Optimistic about the future		Feel more confident	
	Count	%	Count	%	Count	%	Count	%	Count	%
Missing	459	38%	463	39%	466	39%	466	39%	468	39%

2019					
Client reported outcomes (Missing)					n= 1063
	Feel safer	Improved wellbeing	Quality of life improved	Optimistic about the future	Feel more confident
	%	%	%	%	%
Missing	35%	35%	35%	35%	36%

Which agencies do you feel have made the difference to your safety and wellbeing?	2020		2019
	Count	n=	%
		725	693
Police	253	35%	39%
Marac	58	8%	9%
Health	102	14%	13%
Hospital - A&E	6	1%	2%
Hospital - Maternity	12	2%	2%
Community health	20	3%	4%
Mental health	104	14%	13%
Housing	114	16%	12%
Drug services	7	1%	3%
Alcohol services	10	1%	2%
Education	34	5%	4%
Children's social services	128	18%	21%
Adult's social services	17	2%	2%
Probation	7	1%	1%
CRC	3	0%	0%
Refuge	17	2%	3%
Outreach	557	77%	78%
Other DVA & BV services	63	9%	11%
Helpline	67	9%	4%
Specialist services	45	6%	7%
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	65	9%	8%
Missing	471	39%	35%

Caseworker reported outcomes	2020		2019
	Count	n=	%
		1196	1063
Which agencies have worked well to promote safety and wellbeing on this case?			
Police	313	26%	27%
Marac	87	7%	10%
Health	94	8%	6%
Hospital - A&E	11	1%	1%
Hospital - Maternity	13	1%	1%
Community health	25	2%	2%
Mental health	115	10%	8%
Housing	138	12%	9%
Drug services	9	1%	2%
Alcohol services	15	1%	2%
Education	34	3%	3%
Children's social services	153	13%	16%
Adult's social services	21	2%	2%
Probation	17	1%	1%
CRC	2	0%	0%
Refuge	22	2%	2%
Outreach	553	46%	47%
Other DVA & BV services	75	6%	6%
Helpline	56	5%	1%
Specialist services	52	4%	4%
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	76	6%	6%
Missing	371	31%	30%

Which agencies have presented challenges to promoting safety and wellbeing on this case?	2020		2019	
	Count	n=	1196	1063
Police	101		8%	7%
Marac	12		1%	2%
Health	11		1%	1%
Hospital - A&E	1		0%	0%
Hospital - Maternity	0		0%	0%
Community health	4		0%	0%
Mental health	12		1%	2%
Housing	87		7%	3%
Drug services	4		0%	0%
Alcohol services	2		0%	0%
Education	7		1%	1%
Children's social services	56		5%	5%
Adult's social services	6		1%	1%
Probation	1		0%	0%
CRC	0		0%	0%
Refuge	4		0%	0%
Outreach	34		3%	11%
Other DVA & BV services	4		0%	1%
Helpline	1		0%	0%
Specialist services	4		0%	1%
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	37		3%	3%
Missing	897		75%	73%

Service Outputs

Support and Interventions

(Information captured at exit, n = 1,196)

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			1006	84%	756	75%	745	74%
Housing	467	39%	295	63%	191	65%	206	70%
Physical health	179	15%	44	25%	23	52%	33	75%
Mental health	615	51%	357	58%	230	64%	263	74%
Drug misuse	51	4%	20	39%	10	50%	11	55%
Alcohol misuse	89	7%	35	39%	21	60%	23	66%
Children/parenting	378	32%	209	55%	112	54%	139	67%
Finance, benefits and debt	384	32%	212	55%	123	58%	147	69%
Employment, education and training	166	14%	61	37%	35	57%	47	77%
Social and community support	439	37%	213	49%	93	44%	126	59%
Immigration	39	3%	26	67%	19	73%	19	73%

