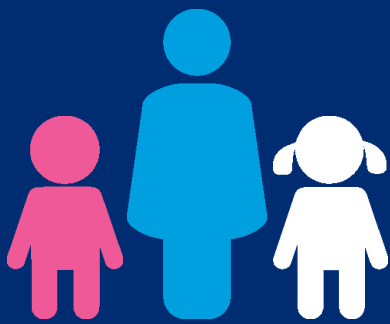


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# Insights outreach dataset 2023-24

## 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 3,069 unique individual cases at intake and 1,928 matched cases at exit, drawn from ten Outreach 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

10 services

3,069 cases opened

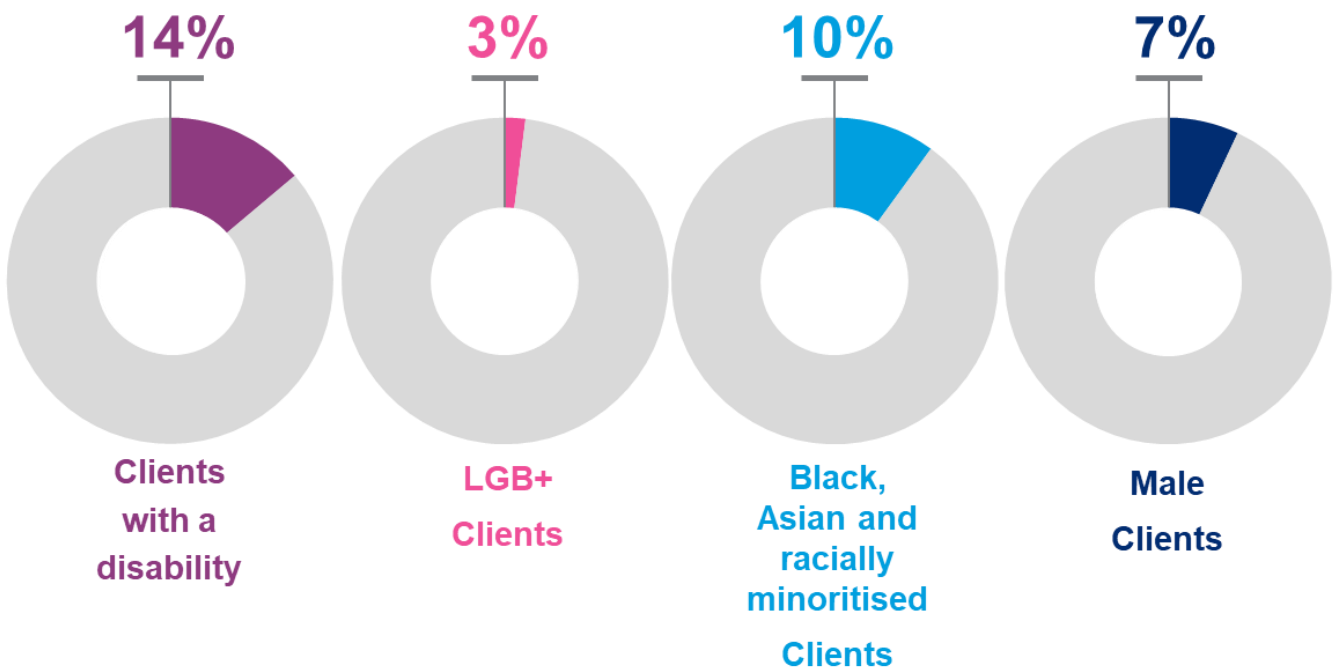
1,928 cases closed

134 clients supported with criminal or civil justice



Location of the services in the dataset

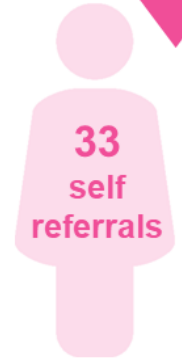
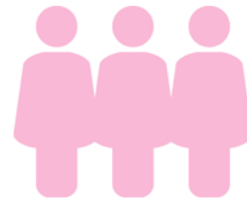
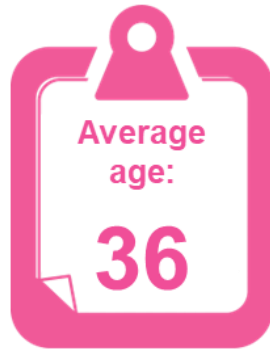
## Proportion of clients from diverse client groups



# Domestic Abuse Service

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

## Who are they?



43 will be unemployed  
14 will have a disability



23 referred by the Police

## Who else is involved?

89 have a male perpetrator

For 76 the perpetrator will be an ex-intimate partner



4 will be pregnant  
68 have children



44 have been exposed to domestic abuse in the past



28 will have had involvement with Children and Young Persons Services

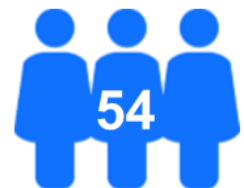


8 have multiple perpetrators

## What have they experienced?

11 will be at high risk of serious injury or death

Average length of abuse:



54 will be experiencing multiple types of abuse



37 have experienced physical abuse  
15 have experienced sexual abuse  
47 have experienced harassment and / or stalking  
69 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 9 direct contacts over a 22 week period



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



75 will be supported with safety



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



12 will be supported with children and parenting



17 will be supported with housing



23 will be supported with their mental health

5 will access children's support services

3 will access the Freedom programme

## What did they say as they left the service?

Numbers below based on those clients who answered each question



80 have an improved quality of life

78 will feel optimistic about the future



85 feel safer



82 have an improved sense of wellbeing

*"Outreach support, Freedom programme and Counselling support.*

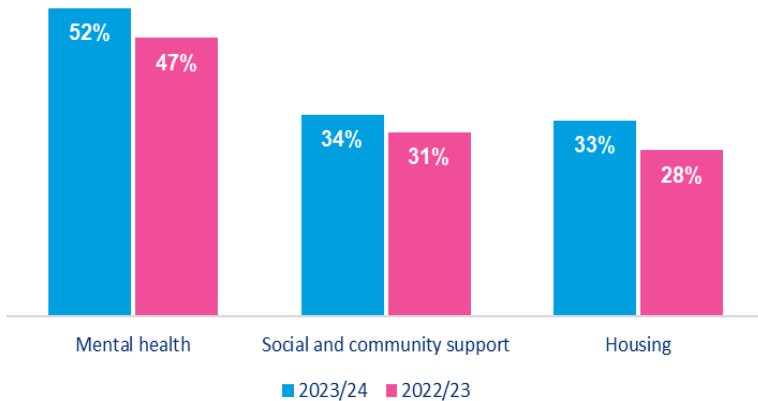
- a survivor



79 feel more confident

# Key findings

## Most common needs identified at intake



Clients were **supported** for an average of

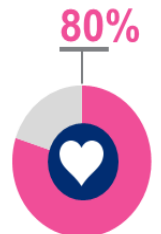


With an average of **9 contacts**

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

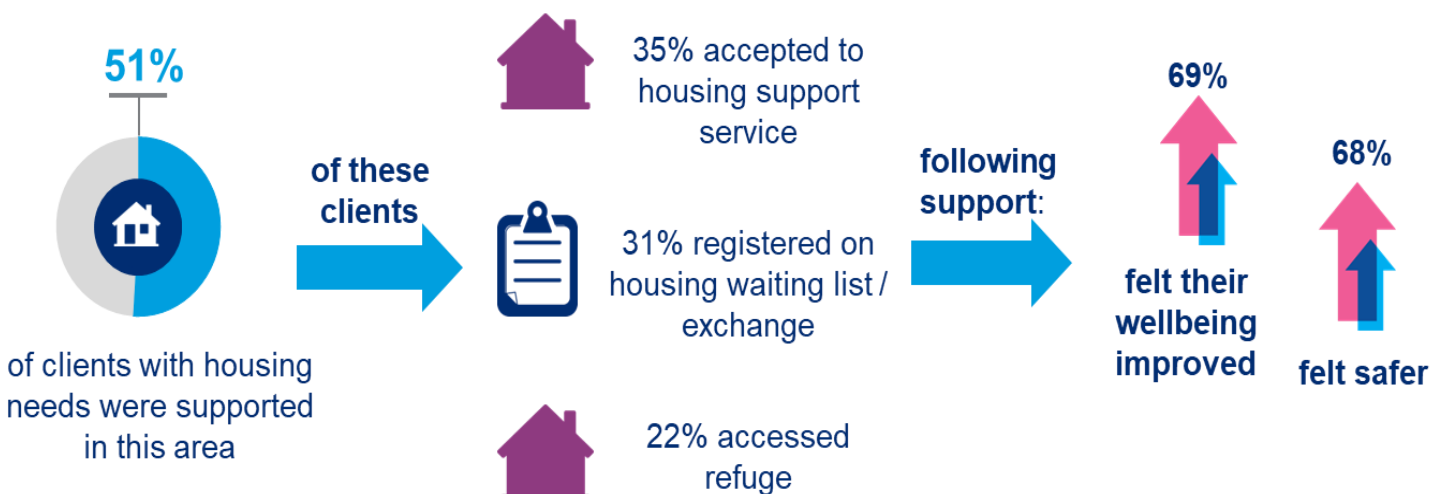


The majority of clients\* at exit said they **felt safer**



The majority of clients\* at exit said their **quality of life had improved**

\*Of those adult clients who completed the question



## Service inputs

### Cases used in the analysis

#### Intake forms

3069

In the period April 2023 to March 2024, caseworkers submitted 3,069 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 2022 to March 2023 there were 3,137 forms submitted, and for the period April 2021 to March 2022 there were 3,027 forms submitted

#### Review forms

163

Caseworkers submitted 163 review forms for clients engaged with Outreach 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 211 review forms submitted and for the period April 2021 to March 2022 there were 200 review forms submitted

#### Exit forms

1928

Caseworkers submitted 1,928 exit forms for clients leaving Outreach 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 1,723 exit forms submitted and for the period April 2021 to March 2022 there were 2,148 exit forms submitted.

#### Criminal and civil justice forms

134

Caseworkers supporting clients with criminal and civil justice (CCJ) supported 52 clients with criminal justice and 82 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 73 criminal justice forms and 36 civil justice forms submitted

Referral status	2024		2023	2022
	n=	3069	3137	3027
	Count	%	%	%
New client	1923	63%	65%	66%
Repeat to service	1054	34%	32%	33%
Continuing case	92	3%	2%	1%
<b>Total</b>	<b>3069</b>			

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
	Count	n=	%	%
Police	713	3069	23%	26%
Marac	11	3069	0%	12%
Self	1017	3069	33%	12%
Health	45	3069	1%	12%
Hospital - Emergency department	5	3069	0%	12%
Hospital - Maternity	4	3069	0%	12%
Community health	37	3069	1%	12%
Mental health	106	3069	3%	12%
Housing	75	3069	2%	12%
Drug services	6	3069	0%	12%
Alcohol services	8	3069	0%	12%
Education	26	3069	1%	12%
Children's social services	394	3069	13%	12%
Adult's social services	61	3069	2%	12%
Probation	11	3069	0%	12%
CRC	0	3069	0%	12%
Refuge	13	3069	0%	12%
Outreach	116	3069	4%	12%
DVA & SV services (internal)	65	3069	2%	12%
DVA & SV services (external)	63	3069	2%	12%
Helpline	166	3069	5%	12%
Specialist services	12	3069	0%	12%
MASH	28	3069	1%	12%
Domestic Violence Court	1	3069	0%	12%
Other	86	3069	3%	12%

For referrals received through a single-point of contact Initial referral route	2024		2023	2022
	Count	n=	%	%
Police	220	3069	7%	8%
Marac	4	3069	0%	0%
Self	294	3069	10%	7%
Health	24	3069	1%	0%
Hospital - A&E	1	3069	0%	0%
Hospital - Maternity	1	3069	0%	0%
Community health	11	3069	0%	1%
Mental health	15	3069	0%	1%
Housing	6	3069	0%	1%
Drug services	0	3069	0%	0%
Alcohol services	0	3069	0%	0%
Education	6	3069	0%	0%
Children's social services	76	3069	2%	3%
Adult's social services	26	3069	1%	0%
Probation	7	3069	0%	0%
CRC	0	3069	0%	0%
Refuge	4	3069	0%	0%
Outreach	0	3069	0%	0%
DVA & SV services (internal)	8	3069	0%	1%
DVA & SV services (external)	17	3069	1%	1%
Helpline	33	3069	1%	1%
Specialist services	3	3069	0%	0%
Other	23	3069	1%	1%
Don't know	8	3069	0%	0%
Missing	2256	3069	74%	72%



## Client profile

### Socio-demographic description of client accessing Idva services

(Information captured at intake, duplicates removed, number of individual clients (n) = 2989)

	2024		2023	2022
Age of client	n=	2989	3037	2948
	Count	%	%	%
<18	42	1%	2%	2%
18-20	145	5%	5%	6%
21-30	803	27%	29%	30%
31-40	1059	35%	35%	33%
41-50	576	19%	18%	18%
51-60	259	9%	9%	8%
61+	105	4%	3%	3%
<b>Average age</b>	<b>36</b>		<b>36</b>	<b>35</b>

	2024		2023	2022
Sex assigned at birth	n=	2989	3037	2948
	Count	%	%	%
Female	2783	93%	92%	92%
Male	193	6%	7%	8%
Intersex	3	0%	0%	0%
Not disclosed	10	0%	1%	0%
Don't know	0	0%	0%	0%

	2024		2023	2022
Which of the following describes how the client thinks of themselves?	n=	2989	3037	2948
	Count	%	%	%
Female	2730	91%	87%	86%
Male	198	7%	6%	7%
In another way	9	0%	0%	0%
Not disclosed	9	0%	2%	3%
Don't know	3	0%	2%	1%
<b>Not sex assigned at birth</b>	<b>26</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>
Missing	40	1%	2%	3%

	2024		2023	2022
Sexual Orientation	n=	2989	3037	2948
	Count	%	%	%
Heterosexual	2603	87%	77%	81%
<b>Total LBG+</b>	<b>90</b>	<b>3%</b>	<b>3%</b>	<b>2%</b>
┆ Bisexual	41	1%	2%	1%
┆ Gay	13	0%	1%	1%
┆ Lesbian	29	1%	1%	1%
┆ Other	7	0%	0%	0%
Not disclosed	180	6%	8%	8%
Don't know	37	1%	4%	3%
Missing	79	3%	7%	6%

Ethnicity	2024		2023	2022
	Count	n=	3037	2948
<b>White</b>	<b>2503</b>	<b>84%</b>	<b>75%</b>	<b>81%</b>
English/ Welsh / Scottish / Northern Irish / British	2446	82%	73%	78%
Irish	5	0%	0%	0%
Gypsy or Irish Traveller	2	0%	0%	0%
Any other White background	50	2%	2%	3%
<b>Mixed / Multiple ethnic groups</b>	<b>25</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>
White and Black Caribbean	7	0%	0%	0%
White and Black African	4	0%	0%	0%
White and Asian	6	0%	0%	0%
Any other Mixed/ Multiple ethnic background	8	0%	0%	0%
<b>Asian / Asian British</b>	<b>157</b>	<b>5%</b>	<b>4%</b>	<b>4%</b>
Indian	82	3%	2%	3%
Pakistani	36	1%	1%	1%
Bangladeshi	9	0%	0%	0%
Chinese	5	0%	0%	0%
Any other Asian background	25	1%	1%	1%
<b>Black / African / Caribbean / Black British</b>	<b>46</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>
African	38	1%	1%	1%
Caribbean	3	0%	0%	0%
Any other Black / African / Caribbean background	5	0%	0%	0%
<b>Other ethnic group</b>	<b>20</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>
Arab	3	0%	0%	0%
Any other ethnic group	17	1%	0%	0%
<b>Total Black, Asian and racially minoritised people</b>	<b>300</b>	<b>10%</b>	<b>9%</b>	<b>11%</b>
Not disclosed	98	3%	6%	3%
Don't know	20	1%	3%	2%
Missing	120	4%	9%	7%

Is the client pregnant?	2024		2023	2022
	Count	n=	3037	2948
Yes	127	4%	4%	4%
No	2566	86%	83%	83%
Don't know	17	1%	1%	2%
Missing	279	9%	11%	11%

How many children or young people are involved with this case?	2024		2023	2022
	Count	n=	3037	2948
0	957	32%	33%	35%
1	781	26%	25%	24%
2	695	23%	24%	24%
3	387	13%	11%	11%
4	109	4%	5%	4%
5+	60	2%	2%	2%
<b>Average number of children</b>	<b>2.0</b>	<b>2.0</b>	<b>2.0</b>	<b>2.0</b>