2019				
Needs & Support matrix				
Areas of need	Needs	Support	Impact	
	Clients identified with needs	Support provided	Improved safety	Improved wellbeing
	%	%	%	%
Safety		77%	77%	76%
Housing	35%	74%	69%	73%
Physical health	16%	43%	45%	59%
Mental health	44%	66%	65%	74%
Drug misuse	6%	56%	32%	32%
Alcohol misuse	8%	48%	33%	38%
Children/parenting	30%	65%	55%	65%
Finance, benefits and debt	30%	72%	53%	67%
Employment, education and training	14%	54%	45%	53%
Social and community support	33%	54%	53%	63%
Immigration	3%	97%	55%	55%

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=	1196	1063
	Count	%	%
Yes	1006	84%	77%
No	110	9%	11%
Missing	80	7%	11%

	2020		2019
What outcomes were achieved in this support area?	n=	1006	820
	Count	%	%
Anti-social behaviour order issued	0	0%	0%
Cocoon watch	12	1%	1%
Contact order	18	2%	2%
Domestic violence disclosure scheme (DVDS) accessed	1	0%	0%
Domestic violence prevention order (DVPO) issued	0	0%	0%
Domestic violence protection notice (DVPO) issued	7	1%	0%
Established digital/tech safety plan	168	17%	10%
Established personal safety plan	964	96%	91%
FGM protection order	1	0%	0%
Forced Marriage protection order	0	0%	0%
Gazetteer warning in place	0	0%	1%
Has personal alarm (e.g. grenade alarm)	60	6%	8%
Increased LPT visits	0	0%	0%
Non-molestation order	77	8%	8%
Occupation order	8	1%	0%
Pattern changing course	53	5%	7%
Perpetrator accessing direct 1-1 intervention	11	1%	0%
Perpetrator accessing group programme	13	1%	1%
Referral to Marac	73	7%	9%
Referred DV & SV service (external)	21	2%	2%
Referred DV & SV service (internal)	52	5%	6%
Referred to Outreach	58	6%	12%
Relocated to safety	120	12%	12%
Restraining order	21	2%	4%
Target hardening	69	7%	10%
Other	83	8%	10%
Missing	8	1%	2%

2020				
What impact did this have on client safety and wellbeing?	n=		1006	
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	366	36%	337	33%
Improved slightly	390	39%	408	41%
Decreased slightly	2	0%	3	0%
Decreased greatly	6	1%	1	0%
No change	55	5%	61	6%
Don't know	56	6%	62	6%
Total Improved	756	75%	745	74%
Missing	131	13%	134	13%

2019		
What impact did this have on client safety and wellbeing?	n=	
	Safety	Wellbeing
	%	%
Improved greatly	42%	38%
Improved slightly	36%	37%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
No change	4%	4%
Don't know	5%	6%
Total Improved	77%	76%
Missing	14%	14%

	2020		2019
Housing			
Have you supported the client with housing?	n=	1196	1063
	Count	%	%
Yes	295	25%	26%
No	283	24%	60%
Missing	618	52%	13%

	2020		2019
What outcomes were achieved in this support area?			
	n=	295	278
	Count	%	%
Accepted to housing support service	86	29%	30%
Accessed housing funds	18	6%	6%
Accessed Refuge	19	6%	9%
Accessed sanctuary scheme	12	4%	6%
Accessed settled housing	50	17%	12%
Relocated out of area	32	11%	12%
Accessed statutory housing (LA or HA tenancy)	23	8%	8%
Accessed online support services	4	1%	2%
Accessed temporary housing	13	4%	5%
Not housed	19	6%	3%
Registered on housing waiting list / exchange	42	14%	17%
Sustained existing accommodation	18	6%	10%
Tenancy support provided (reporting repairs, budgeting)	30	10%	7%
Other	91	31%	20%
Missing	4	1%	6%

2020				
What impact did this have on client safety and wellbeing?				
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	128	43%	124	42%
Improved slightly	63	21%	82	28%
No change	65	22%	45	15%
Decreased slightly	1	0%	5	2%
Decreased greatly	3	1%	3	1%
Don't know	11	4%	11	4%
Total Improved	191	65%	206	70%
Missing	24	8%	25	8%

2019		
What impact did this have on client safety and wellbeing?		
	Safety	Wellbeing
	%	%
Improved greatly	47%	45%
Improved slightly	22%	27%
No change	16%	10%
Decreased slightly	0%	1%
Decreased greatly	0%	0%
Don't know	1%	2%
Total Improved	69%	73%
Missing	14%	14%