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

Ages of children	2024		2023	2022
	Count	n=	3779	3644
0 - 12 months	204	5%	6%	7%
1 - 3 years	649	17%	18%	18%
4 - 11 years	1838	48%	47%	47%
12 - 16 years	753	20%	20%	17%
17 - 18 years	137	4%	4%	3%
18 - 24 years	146	4%	3%	4%
24+ years	58	2%	2%	2%
Don't know	21	1%	1%	1%

	2024		2023	2022
CYPs involvement (of those cases with children or young people involved)	n=	2032	2024	1925
	Count	%	%	%
None	1001	49%	49%	50%
Concern raised - NFA	95	5%	4%	3%
Concern raised - contacts/follow up	88	4%	4%	4%
Early help	170	8%	6%	9%
Priority families	2	0%	0%	0%
Targeted families	1	0%	0%	0%
Initial assessment	49	2%	3%	3%
S17 - Child in need	175	9%	7%	7%
S47 - Child protection	125	6%	9%	9%
S31 - Care or supervision order	74	4%	3%	4%
Child protection plan	105	5%	6%	4%
Common assessment framework (Caf/Taf)	9	0%	1%	1%
Personal advisor	5	0%	0%	0%
Transitions team	0	0%	0%	0%
Other	64	3%	3%	4%
Don't know	52	3%	3%	3%
Missing	66	3%	5%	2%

	2024		2023	2022
Does the client have a disability?	n=	2989	3037	2948
	Count	%	%	%
Yes	405	14%	12%	11%
No	2412	81%	78%	79%
Don't know	57	2%	4%	5%
Missing	115	4%	6%	6%

	2024		2023	2022
If yes, what type?	n=	405	360	319
	Count	%	%	%
Physical	181	45%	46%	44%
Learning disability	55	14%	11%	14%
Learning difficulty	38	9%	8%	8%
Neurological condition	68	17%	13%	9%
Progressive illness	40	10%	8%	5%
Organ specific	15	4%	4%	4%
Mental health impairment	121	30%	29%	34%
Sensory disability	14	3%	3%	3%
Frailty	45	11%	12%	11%
Other	13	3%	3%	3%
Don't know	3	1%	1%	2%
Missing	5	1%	1%	0%

	2024		2023	2022
Current employment situation	n=	2989	3037	2948
	Count	%	%	%
Unemployed	1272	43%	41%	38%
Retired	72	2%	2%	2%
Part-time employment	503	17%	16%	14%
In education or training	109	4%	4%	5%
Full-time employment	698	23%	22%	22%
Self-employed	91	3%	2%	3%
Volunteering	11	0%	0%	0%
Stay at home parent	170	6%	5%	9%
Other	75	3%	3%	2%
Not disclosed	18	1%	1%	1%
Don't know	20	1%	2%	4%
Missing	51	2%	5%	3%

	2024		2023	2022
<b>Current financial situation</b>	n=	3069	3137	3027
	Count	%	%	%
Significant financial problems	106	3%	3%	3%
Reliant on others	211	7%	9%	8%
Unable to pay for essentials	118	4%	3%	3%
Managing essentials but nothing left over	886	29%	26%	24%
Comfortably managing	765	25%	26%	30%
No financial concerns	667	22%	19%	22%
Don't know	71	2%	2%	2%
Missing	245	8%	11%	8%

	2024		2023	2022
<b>Has the client experienced an Adverse Childhood Experience (ACE)?</b>	n=	3069	3137	3027
	Count	%	%	%
Yes	608	20%	15%	17%
No	995	32%	25%	16%
Don't know	911	30%	36%	49%
Missing	559	18%	25%	19%

	2024		2023	2022
<b>Adverse Childhood Experiences (ACEs)</b>	n=	608	469	519
	Count	%	%	%
Verbal abuse	223	37%	42%	39%
Direct physical abuse	195	32%	28%	34%
Sexual abuse	167	27%	25%	29%
Parental separation	269	44%	39%	46%
Domestic abuse (exposure)	300	49%	54%	48%
Mental illness	162	27%	23%	27%
Alcohol abuse	111	18%	19%	18%
Drug abuse	66	11%	11%	8%
Incarceration of adults within household	25	4%	4%	3%
<b>Average number experienced</b>		2.5	2.5	2.5
<b>Number experiencing four or more</b>	143	24%	23%	25%

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)

	2024		2023	2022
<b>Number of ticks on the Dash</b>	n=	3069	3137	3027
	Count	%	%	%
Standard Risk (1 - 5)	703	23%	20%	22%
Medium Risk (6 - 9)	1058	34%	32%	33%
High Risk (10+)	1047	34%	37%	35%
<b>Average number of ticks</b>		8	9	8
Missing	261	9%	11%	10%

	2024		2023	2022
<b>High risk?</b>	n=	3069	3137	3027
	Count	%	%	%
Yes	341	11%	10%	11%
No	2488	81%	81%	81%
Don't know	50	2%	2%	3%
Missing	190	6%	6%	6%

	2024		2023	2022
<b>On what basis is the client high risk?</b>	n=	341	305	321
	Count	%	%	%
Actuarial	147	43%	40%	49%
Professional judgment	152	45%	44%	36%
Escalation	30	9%	12%	11%
Missing	12	4%	4%	4%

	2024		2023	2022
Has the case been discussed at Marac?	n=	3069	3137	2876
	Count	%	%	%
Yes	238	8%	7%	6%
No	2536	83%	81%	85%
Don't know	75	2%	2%	3%
Missing	220	7%	9%	6%

	2024		2023	2022
Abuse experienced in the past 12 months	n=	3069	3137	3027
Clients experiencing each abuse type	Count	%	%	%
Physical	1126	37%	37%	38%
Sexual	446	15%	15%	14%
Harassment and stalking	1432	47%	46%	47%
Jealous and controlling	2107	69%	67%	68%
Forced marriage	25	1%	0%	1%
'Honour'-based violence/abuse	70	2%	2%	2%
Female Genital Mutilation	22	1%	0%	0%

2024										
Level of abuse	High		Moderate		Standard		None		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%
Physical	234	8%	362	12%	530	17%	1842	60%	67	2%
Sexual	88	3%	111	4%	247	8%	2496	81%	95	3%
Harassment and stalking	234	8%	418	14%	780	25%	1516	49%	83	3%
Jealous and controlling	284	9%	651	21%	1172	38%	848	28%	84	3%

2023					
Level of abuse	n= 3137				
	High	Moderate	Standard	None	Don't know
	%	%	%	%	%
Physical	8%	12%	17%	58%	4%
Sexual	4%	4%	7%	78%	5%
Harassment and stalking	7%	15%	24%	48%	5%
Jealous and controlling	10%	23%	34%	28%	5%

2024						
Level of abuse (continued)	n= 3069					
	Yes		No		Don't know	
	Count	%	Count	%	Count	%
Forced marriage	25	1%	2763	90%	27	1%
'Honour'-based violence/abuse	70	2%	2706	88%	43	1%
Female Genital Mutilation (FGM)	22	1%	2751	90%	33	1%

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

2023			
Level of abuse (continued)	n= 3137		
	Yes	No	Don't know
	%	%	%
Forced marriage	0%	85%	1%
'Honour'-based violence/abuse	2%	83%	1%
Female Genital Mutilation (FGM)	0%	88%	2%

	2024		2023	2022
Multiple types of abuse	n=	3069	3137	3027
	Count	%	%	%
Clients experiencing multiple types of abuse	1650	54%	54%	55%
Clients experiencing multiple types of high severity abuse	226	7%	8%	8%
Clients experiencing at least one type of high severity abuse	516	17%	18%	19%

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

	2024	2023	2022	
<b>Physical abuse</b>				
<b>Details of physical abuse</b>	<b>n=</b>	<b>1126</b>	<b>1151</b>	<b>1154</b>
	Count	%	%	%
Slapped/pushed/shoved	754	67%	60%	62%
Kicked/punched	388	34%	32%	33%
Restrained/held down	273	24%	23%	24%
Physically threatened	352	31%	30%	31%
Attempted/strangulation	268	24%	27%	26%
Threats/use of weapons	209	19%	19%	21%
Scratches/shallow cuts	71	6%	9%	8%
Burning	15	1%	1%	1%
Other	230	20%	20%	17%
Don't know	19	2%	2%	2%
Missing	18	2%	5%	3%

	2024	2023	2022	
<b>Sexual abuse</b>				
<b>Details of sexual abuse</b>	<b>n=</b>	<b>446</b>	<b>480</b>	<b>426</b>
	Count	%	%	%
Use of threats/force to obtain sex	102	23%	22%	23%
Rape	93	21%	22%	23%
Serious sexual assaults	59	13%	9%	9%
Deliberate infliction of pain during sex	37	8%	7%	7%
Use of weapons during sex	6	1%	1%	1%
Sexual abuse of children	7	2%	1%	2%
Enforced prostitution	3	1%	1%	0%
Intentional transmission of STIs	6	1%	1%	1%
Unwanted touching	145	33%	33%	28%
Made to feel uncomfortable about sex/gender identity	64	14%	10%	12%
Forced to perform sexual acts	70	16%	15%	19%
Use of sexual insults	111	25%	24%	18%
Revenge porn	28	6%	6%	6%
Other	133	30%	27%	29%
Don't know	13	3%	2%	2%
Missing	10	2%	5%	3%

	2024	2023	2022	
<b>Harassment and stalking</b>				
<b>Details of harassment and stalking</b>	<b>n=</b>	<b>1432</b>	<b>1453</b>	<b>1412</b>
	Count	%	%	%
Constant calls/texts/emails	956	67%	67%	69%
Uninvited visits to home/workplace	617	43%	42%	42%
Destroyed/vandalised property	262	18%	16%	18%
Stalking	340	24%	24%	23%
Stalking involving others	171	12%	9%	10%
Homicide/familiacide threats	129	9%	9%	11%
Other	229	16%	14%	15%
Don't know	7	0%	0%	1%
Missing	39	3%	5%	3%

	2024	2023	2022	
<b>Jealous and controlling behaviour</b>				
<b>Details of jealous and controlling behaviour</b>	<b>n=</b>	<b>2107</b>	<b>2093</b>	<b>2071</b>
	Count	%	%	%
Extreme jealousy/possessiveness	1042	49%	48%	49%
Threats to harm victim	528	25%	25%	26%
Control of victim/s daily activities	839	40%	38%	37%
Isolation from family/friends	936	44%	43%	42%
Intercepting calls/messages/social media	338	16%	13%	15%
Controls how finances are spent	550	26%	25%	22%
Controls access to money	385	18%	17%	15%
Humiliated/embarrassed victim in front of others	406	19%	17%	19%
Prevention from accessing care needs/medication	43	2%	2%	3%
Locks victim up	59	3%	3%	3%
Severely restricts movements	161	8%	7%	7%
Threats to take children	334	16%	14%	15%
Suicide/homicide/familicide threats	360	17%	18%	18%
Irrational accusations of infidelity	344	16%	14%	13%
Control of victim/s appearance	200	9%	9%	9%
Pet abuse	119	6%	4%	4%
Other	461	22%	20%	23%
Don't know	12	1%	1%	1%
Missing	56	3%	5%	3%

	2024	2023	2022	
<b>For how long has the abuse been occurring?</b>				
	<b>n=</b>	<b>3069</b>	<b>3137</b>	<b>3027</b>
	Count	%	%	%
1-11 months	214	7%	7%	7%
1-2 years	608	20%	17%	17%
3-5 years	604	20%	21%	21%
6-10 years	511	17%	13%	13%
11 years +	481	16%	13%	13%
<b>Average length of abuse</b>	<b>4 years</b>	<b>4 years</b>	<b>4 years</b>	
Missing	651	21%	29%	21%

	2024	2023	2022	
<b>Has the client been exposed to domestic abuse previously?</b>				
	<b>n=</b>	<b>3069</b>	<b>3137</b>	<b>3027</b>
	Count	%	%	%
<b>Yes</b>	<b>1338</b>	<b>44%</b>	<b>37%</b>	<b>38%</b>
┆ Yes, DA by the same partner in an earlier relationship	477	16%	15%	16%
┆ Yes, DA by previous intimate partner	649	21%	18%	17%
┆ Yes, DA perpetrated by a family member	180	6%	4%	5%
┆ Yes, direct abuse as a CYP	128	4%	3%	3%
┆ Yes, exposure as a CYP	150	5%	4%	4%
┆ Yes, other	31	1%	1%	1%
No	1104	36%	29%	28%
Don't know	398	13%	18%	24%
Missing	229	7%	15%	11%

Relationship to primary perpetrator	2024		2023	2022
	Count	n=	n=	n=
		3069	3137	3027
		%	%	%
Current intimate partner	434	14%	13%	17%
Ex-intimate partner	2318	76%	75%	72%
Mother	80	3%	2%	3%
Step-mother	1	0%	0%	0%
Father	33	1%	1%	1%
Step-father	11	0%	0%	0%
Grandmother	7	0%	0%	0%
Grandfather	1	0%	0%	0%
Child (under 18) biological	15	0%	0%	0%
Child (under 18) step-child	0	0%	0%	0%
Child (18 or over) biological	48	2%	1%	2%
Child (18 or over) step-child	4	0%	0%	0%
Brother	19	1%	0%	0%
Sister	15	0%	0%	1%
Step-brother	0	0%	0%	0%
Step-sister	0	0%	0%	0%
Other family member	21	1%	1%	1%
Other known person/associate	17	1%	1%	1%
Don't know	8	0%	2%	0%
Missing	33	1%	1%	1%

Is the client living with the perpetrator of abuse?	2024		2023	2022
	Count	n=	n=	n=
		3069	3137	3027
		%	%	%
Living together	453	15%	13%	15%
Living together intermittently	73	2%	1%	2%
Not living together	2470	80%	81%	80%
Don't know	40	1%	3%	2%
Missing	33	1%	2%	1%

Reason for not living together	2024		2023	2022
	Count	n=	n=	n=
		2470	2538	2425
		%	%	%
Perpetrator deceased	20	1%	0%	1%
Perpetrator in jail	97	4%	3%	3%
Client in refuge	56	2%	2%	2%
Other	1607	65%	61%	72%
Missing	695	28%	33%	23%

Typology of abuse	2024		2023	2022
	Count	n=	n=	n=
		3069	3137	3027
		%	%	%
Intimate terrorism/coercive control	852	28%	25%	28%
Situational couple violence	117	4%	3%	6%
Violent resistance	28	1%	0%	0%
Mutual couple violence	87	3%	3%	1%
Don't know	416	14%	14%	11%
Missing	1569	51%	54%	53%



	2024		2023	2022
Are there multiple perpetrators?	n=	3069	3137	3027
	Count	%	%	%
Yes	257	8%	9%	9%
No	2363	77%	71%	74%
Don't know	191	6%	5%	6%
Missing	258	8%	14%	10%

	2024		2023	2022
Relationship to additional perpetrators	n=	257	282	275
	Count	%	%	%
Current intimate partner	23	9%	9%	8%
Ex-intimate partner	157	61%	59%	50%
Mother	23	9%	12%	11%
Step-mother	3	1%	0%	1%
Father	25	10%	9%	8%
Step-father	12	5%	2%	3%
Grandmother	1	0%	0%	0%
Grandfather	1	0%	1%	0%
Child (under 18) biological	4	2%	2%	0%
Child (under 18) step-child	1	0%	0%	0%
Child (18 or over) biological	9	4%	5%	5%
Child (18 or over) step-child	2	1%	1%	1%
Brother	20	8%	4%	7%
Sister	6	2%	3%	4%
Step-brother	1	0%	1%	0%
Step-sister	1	0%	0%	0%
Other family member	35	14%	13%	17%
Other known person/associate	33	13%	17%	21%
Don't know	1	0%	0%	1%
Missing	2	1%	1%	1%

2024		
Within the past 12 months...	n=	3069
	Count	%
<b>The client has visited A&amp;E</b>	171	6%
↳ Average number of visits	1.5	
<b>The client has gone to the police</b>	1466	48%
↳ Average number of times	2.1	
<b>The client has engaged with another DVA service or been in refuge</b>	175	6%
↳ Average number of times	2.4	
<b>The client has attempted to end the abusive relationship</b>	1475	48%
↳ Average number of attempts	2.2	

2023		
Within the past 12 months...	n=	3137
	Count	%
<b>The client has visited A&amp;E</b>	171	6%
↳ Average number of visits	1.5	
<b>The client has gone to the police</b>	1466	48%
↳ Average number of times	2.3	
<b>The client has engaged with another DVA service or been in refuge</b>	175	6%
↳ Average number of times	1.6	
<b>The client has attempted to end the abusive relationship</b>	1475	48%
↳ Average number of attempts	2.5	