	2020		2019
Physical health			
Have you supported the client with physical health?	n=	1196	1063
	Count	%	%
Yes	44	4%	7%
No	320	27%	79%
Missing	832	70%	14%

	2020		2019
What outcomes were achieved in this support area?			
	n=	44	71
	Count	%	%
Accessed disability services	7	16%	3%
Accessed counselling for physical health	2	5%	10%
Accessed medication for physical health	9	20%	13%
Accessed physical support services	11	25%	10%
Accessing self help	14	32%	14%
Admitted into rehabilitative facilities	0	0%	1%
Discharged from physical health services	0	0%	1%
Physical condition identified and receiving treatment	8	18%	11%
Physical condition rehabilitated	2	5%	6%
Accessed online support services	0	0%	0%
Accessed GP services	19	43%	48%
Referral adult social services	8	18%	7%
Referral rehabilitative facility	0	0%	3%
Referral other health services	6	14%	8%
Smoking cessation support	2	5%	0%
Increased exercise	6	14%	13%
Other	0	0%	0%
Missing	0	0%	25%

2020				
What impact did this have on client safety and wellbeing?				
	n=		44	
			Safety	
			Wellbeing	
	Count	%	Count	%
Improved greatly	10	23%	12	27%
Improved slightly	13	30%	21	48%
No change	11	25%	1	2%
Decreased slightly	0	0%	1	2%
Decreased greatly	0	0%	0	0%
Don't know	2	5%	2	5%
Total Improved	23	52%	33	75%
Missing	8	18%	7	16%

2019		
What impact did this have on client safety and wellbeing?		
	n=	71
	Safety	Wellbeing
	%	%
Improved greatly	18%	27%
Improved slightly	27%	32%
No change	18%	1%
Decreased slightly	0%	1%
Decreased greatly	0%	0%
Don't know	1%	1%
Total Improved	45%	59%
Missing	35%	37%

	2020		2019
Mental health			
Have you supported the client with mental health?	n=	1196	1063
	Count	%	%
Yes	357	30%	29%
No	323	27%	58%
Missing	516	43%	13%

	2020		2019
What outcomes were achieved in this support area?			
	n=	357	311
	Count	%	%
Accessing medication for mental health condition	78	22%	17%
Accessing mental health services	124	35%	29%
Disengaged from mental health services	6	2%	1%
Discharged from mental health services	2	1%	1%
In care of mental health services	35	10%	6%
Accessing counselling	90	25%	24%
Accessed online support services	25	7%	8%
Accessing self help	84	24%	31%
Referral counselling services	59	17%	23%
Referral mental health	26	7%	6%
Referral other specialist health provider	9	3%	2%
Other	47	13%	18%
Missing	6	2%	6%

2020				
What impact did this have on client safety and wellbeing?				
	n=		357	
			Safety	
			Wellbeing	
	Count	%	Count	%
Improved greatly	73	20%	97	27%
Improved slightly	157	44%	166	46%
No change	57	16%	23	6%
Decreased slightly	0	0%	1	0%
Decreased greatly	0	0%	1	0%
Don't know	31	9%	31	9%
Total Improved	230	64%	263	74%
Missing	39	11%	38	11%

2019		
What impact did this have on client safety and wellbeing?		
	n=	
	311	
	Safety	Wellbeing
	%	%
Improved greatly	26%	35%
Improved slightly	39%	39%
No change	16%	7%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	6%	5%
Total Improved	65%	74%
Missing	13%	13%

	2020		2019
Drug misuse			
Have you supported the client with drug misuse?	n=	1196	1063
	Count	%	%
Yes	20	2%	3%
No	265	22%	83%
Missing	911	76%	14%

	2020		2019
What outcomes were achieved in this support area?	n=	20	34
	Count	%	%
Accessing drug support services	14	70%	35%
Accessing medication for drug reduction	3	15%	12%
Accessing drug misuse support group	1	5%	6%
Accessing counselling	1	5%	0%
Accessing peer support group	0	0%	3%
Accessing self help	2	10%	0%
Recovery programme in place	1	5%	6%
Accessed online support services	0	0%	0%
Admitted to rehabilitative facility	1	5%	0%
No change in drug misuse issue	1	5%	3%
Disengaged from drug misuse services	0	0%	6%
Proven abstinence drugs	3	15%	3%
Reduced frequency drugs	1	5%	15%
Referral to drug services	1	5%	6%
Other	1	5%	6%
Missing	0	0%	44%

2020				
What impact did this have on client safety and wellbeing?	n=		20	
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	8	40%	8	40%
Improved slightly	2	10%	3	15%
No change	7	35%	6	30%
Decreased slightly	0	0%	0	0%
Decreased greatly	0	0%	0	0%
Don't know	2	10%	2	10%
Total Improved	10	50%	11	55%
Missing	1	5%	1	5%

2019		
What impact did this have on client safety and wellbeing?	n=	34
	Safety	Wellbeing
	%	%
Improved greatly	18%	18%
Improved slightly	15%	15%
No change	9%	6%
Decreased slightly	0%	3%
Decreased greatly	0%	0%
Don't know	0%	0%
Total Improved	32%	32%
Missing	59%	59%

	2020		2019
Alcohol misuse			
Have you supported the client with alcohol misuse?	n=	1196	1063
	Count	%	%
Yes	35	3%	4%
No	279	23%	82%
Missing	882	74%	14%

	2020		2019
What outcomes were achieved in this support area?			
	n=	35	42
	Count	%	%
Accessing alcohol support services	22	63%	36%
Accessing medication for alcohol reduction	0	0%	0%
Accessing alcohol misuse support group	5	14%	5%
Accessing counselling	4	11%	7%
Admitted to rehabilitative facility	1	3%	0%
Accessed online support services	1	3%	0%
No change to alcohol misuse issue	3	9%	7%
Disengaged from alcohol misuse services	0	0%	5%
Proven abstinence alcohol	1	3%	5%
Reduced frequency alcohol	10	29%	29%
Other	1	3%	14%
Missing	0	0%	36%

2020				
What impact did this have on client safety and wellbeing?				
	n=		35	
			Safety	
			Wellbeing	
	Count	%	Count	%
Improved greatly	7	20%	7	20%
Improved slightly	14	40%	16	46%
No change	4	11%	2	6%
Decreased slightly	1	3%	0	0%
Decreased greatly	0	0%	0	0%
Don't know	6	17%	6	17%
Total Improved	21	60%	23	66%
Missing	3	9%	4	11%

2019		
What impact did this have on client safety and wellbeing?		
	n=	42
	Safety	Wellbeing
	%	%
Improved greatly	19%	26%
Improved slightly	14%	12%
No change	14%	10%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	5%	5%
Total Improved	33%	38%
Missing	48%	48%

	2020		2019
Children and parenting			
Have you supported the client with parenting?	n=	1196	1063
	Count	%	%
Yes	209	17%	19%
No	288	24%	68%
Missing	699	58%	13%

	2020		2019
What outcomes were achieved in this support area?			
	n=	209	203
	Count	%	%
Accessing children's support services	100	48%	43%
Accessed parenting course	33	16%	13%
Child(ren) accessing support services	67	32%	16%
Child(ren) living with other family member	3	1%	1%
Child(ren) living with perpetrator	3	1%	1%
Child(ren) removed from client's care	4	2%	2%
Disengaged from support in this area	3	1%	1%
Accessing voluntary parenting support	4	2%	7%
Accessing peer support group	7	3%	5%
Accessed online support services	3	1%	1%
Improved access to childcare	3	1%	3%
Improved family mediation skills	3	1%	7%
Improved parenting skills	32	15%	18%
Accessed Freedom programme	36	17%	13%
Accessed legal support for CYP arrangements	7	3%	8%
Secured child contact arrangements	9	4%	6%
Statutory CYPS involvement	22	11%	13%
Referral to child social services	20	10%	10%
Referral to adult social services	2	1%	0%
Other	32	15%	12%
Missing	5	2%	12%