	2024	2023	2022	
<b>Primary perpetrator information</b>				
<b>Sex assigned at birth</b>	<b>n=</b>	<b>3069</b>	<b>3137</b>	<b>3027</b>
	Count	%	%	%
Male	2722	89%	87%	87%
Female	285	9%	9%	10%
Intersex	1	0%	0%	0%
Don't know	9	0%	1%	0%
Not disclosed	15	0%	1%	1%
Missing	37	1%	1%	1%

	2024	2023	2022	
<b>Which of the following describes how the perpetrator thinks of themselves?</b>				
	<b>n=</b>	<b>3069</b>	<b>3137</b>	<b>3027</b>
	Count	%	%	%
Male	2642	86%	82%	81%
Female	276	9%	8%	9%
In another way	3	0%	0%	0%
Not disclosed	73	2%	8%	6%
<b>Not sex assigned at birth</b>	<b>33</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>
Missing	75	2%	2%	3%

	2024	2023	2022	
<b>Does the perpetrator have multiple victims?</b>				
	<b>n=</b>	<b>3069</b>	<b>3137</b>	<b>3027</b>
	Count	%	%	%
Yes	464	15%	15%	16%
No	1284	42%	38%	37%
Don't know	1163	38%	40%	42%
Missing	158	5%	7%	6%

2024						
Perpetrator needs	Mental health		Drugs		Alcohol	
	Count	%	Count	%	Count	%
Yes	1160	38%	1009	33%	1017	33%
No	1057	34%	1343	44%	1285	42%
Don't know	641	21%	501	16%	533	17%
Missing	211	7%	216	7%	234	8%

2023			
Perpetrator needs	n= 3137		
	Mental health	Drugs	Alcohol
	%	%	%
Yes	37%	31%	31%
No	31%	41%	40%
Don't know	23%	19%	20%
Missing	9%	9%	9%

**Client needs at intake**  
(Information captured at intake, n = 3069)

2024								
Summary of client needs at intake								
	Yes		No		Don't know		Missing	
	Count	%	Count	%	Count	%	Count	%
Alcohol misuse	184	6%	2587	84%	68	2%	230	7%
Children and parenting	851	28%	1937	63%	58	2%	223	7%
Drug misuse	171	6%	2606	85%	63	2%	229	7%
Employment, education and training	446	15%	2315	75%	60	2%	248	8%
Finance, benefits and debt	727	24%	2018	66%	91	3%	233	8%
Housing	1052	34%	1740	57%	60	2%	217	7%
Immigration	91	3%	2704	88%	29	1%	245	8%
Mental health	1717	56%	1068	35%	84	3%	200	7%
Physical health	465	15%	2306	75%	57	2%	241	8%
Social and community support	1131	37%	1626	53%	59	2%	253	8%

2023				
Summary of client needs at intake				
	Yes		No	
	Count	%	Count	%
Alcohol misuse	152	5%	2587	82%
Children and parenting	233	7%	2606	82%
Drug misuse	171	5%	2606	82%
Employment, education and training	446	12%	2315	75%
Finance, benefits and debt	727	20%	2018	66%
Housing	1052	30%	1740	59%
Immigration	91	2%	2704	85%
Mental health	1717	50%	1068	38%
Physical health	465	12%	2306	76%
Social and community support	1131	33%	1626	54%

	2024		2023	2022
	Count	%	Count	%
<b>Mental health needs</b>				
Is the client experiencing any of the following?				
	Count	%	Count	%
Depression	1257	73%	1567	70%
Anxiety	1138	66%	1567	62%
Stress	151	9%	1567	9%
Self harm	228	13%	1567	15%
Suicidal thoughts/behaviour	72	4%	1567	5%
Emotional instability	224	13%	1567	11%
Trouble sleeping	224	13%	1567	14%
Problems with eating	86	5%	1567	4%
Flashbacks	191	11%	1567	8%
Other	120	7%	1567	9%
Don't know	20	1%	1567	3%
Missing	58	3%	1567	4%

	2024		2023	2022
	Count	%	Count	%
<b>Does the client have a diagnosed mental health condition?</b>				
Yes	814	47%	1567	40%
No	513	30%	1567	27%
Don't know	159	9%	1567	12%
Missing	231	13%	1567	21%

	2024	2023	2022
<b>Diagnosed mental health conditions</b>	<b>n= 814</b>	<b>623</b>	<b>704</b>
	Count	%	%
Anxiety disorder	416	51%	41%
Bipolar disorder	48	6%	9%
Autistic spectrum disorder	33	4%	3%
Depression	536	66%	65%
Eating disorder	17	2%	2%
Obsessive compulsive disorder	11	1%	2%
Personality disorders	97	12%	13%
PTSD	130	16%	14%
Complex PTSD	23	3%	3%
Schizophrenia	6	1%	0%
Psychosis	12	1%	1%
Other	47	6%	10%
Don't know	13	2%	2%
Missing	15	2%	2%

	2024	2023	2022
<b>Does the client have access to public funds?</b>	<b>n= 727</b>	<b>629</b>	<b>631</b>
	Count	%	%
Yes	584	80%	82%
No	103	14%	13%
Don't know	30	4%	5%
Missing	10	1%	1%

	2024	2023	2022
<b>Does the client need to apply for indefinite leave to remain?</b>	<b>n= 91</b>	<b>55</b>	<b>59</b>
	Count	%	%
Yes	61	67%	62%
No	19	21%	24%
Don't know	9	10%	9%
Missing	2	2%	5%

	2024	2023	2022
<b>Is the client dependent on the perpetrator for a visa?</b>	<b>n= 91</b>	<b>55</b>	<b>59</b>
	Count	%	%
Yes	56	62%	53%
No	32	35%	36%
Don't know	0	0%	7%
Missing	3	3%	8%

## Case review data

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

	2024		2023	2022
Review point	n=	1928	1723	2148
	Count			
Yes	163	8%	12%	9%
No	1765	92%	88%	91%
<b>Average length of time from case opened to last review point (median, in days)</b>	<b>145</b>		<b>108</b>	<b>108.50</b>

	2024		2023	2022
Since intake, has further abuse occurred?	n=	163	211	200
	Count	%	%	%
Yes, DA by the same perpetrator	66	40%	34%	29%
Yes, DA by a different perpetrator	7	4%	3%	5%
Yes, DA by multiple perpetrators	0	0%	1%	1%
Yes, DA perpetrated by a family member	2	1%	0%	1%
No	93	57%	45%	50%
Missing	-5	-3%	17%	16%

	2024		2023	2022
Multiple types of abuse	n=	63	72	54
	Count	%	%	%
Clients experiencing multiple types of abuse	35	56%	49%	61%
Clients experiencing multiple types of high severity abuse	2	3%	8%	7%
Clients experiencing at least one type of high severity abuse	5	8%	11%	17%

	2024		2023	2022
Since intake, has further abuse been disclosed?	n=	163	211	200
	Count	%	%	%
Yes, DA by the same perpetrator	60	37%	31%	24%
Yes, DA by a different perpetrator	5	3%	2%	3%
Yes, DA by multiple perpetrators	0	0%	0%	0%
Yes, DA perpetrated by a family member	1	1%	1%	1%
Yes, historic abuse	2	1%	0%	3%
No	98	60%	48%	52%

## Client outcomes

### Outcomes and profile of abuse at exit (Information captured at exit, n = 1928)

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.

	2024	2023	2022
Case status at exit	n= 1928	1723	2148
	Count	%	%
Planned closure	1406	73%	75%
Unplanned closure	522	27%	25%
<b>Total</b>	<b>1928</b>		

	2024	2023	2022
Reason for unplanned closures	n= 522	463	539
	Count	%	%
Client disengaged	444	85%	87%
Client moved out of area	16	3%	4%
Client in prison	0	0%	0%
Client in care of mental health services	0	0%	0%
Client fatality	1	0%	0%
Other	40	8%	7%
Missing	21	4%	1%

	2024	2023	2022
Case length	n= 1928	1723	2148
	Count	%	%
0 - 1 month	380	20%	20%
2 months to 3 months	385	20%	28%
4 months to 5 months	384	20%	22%
6 months to 7 months	292	15%	11%
8 months +	479	25%	18%
<b>Average case length (median, in days)</b>	<b>22</b>	<b>19</b>	<b>18</b>
Errors	8	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.