2020				
Indicate ongoing CYPS involvement with the family	n= 835		n= 209	
	Intake		Exit	
	Count	%	Count	%
None	406	49%	89	43%
Concern raised - NFA	72	9%	11	5%
Concern raised - contacts/follow up	39	5%	6	3%
Early help	85	10%	17	8%
Priority families	0	0%	0	0%
Targeted families	0	0%	0	0%
Initial assessment	25	3%	2	1%
S17 - Child in need	70	8%	28	13%
S47 - Child protection	75	9%	24	11%
S31 - Care or supervision order	25	3%	6	3%
Child protection plan	28	3%	11	5%
Common assessment framework (Caf/Taf)	2	0%	3	1%
Other	17	2%	5	2%
Don't know	20	2%	4	2%

2019		
Indicate ongoing CYPS involvement with the family	n= 730	
	Intake	Exit
	%	%
None	44%	34%
Concern raised - NFA	6%	3%
Concern raised - contacts/follow up	6%	3%
Early help	8%	10%
Priority families	0%	0%
Targeted families	0%	0%
Initial assessment	3%	2%
S17 - Child in need	8%	8%
S47 - Child protection	10%	9%
S31 - Care or supervision order	3%	4%
Child protection plan	4%	1%
Common assessment framework (Caf/Taf)	1%	1%
Other	3%	5%
Don't know	3%	1%

2020

What impact did this have on client safety and wellbeing?					n=	209
	Safety		Wellbeing		Count	%
	Count	%	Count	%		
Improved greatly	51	24%	62	30%		
Improved slightly	61	29%	77	37%		
No change	59	28%	25	12%		
Decreased slightly	0	0%	2	1%		
Decreased greatly	2	1%	4	2%		
Don't know	12	6%	16	8%		
Total Improved	112	54%	139	67%		
Missing	24	11%	23	11%		

2019		
What impact did this have on client safety and wellbeing?		
	n=	
	Safety	Wellbeing
	%	%
Improved greatly	23%	31%
Improved slightly	33%	34%
No change	20%	8%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	3%	3%
Total Improved	55%	65%
Missing	22%	23%

	2020		2019
Finance, benefits and debt			
Have you supported the client with finance, benefits and debt?	n=	1196	1063
	Count	%	%
Yes	212	18%	21%
No	290	24%	65%
Missing	694	58%	14%

	2020		2019
What outcomes were achieved in this support area?			
	n=	212	228
	Count	%	%
Accessing full benefit entitlement	88	42%	41%
Accessing partial benefit entitlement	1	0%	2%
Accessing financial support services	46	22%	18%
Disengaged from support in this area	8	4%	1%
Financial stability obtained and maintained	22	10%	11%
Accessed online support services	6	3%	6%
Established financial independence from perpetrator	25	12%	9%
Continued financial abuse	2	1%	3%
Accessed legal aid	22	10%	11%
Referral financial support services	56	26%	22%
Other	51	24%	18%
Missing	1	0%	9%

2020				
What impact did this have on client safety and wellbeing?				
	n=		212	
			Safety	
			Wellbeing	
	Count	%	Count	%
Improved greatly	61	29%	73	34%
Improved slightly	62	29%	74	35%
No change	45	21%	22	10%
Decreased slightly	2	1%	0	0%
Decreased greatly	0	0%	0	0%
Don't know	16	8%	16	8%
Total Improved	123	58%	147	69%
Missing	26	12%	27	13%

2019		
What impact did this have on client safety and wellbeing?		
	n=	228
	Safety	Wellbeing
	%	%
Improved greatly	24%	35%
Improved slightly	29%	32%
No change	21%	8%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	6%	4%
Total Improved	53%	67%
Missing	20%	21%

	2020		2019
Employment, education and training			
Have you supported the client with employment, education and training?	n=	1196	1063
	Count	%	%
Yes	61	5%	8%
No	304	25%	78%
Missing	831	69%	14%

	2020		2019
What outcomes were achieved in this support area?			
	n=	61	83
	Count	%	%
Accessing training	11	18%	19%
Accessing education	14	23%	23%
Attended workshops	8	13%	10%
Accessing online support services	4	7%	6%
Disengaged from support in this area	3	5%	8%
Engaged in volunteering	2	3%	8%
Found full-time employment	9	15%	13%
Found part-time employment	7	11%	7%
Found flexible employment	1	2%	5%
Other	22	36%	25%
Missing	1	2%	19%

2020				
What impact did this have on client safety and wellbeing?				
	n=		61	
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	19	31%	28	46%
Improved slightly	16	26%	19	31%
No change	18	30%	6	10%
Decreased slightly	0	0%	0	0%
Decreased greatly	0	0%	0	0%
Don't know	4	7%	5	8%
Total Improved	35	57%	47	77%
Missing	4	7%	3	5%

2019		
What impact did this have on client safety and wellbeing?		
	n=	83
	Safety	Wellbeing
	%	%
Improved greatly	27%	37%
Improved slightly	18%	16%
No change	24%	16%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	1%	1%
Total Improved	45%	53%
Missing	30%	30%

	2020		2019
Social and community support			
Have you supported the client with social and community support?	n=	1196	1063
	Count	%	%
Yes	213	18%	18%
No	348	29%	68%
Missing	635	53%	14%

	2020		2019
What outcomes were achieved in this support area?			
	n=	213	193
	Count	%	%
Disengaged from support in this area	26	12%	9%
Engaged with cultural/leisure activities	41	19%	16%
Engaged with local community group	69	32%	25%
Engaged with faith group	17	8%	2%
Engaged with drop-in sessions	44	21%	19%
Engaged with peer support group	44	21%	25%
Engaged with self help media	11	5%	8%
Engaged with digital communities	3	1%	3%
Client referral to CYPS	10	5%	0%
Other	65	31%	25%
Missing	5	2%	10%

2020				
What impact did this have on client safety and wellbeing?				
	n=		213	
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	55	26%	72	34%
Improved slightly	38	18%	54	25%
No change	42	20%	28	13%
Decreased slightly	1	0%	1	0%
Decreased greatly	1	0%	0	0%
Don't know	17	8%	16	8%
Total Improved	93	44%	126	59%
Missing	59	28%	42	20%

2019		
What impact did this have on client safety and wellbeing?		
	n=	193
	Safety	Wellbeing
	%	%
Improved greatly	22%	28%
Improved slightly	31%	35%
No change	20%	11%
Decreased slightly	0%	1%
Decreased greatly	1%	1%
Don't know	5%	5%
Total Improved	53%	63%
Missing	22%	20%

	2020		2019
Immigration			
Have you supported the client with immigration?	n=	1196	1063
	Count	%	%
Yes	26	2%	3%
No	254	21%	84%
Missing	916	77%	14%

	2020		2019
What outcomes were achieved in this support area?			
	n=	26	29
	Count	%	%
Accessing public funds	13	50%	24%
Awaiting ILR application	7	27%	34%
Disengaged from support in this area	0	0%	3%
Engaged with specialist services	5	19%	10%
Granted ILR	7	27%	7%
Accessed online support services	1	4%	3%
Access to ID documents	2	8%	14%
Referral to specialist service	3	12%	14%
Applied to Destitute Domestic Violence Concession	2	8%	0%
Other	10	38%	21%
Missing	0	0%	41%

2020				
What impact did this have on client safety and wellbeing?				
	n=		26	
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	12	46%	12	46%
Improved slightly	7	27%	7	27%
No change	5	19%	4	15%
Decreased slightly	0	0%	0	0%
Decreased greatly	0	0%	0	0%
Don't know	0	0%	0	0%
Total Improved	19	73%	19	73%
Missing	2	8%	3	12%

2019		
What impact did this have on client safety and wellbeing?		
	n=	29
	Safety	Wellbeing
	%	%
Improved greatly	28%	28%
Improved slightly	28%	28%
No change	3%	3%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	0%	0%
Total Improved	55%	55%
Missing	41%	41%

	2020		2019
Step down and recovery			
Have you supported the client with step down and recovery?	n=	1196	1063
	Count	%	%
Yes	339	28%	11%
No	701	59%	44%
Missing	156	13%	45%