	2024	2023	2022
How many contacts did the client receive?	n= 1928	1723	2148
	Count	%	%
1 to 5	654	34%	20%
6 to 10	458	24%	28%
11 to 20	386	20%	22%
21 to 34	182	9%	11%
35+	248	13%	18%
<b>Average number of contacts (median)</b>	<b>9</b>	<b>9</b>	<b>18</b>

**Domestic abuse context at exit**  
(Information collected at exit, n = 1928)

2024					
Number of ticks on the Dash				n=	1214
	Intake		Exit		
	Count	%	Count	%	
Standard Risk (1 - 5)	268	22%	385	32%	
Medium Risk (6 - 9)	360	30%	350	29%	
High Risk (10+)	440	36%	333	27%	
<b>Cases where Dash score reduced between Intake and Exit</b>	<b>307</b>			<b>25%</b>	

2023				
Number of ticks on the Dash			n=	1225
	Intake		Exit	
	%	%	%	%
Standard Risk (1 - 5)	20%	28%		
Medium Risk (6 - 9)	34%	38%		
High Risk (10+)	37%	26%		
<b>Cases where Dash score reduced between Intake and Exit</b>	<b>34%</b>			<b>28%</b>

Abuse reported at exit	2024		2023	2022
	n=	1581	1454	1812
	Count	%	%	%
No abuse experienced since intake	545	34%	38%	39%
No abuse experienced since last review point	94	6%	7%	4%
<b>No abuse experienced since intake or last review</b>	<b>639</b>	<b>40%</b>	<b>46%</b>	<b>43%</b>

2024					
Multiple types of abuse	n=	1928		1928	
		Intake		Exit	
		Count	%	Count	%
Clients experiencing multiple types of abuse		1050	54%	335	17%
Clients experiencing multiple types of high severity abuse		123	6%	31	2%
Clients experiencing at least one type of high severity abuse		314	16%	78	4%

2023			
Multiple types of abuse	n=	1723	
		Intake	Exit
		%	%
Clients experiencing multiple types of abuse		56%	15%
Clients experiencing multiple types of high severity abuse		10%	1%
Clients experiencing at least one type of high severity abuse		22%	4%

2024								
Change in levels of abuse	Physical		Sexual		Harassment and Stalking		Jealous and Controlling	
	Count	%	Count	%	Count	%	Count	%
Reduced from Intake to Exit	485	82%	202	83%	460	67%	672	68%
↳ Reduced from High to None	87	76%	35	73%	54	51%	76	62%
↳ Reduced to None	464	78%	194	80%	389	56%	586	59%
Unchanged from Intake to Exit	90	15%	35	14%	196	28%	275	28%
Increased from Intake to Exit	71	5%	39	3%	113	8%	104	7%

2023				
Change in levels of abuse	Physical	Sexual	Harassment and Stalking	Jealous and Controlling
Reduced from Intake to Exit	87%	81%	78%	75%
↳ Reduced from High to None	81%	74%	65%	60%
↳ Reduced to None	80%	78%	66%	63%
Unchanged from Intake to Exit	11%	15%	19%	21%
Increased from Intake to Exit	3%	2%	7%	6%

Escalation of abuse	2024		2023	2022
	n=	1928	1723	2148
	Count	%	%	%
Any escalation in severity of abuse	33	2%	2%	2%
Any escalation in frequency of abuse	36	2%	2%	2%
Any escalation in severity or frequency of abuse	40	2%	2%	2%
At least one form of high severity abuse which is escalating in frequency or severity	16	1%	1%	1%

Physical abuse					
2024					
Level of abuse	n=	1928		1928	
		Intake		Exit	
		Count	%	Count	%
High		148	8%	34	2%
Moderate		231	12%	43	2%
Standard		378	20%	106	5%
None		1099	57%	1311	68%
Don't know		72	4%	434	23%
Missing		0	0%	0	0%

2023			
Level of abuse	n=	1723	1723
		Intake	Exit
		%	%
High		10%	1%
Moderate		12%	2%
Standard		16%	5%
None		57%	70%
Don't know		5%	21%
Missing		0%	0%

Sexual abuse					
2024					
Level of abuse	n=	1928		1928	
		Intake		Exit	
		Count	%	Count	%
High		57	3%	19	1%
Moderate		89	5%	22	1%
Standard		158	8%	43	2%
None		1543	80%	1398	73%
Don't know		81	4%	446	23%
Missing		0	0%	0	0%

2023			
Level of abuse	n=	1723	1723
		Intake	Exit
		%	%
High		3%	1%
Moderate		5%	1%
Standard		8%	2%
None		80%	75%
Don't know		4%	22%
Missing		0%	0%



Harassment and stalking					
2024					
Level of abuse	n=	1928		1928	
		Intake		Exit	
		Count	%	Count	%
High		128	7%	41	2%
Moderate		275	14%	95	5%
Standard		480	25%	248	13%
None		969	50%	1079	56%
Don't know		76	4%	465	24%
Missing		0	0%	0	0%

2023			
Level of abuse	n=	1723	
		Intake	Exit
		%	%
High		9%	1%
Moderate		15%	3%
Standard		22%	12%
None		48%	60%
Don't know		6%	23%
Missing		0%	0%

Jealous and controlling behaviours					
2024					
Level of abuse	n=	1928		1928	
		Intake		Exit	
		Count	%	Count	%
High		158	8%	32	2%
Moderate		394	20%	110	6%
Standard		727	38%	330	17%
None		577	30%	982	51%
Don't know		72	4%	474	25%
Missing		0	0%	0	0%

2023			
Level of abuse	n=	1723	
		Intake	Exit
		%	%
High		13%	2%
Moderate		21%	5%
Standard		36%	17%
None		25%	53%
Don't know		5%	24%
Missing		0%	0%

	2024	2023	2022
<b>Change in relationship between client and perpetrator</b>			
	Count	%	%
Current intimate partner to ex-intimate partner	122	38%	36%
Ex-intimate partner to current intimate partner	37	3%	3%

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

2024				
Living arrangement at exit	Intake		Exit	
	Count	%	Count	%
Living together	293	15%	181	9%
Living together intermittently	54	3%	26	1%
Not living together	1548	80%	1473	76%
Don't know	33	2%	248	13%
Missing	0	0%	0	0%

2023			
Living arrangement at exit	n=	1723	
		Intake	Exit
		%	%
Living together		13%	9%
Living together intermittently		2%	1%
Not living together		81%	76%
Don't know		4%	14%
Missing		0%	0%

	2024	2023	2022	
<b>Is there any ongoing contact with the perpetrator?</b>	<b>n=</b>	<b>1928</b>	<b>1723</b>	<b>2148</b>
	Count	%	%	%
Yes	711	37%	33%	39%
No	852	44%	45%	40%
Don't know	365	19%	22%	21%
Missing	0	0%	0%	0%

	2024	2023	2022	
<b>If yes, why is there ongoing contact?</b>	<b>n=</b>	<b>711</b>	<b>563</b>	<b>838</b>
	Count	%	%	%
Children	445	63%	58%	56%
Family and social network	59	8%	8%	10%
Legal proceedings	66	9%	8%	8%
Financial arrangements	34	5%	4%	4%
Ongoing abuse	48	7%	6%	7%
Ongoing relationship	173	24%	26%	33%
Dependent of perpetrator for visa	6	1%	0%	0%
Other	48	7%	9%	8%
Don't know	4	1%	0%	1%
Missing	23	3%	2%	1%

	2024	2023	2022	
<b>Is there ongoing conflict around child contact arrangements?</b>	<b>n=</b>	<b>445</b>	<b>327</b>	<b>467</b>
	Count	%	%	%
Yes	146	33%	39%	39%
No	219	49%	45%	51%
Don't know	35	8%	6%	5%
Missing	45	10%	10%	5%

	2024	2023	2022	
<b>Does the perpetrator use child contact arrangements to continue abuse?</b>	<b>n=</b>	<b>445</b>	<b>327</b>	<b>467</b>
	Count	%	%	%
Yes	125	28%	33%	31%
No	215	48%	48%	54%
Don't know	59	13%	9%	10%
Missing	46	10%	11%	5%