	2020		2019
What outcomes were achieved in this support area?			
	n=	339	116
	Count	%	%
Accessed groupwork	229	68%	58%
Accessed 121 peer mentoring	25	7%	18%
Accessed online counselling	28	8%	3%
Accessed online information	33	10%	8%
Accessed therapeutic intervention	42	12%	14%
Support with or to friends / family	102	30%	24%
Missing	16	5%	14%

2020				
What impact did this have on client safety and wellbeing?				
	n=		339	
			Wellbeing	
	Safety			
	Count	%	Count	%
Improved greatly	106	31%	124	37%
Improved slightly	81	24%	83	24%
No change	39	12%	19	6%
Decreased slightly	0	0%	0	0%
Decreased greatly	0	0%	0	0%
Don't know	62	18%	62	18%
Total Improved	187	55%	207	61%
Missing	51	15%	51	15%

2019		
What impact did this have on client safety and wellbeing?		
	n=	116
	Safety	Wellbeing
	%	%
Improved greatly	30%	31%
Improved slightly	26%	32%
No change	9%	3%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	10%	10%
Total Improved	56%	63%
Missing	24%	24%

Criminal and civil justice outcomes

Criminal justice system outcomes (Information captured at exit, n = 1,196)

	2020		2019
Clients supported with criminal justice	n=	1196	1063
	Count	%	%
Yes	35	3%	3%
No	1161	97%	97%

	2020		2019
When was the report made to the police?	Number of police reports =	37	24
	Count	%	%
Before engagement with service	12	32%	42%
After engagement with service	15	41%	38%
Both before and after engagement with service	0	0%	8%
Missing	10	27%	13%

	2020	2019
Average number of reports made to police per case	0.9	0.9
Average number of incidents per report	1.1	1.1
Proportion of incidents resulting in conviction (either found/pled)	33%	15%

	2020		2019
Incidents	Number of police reports =	37	24
	Count	%	%
Assault - Beating/battery (Section 39)	3	8%	25%
Assault - Actual Bodily Harm (Section 47)	6	16%	4%
Assault - Grievous Bodily Harm with intent (Section 18)	2	5%	4%
Assault – Grievous Bodily Harm - without intent (Section 20)	0	0%	0%
Harassment (Section 2)	4	11%	21%
Harassment (Section 4)	1	3%	4%
Criminal Damage	0	0%	4%
Threats to Kill	3	8%	13%
Coercive Control	2	5%	17%
Malicious Communication	0	0%	8%
Breach of Restraining Order	5	14%	4%
Breach of Non-Molestation	5	14%	0%
Rape (Section 1)	5	14%	0%
Sexual Assault (Section 3)	1	3%	8%
Kidnapping or False Imprisonment	0	0%	0%
Perverting the course of justice (Common Law)	0	0%	0%
Witness Intimidation (Section 51)	0	0%	0%
Crimes against property	0	0%	0%
Perjury	0	0%	0%
Fraud	0	0%	0%
Breach of bail	0	0%	0%
Common assault	1	3%	0%
Revenge Porn	0	0%	0%
Arson	0	0%	0%
Stalking	0	0%	0%
Other	2	5%	0%
Don't know	0	0%	0%

Consequences	2020		2019
	Number of incidents =	40	27
	Count	%	%
Police report - NFA (no further action)	17	43%	63%
Arrested - on bail	1	3%	7%
Arrested - in custody	0	0%	0%
Charged	0	0%	7%
Charge dropped	3	8%	7%
Pled guilty	8	20%	7%
Pled guilty (lesser charge)	3	8%	4%
Pled innocent-found guilty	2	5%	4%
Pled innocent-found guilty (lesser charge)	0	0%	0%
Not proven	0	0%	0%
Acquitted	1	3%	0%
Missing	5	13%	0%

Reason for NFA (no further action)	2020		2019
	Number of NFA =	17	17
	Count	%	%
Victim withdrew	3	18%	47%
Police withdrawal of case	9	53%	35%
CPS withdrawal of case	2	12%	6%
Other	1	6%	12%
Don't know	1	6%	0%
Missing	1	6%	0%

Were special measures granted in this case?	2020		2019
	Number of police reports =	37	24
	Count	%	%
Granted	8	22%	13%
Denied	1	3%	0%
Not yet confirmed	0	0%	0%
Not requested	9	24%	58%
Don't know	1	3%	8%
Missing	18	49%	21%

Perpetrator penalties	2020		2019
	Number of police reports =	37	24
	Count	%	%
Community order - DV-related specified activity order	0	0%	4%
Community order - other requirements	1	3%	13%
Suspended sentence - with DV-related specified order	3	8%	0%
Suspended sentence - with other requirements	3	8%	4%
Custodial sentence - up to 12 months	0	0%	4%
Custodial sentence - 12 months or more	2	5%	4%
Restraining order - up to 12 months	2	5%	4%
Restraining order - up to 24 months	3	8%	0%
Restraining order - 5 years	0	0%	0%
Restraining order - indefinite	3	8%	0%
Bindover	0	0%	0%
Fine	1	3%	4%
Caution	1	3%	13%
Compensation	1	3%	0%
Conditional discharge	0	0%	0%
Other	2	5%	4%

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?	2020		2019
	Number of police reports =	37	24
	Count	%	%
Helped client report incident to police	14	38%	46%
Explained criminal justice process	17	46%	58%
Supported client through criminal justice processes	12	32%	38%
Supported client to access legal support	2	5%	21%
Attended court with client	4	11%	17%
Attended court without client	0	0%	0%
Provided updates about court outcomes	5	14%	13%
Advocated for client during proceedings	8	22%	8%
Supported client with their own charge/conviction	1	3%	0%
Helped client to access compensation	1	3%	4%
Supported client to make an anonymous report	0	0%	4%
Other	5	14%	21%
Missing	14	38%	17%

Civil justice system outcomes (Information captured at exit, n = 1,196)

Clients supported with civil justice	n=	2020		2019
		Count	%	Count
Yes		42	4%	3%
No		1154	96%	97%

Did the client qualify for legal aid?	n=	2020		2019
		Count	%	Count
Yes		20	48%	34%
No		5	12%	34%
Don't know		3	7%	3%
Missing		14	33%	28%

2020								
Civil orders applied for	Applied for		Granted		Not granted		Breached	
	Count	%	Count	%	Count	%	Count	%
Non-molestation order	1	2%	13	31%	0	0%	0	0%
Occupation order with power of arrest	1	2%	2	5%	2	5%	0	0%
Order under Protection from Harassment Act	0	0%	0	0%	1	2%	0	0%
Injunction under Forced Marriage Act with power of arrest	0	0%	0	0%	0	0%	0	0%
Child arrangements order	8	19%	6	14%	1	2%	0	0%
Prohibited steps order	0	0%	0	0%	0	0%	0	0%
Specific issue order	0	0%	0	0%	0	0%	0	0%
Other orders under the Children's Act	2	5%	1	2%	0	0%	0	0%

2019				
Civil orders applied for	n= 29			
	Applied for	Granted	Not granted	Breached
	%	%	%	%
Non-molestation order	7%	52%	7%	3%
Occupation order with power of arrest	0%	3%	7%	0%
Order under Protection from Harassment Act	0%	3%	3%	0%
Injunction under Forced Marriage Act with power of arrest	3%	0%	7%	0%
Child arrangements order	10%	28%	3%	0%
Prohibited steps order	3%	21%	0%	0%
Specific issue order	0%	3%	3%	0%
Other orders under the Children's Act	3%	10%	7%	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	%	Count
Supported client to apply for legal aid		12	29%	41%
Arranged a pre-court visit		3	7%	14%
Referred client for legal advice		17	40%	55%
Supported client with self application of orders		7	17%	7%
Supported client to complete documents		8	19%	21%
Attended court with client		21	50%	66%
Provided updates about civil justice outcomes		6	14%	34%
Advocated for client during proceedings		6	14%	34%
Provided legal support at court		3	7%	3%
Presented evidence at court		0	0%	21%
Helped client report a breach		4	10%	17%
Support with defence against cross applications		0	0%	3%
Supported client with distribution of orders		3	7%	3%
Other		10	24%	17%
Missing		1	2%	10%