Client reported outcomes										
2024										
	n= 932		n= 926		n= 922		n= 918		n= 914	
	Feel safer		Improved wellbeing		Quality of life improved		Optimistic about the future		Feel more confident	
	Count	%	Count	%	Count	%	Count	%	Count	%
Strongly agree	324	35%	313	34%	298	32%	294	32%	270	30%
Agree	472	51%	446	48%	440	48%	425	46%	449	49%
Not certain	128	14%	151	16%	172	19%	187	20%	184	20%
Disagree	7	1%	15	2%	11	1%	9	1%	8	1%
Disagree strongly	1	0%	1	0%	1	0%	3	0%	3	0%
<b>Total Agree</b>	<b>796</b>	<b>85%</b>	<b>759</b>	<b>82%</b>	<b>738</b>	<b>80%</b>	<b>719</b>	<b>78%</b>	<b>719</b>	<b>79%</b>

2023										
	n= 881		n= 872		n= 866		n= 866		n= 862	
	Feel safer		Improved wellbeing		Quality of life improved		Optimistic about the future		Feel more confident	
	%		%		%		%		%	
Strongly agree	33%		33%		30%		30%		30%	
Agree	52%		47%		48%		47%		47%	
Not certain	13%		18%		20%		21%		21%	
Disagree	1%		1%		2%		2%		2%	
Disagree strongly	0%		0%		0%		0%		0%	
<b>Total Agree</b>	<b>85%</b>		<b>80%</b>		<b>78%</b>		<b>77%</b>		<b>77%</b>	

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)									n= 1928	
	Feel safer		Improved wellbeing		Quality of life improved		Optimistic about the future		Feel more confident	
	Count	%	Count	%	Count	%	Count	%	Count	%
Missing	996	52%	1002	52%	1006	52%	1010	52%	1014	53%

2023										
Client reported outcomes (Missing)					n= 1723					
	Feel safer		Improved wellbeing		Quality of life improved		Optimistic about the future		Feel more confident	
	%		%		%		%		%	
Missing	49%		49%		50%		50%		50%	

	2024	2023	2022
<b>Which agencies do you feel have made the difference to your safety and wellbeing?</b>	<b>n= 779</b>	<b>687</b>	<b>1040</b>
	Count	%	%
Police	336	43%	41%
Marac	46	6%	6%
Health	73	9%	5%
Hospital - A&E	23	3%	2%
Hospital - Maternity	7	1%	1%
Community health	42	5%	3%
Mental health	105	13%	11%
Housing	108	14%	8%
Drug services	15	2%	1%
Alcohol services	15	2%	2%
Education	50	6%	3%
Children's social services	119	15%	23%
Adult's social services	17	2%	2%
Probation	4	1%	1%
CRC	0	0%	0%
Refuge	73	9%	3%
Outreach	587	75%	71%
Other DVA & SV services	46	6%	9%
Helpline	75	10%	1%
Specialist services	22	3%	3%
Other	58	7%	8%
Missing	1149	60%	52%

	2024	2023	2022
<b>Caseworker reported outcomes</b>			
<b>Which agencies have worked well to promote safety and wellbeing on this case?</b>	<b>n= 1928</b>	<b>1723</b>	<b>2148</b>
	Count	%	%
Police	359	19%	21%
Marac	62	3%	4%
Health	61	3%	2%
Hospital - A&E	18	1%	1%
Hospital - Maternity	8	0%	0%
Community health	42	2%	1%
Mental health	105	5%	5%
Housing	119	6%	5%
Drug services	20	1%	0%
Alcohol services	20	1%	1%
Education	43	2%	1%
Children's social services	162	8%	12%
Adult's social services	22	1%	1%
Probation	9	0%	1%
CRC	0	0%	0%
Refuge	82	4%	2%
Outreach	668	35%	35%
Other DVA & SV services	60	3%	4%
Helpline	77	4%	0%
Specialist services	24	1%	2%
Other	63	3%	4%
Missing	999	52%	49%

Which agencies have presented challenges to promoting safety and wellbeing on this case?	2024		2023	2022	
	Count	n=	1928	1723	2148
Police	90		5%	5%	5%
Marac	6		0%	0%	0%
Health	8		0%	0%	1%
Hospital - A&E	1		0%	0%	0%
Hospital - Maternity	0		0%	0%	0%
Community health	5		0%	0%	0%
Mental health	25		1%	1%	1%
Housing	66		3%	2%	2%
Drug services	3		0%	0%	0%
Alcohol services	5		0%	0%	0%
Education	11		1%	0%	0%
Children's social services	47		2%	3%	4%
Adult's social services	7		0%	0%	0%
Probation	2		0%	0%	0%
CRC	0		0%	0%	0%
Refuge	7		0%	0%	0%
Outreach	90		5%	7%	7%
Other DVA & SV services	8		0%	0%	0%
Helpline	4		0%	0%	0%
Specialist services	3		0%	0%	0%
Other	55		3%	4%	3%
Missing	1605		83%	81%	82%

## Service Outputs

### Support and Interventions (Information captured at exit, n = 1928)

2024								
Needs & Support matrix								
Areas of need	Needs		Support		Impact			
	Clients identified with needs		Support provided		Improved safety		Improved wellbeing	
	Count	%	Count	%	Count	%	Count	
Safety			1452	75%	846	58%	851	59%
Housing	641	33%	325	51%	221	68%	224	69%
Physical health	280	15%	102	36%	72	71%	75	74%
Mental health	1004	52%	444	44%	242	55%	270	61%
Drug misuse	102	5%	23	23%	15	65%	15	65%
Alcohol misuse	114	6%	31	27%	19	61%	19	61%
Children/parenting	491	25%	240	49%	129	54%	139	58%
Finance, benefits and debt	427	22%	165	39%	105	64%	118	72%
Employment, education and training	291	15%	118	41%	94	80%	101	86%
Social and community support	650	34%	287	44%	153	53%	199	69%
Immigration	67	3%	46	69%	36	78%	37	80%

2023				
Needs & Support matrix				
Areas of need	Needs	Support	Impact	
	Clients identified with needs	Support provided	Improved safety	Improved wellbeing
	%	%	%	%
Safety		73%	66%	65%
Housing	28%	47%	64%	67%
Physical health	11%	28%	73%	75%
Mental health	47%	42%	61%	65%
Drug misuse	5%	28%	32%	40%
Alcohol misuse	5%	30%	46%	50%
Children/parenting	23%	42%	65%	67%
Finance, benefits and debt	20%	45%	63%	68%
Employment, education and training	10%	18%	55%	68%
Social and community support	31%	39%	55%	63%
Immigration	2%	50%	92%	92%

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.

	2024	2023	2022
<b>Safety</b>			
<b>Have you supported the client with safety?</b>	<b>n= 1928</b>	<b>1723</b>	<b>2148</b>
	Count	%	%
Yes	1452	75%	73%
No	197	10%	10%
Missing	279	14%	17%

	2024	2023	2022
<b>What outcomes were achieved in this support area?</b>			
	n= 1452	1259	1722
	Count	%	%
Anti-social behaviour order issued	0	0%	0%
Cocoon watch	4	0%	0%
Contact order	42	3%	2%
Domestic violence disclosure scheme (DVDS) accessed	1	0%	0%
Domestic violence prevention order (DVPO) issued	2	0%	0%
Domestic violence protection notice (DVPO) issued	13	1%	0%
Established digital/tech safety plan	456	31%	18%
Established personal safety plan	1340	92%	92%
FGM protection order	0	0%	0%
Forced Marriage protection order	0	0%	0%
Gazetteer warning in place	0	0%	0%
Has personal alarm (e.g. grenade alarm)	85	6%	5%
Increased LPT visits	1	0%	0%
Non-molestation order	128	9%	6%
Occupation order	7	0%	0%
Pattern changing course	25	2%	3%
Perpetrator accessing direct 1-1 intervention	12	1%	0%
Perpetrator accessing group programme	13	1%	0%
Referral to Marac	112	8%	5%
Referred DV & SV service (external)	17	1%	1%
Referred DV & SV service (internal)	33	2%	2%
Referred to Outreach	294	20%	14%
Relocated to safety	159	11%	8%
Restraining order	25	2%	1%
Target hardening	139	10%	8%
Other	88	6%	8%
Missing	22	2%	3%

2024				
What impact did this have on client safety and wellbeing?	n= 1452			
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	467	32%	477	33%
Improved slightly	379	26%	374	26%
Decreased slightly	2	0%	0	0%
Decreased greatly	0	0%	1	0%
No change	58	4%	48	3%
Don't know	177	12%	177	12%
<b>Total Improved</b>	<b>846</b>	<b>58%</b>	<b>851</b>	<b>59%</b>
Missing	369	25%	375	26%

2023		
What impact did this have on client safety and wellbeing?	n= 1259	
	Safety	Wellbeing
	%	%
Improved greatly	40%	39%
Improved slightly	26%	27%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
No change	3%	4%
Don't know	6%	6%
<b>Total Improved</b>	<b>66%</b>	<b>65%</b>
Missing	25%	25%



	2024	2023	2022
<b>Housing</b>			
<b>Have you supported the client with housing?</b>	<b>n= 1928</b>	<b>1723</b>	<b>2148</b>
	Count	%	%
Yes	325	17%	13%
No	225	12%	10%
Missing	1378	71%	77%

	2024	2023	2022
<b>What outcomes were achieved in this support area?</b>			
	<b>n= 325</b>	<b>228</b>	<b>361</b>
	Count	%	%
Accepted to housing support service	114	35%	31%
Accessed housing funds	62	19%	8%
Accessed Refuge	73	22%	14%
Accessed sanctuary scheme	20	6%	6%
Accessed settled housing	41	13%	10%
Relocated out of area	47	14%	9%
Accessed statutory housing (LA or HA tenancy)	29	9%	7%
Accessed online support services	39	12%	3%
Accessed temporary housing	17	5%	3%
Not housed	15	5%	8%
Registered on housing waiting list / exchange	100	31%	18%
Sustained existing accommodation	10	3%	6%
Tenancy support provided (reporting repairs, budgeting)	35	11%	4%
Other	52	16%	25%
Missing	12	4%	2%

2024				
<b>What impact did this have on client safety and wellbeing?</b>				
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	165	51%	161	50%
Improved slightly	56	17%	63	19%
No change	27	8%	22	7%
Decreased slightly	0	0%	1	0%
Decreased greatly	1	0%	1	0%
Don't know	21	6%	21	6%
<b>Total Improved</b>	<b>221</b>	<b>68%</b>	<b>224</b>	<b>69%</b>
Missing	55	17%	56	17%

2023		
<b>What impact did this have on client safety and wellbeing?</b>		
	<b>n=</b>	<b>228</b>
	Safety	Wellbeing
	%	%
Improved greatly	45%	46%
Improved slightly	19%	21%
No change	14%	11%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	5%	5%
<b>Total Improved</b>	<b>64%</b>	<b>67%</b>
Missing	17%	17%

	2024	2023	2022
<b>Physical health</b>			
<b>Have you supported the client with physical health?</b>	<b>n= 1928</b>	<b>1723</b>	<b>2148</b>
	Count	%	%
Yes	102	5%	3%
No	138	7%	5%
Missing	1688	88%	92%

	2024	2023	2022
<b>What outcomes were achieved in this support area?</b>	<b>n= 102</b>	<b>52</b>	<b>43</b>
	Count	%	%
Accessed disability services	11	11%	6%
Accessed counselling for physical health	14	14%	10%
Accessed medication for physical health	11	11%	15%
Accessed physical support services	13	13%	7%
Accessing self help	50	49%	29%
Admitted into rehabilitative facilities	2	2%	0%
Discharged from physical health services	1	1%	0%
Physical condition identified and receiving treatment	7	7%	10%
Physical condition rehabilitated	0	0%	2%
Accessed online support services	30	29%	6%
Accessed GP services	67	66%	63%
Referral adult social services	15	15%	21%
Referral rehabilitative facility	1	1%	2%
Referral other health services	11	11%	13%
Smoking cessation support	3	3%	2%
Increased exercise	5	5%	0%
Other	12	12%	8%
Missing	0	0%	6%

2024				
<b>What impact did this have on client safety and wellbeing?</b>	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	43	42%	46	45%
Improved slightly	29	28%	29	28%
No change	9	9%	6	6%
Decreased slightly	0	0%	0	0%
Decreased greatly	0	0%	0	0%
Don't know	5	5%	4	4%
<b>Total Improved</b>	<b>72</b>	<b>71%</b>	<b>75</b>	<b>74%</b>
Missing	16	16%	17	17%

2023		
<b>What impact did this have on client safety and wellbeing?</b>	Safety	Wellbeing
	%	%
Improved greatly	31%	29%
Improved slightly	42%	46%
No change	8%	6%
Decreased slightly	2%	2%
Decreased greatly	0%	0%
Don't know	0%	0%
<b>Total Improved</b>	<b>73%</b>	<b>75%</b>
Missing	17%	17%

	2024	2023	2022
<b>Mental health</b>			
<b>Have you supported the client with mental health?</b>	<b>n= 1928</b>	<b>1723</b>	<b>2148</b>
	Count	%	%
Yes	444	23%	20%
No	385	20%	16%
Missing	1099	57%	64%

	2024	2023	2022
<b>What outcomes were achieved in this support area?</b>			
	n= 444	342	490
	Count	%	%
Accessing medication for mental health condition	72	16%	14%
Accessing mental health services	148	33%	28%
Disengaged from mental health services	7	2%	3%
Discharged from mental health services	4	1%	1%
In care of mental health services	24	5%	3%
Accessing counselling	111	25%	21%
Accessed online support services	76	17%	5%
Accessing self help	107	24%	10%
Referral counselling services	150	34%	30%
Referral mental health	47	11%	10%
Referral other specialist health provider	18	4%	4%
Other	97	22%	18%
Missing	16	4%	3%

2024				
<b>What impact did this have on client safety and wellbeing?</b>				
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	135	30%	153	34%
Improved slightly	107	24%	117	26%
No change	51	11%	22	5%
Decreased slightly	1	0%	1	0%
Decreased greatly	0	0%	0	0%
Don't know	53	12%	55	12%
<b>Total Improved</b>	<b>242</b>	<b>55%</b>	<b>270</b>	<b>61%</b>
Missing	97	22%	96	22%

2023		
<b>What impact did this have on client safety and wellbeing?</b>		
	n= 342	
	Safety	Wellbeing
	%	%
Improved greatly	30%	33%
Improved slightly	31%	31%
No change	10%	6%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	6%	6%
<b>Total Improved</b>	<b>61%</b>	<b>65%</b>
Missing	23%	23%

	2024	2023	2022
<b>Drug misuse</b>			
<b>Have you supported the client with drug misuse?</b>	<b>n= 1928</b>	<b>1723</b>	<b>2148</b>
	Count	%	%
Yes	23	1%	1%
No	49	3%	3%
Missing	1856	96%	97%

	2024	2023	2022
<b>What outcomes were achieved in this support area?</b>			
	n= 23	25	25
	Count	%	%
Accessing drug support services	17	74%	60%
Accessing medication for drug reduction	3	13%	4%
Accessing drug misuse support group	8	35%	8%
Accessing counselling	8	35%	12%
Accessing peer support group	5	22%	12%
Accessing self help	8	35%	16%
Recovery programme in place	4	17%	16%
Accessed online support services	6	26%	4%
Admitted to rehabilitative facility	0	0%	4%
No change in drug misuse issue	1	4%	0%
Disengaged from drug misuse services	1	4%	12%
Proven abstinence drugs	6	26%	4%
Reduced frequency drugs	3	13%	4%
Referral to drug services	5	22%	12%
Other	0	0%	8%
Missing	0%	0%	8%

2024				
<b>What impact did this have on client safety and wellbeing?</b>				
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	12	52%	12	52%
Improved slightly	3	13%	3	13%
No change	3	13%	3	13%
Decreased slightly	0	0%	0	0%
Decreased greatly	0	0%	0	0%
Don't know	0	0%	0	0%
<b>Total Improved</b>	<b>15</b>	<b>65%</b>	<b>15</b>	<b>65%</b>
Missing	5	22%	5	22%

2023				
<b>What impact did this have on client safety and wellbeing?</b>				
	Safety		Wellbeing	
	%	%	%	%
Improved greatly	20%	24%		
Improved slightly	12%	16%		
No change	28%	20%		
Decreased slightly	0%	0%		
Decreased greatly	0%	0%		
Don't know	20%	20%		
<b>Total Improved</b>	<b>32%</b>	<b>40%</b>		
Missing	20%	20%		

	2024	2023	2022
<b>Alcohol misuse</b>			
<b>Have you supported the client with alcohol misuse?</b>	<b>n= 1928</b>	<b>1723</b>	<b>2148</b>
	Count	%	%
Yes	31	2%	1%
No	57	3%	3%
Missing	1840	95%	95%

	2024	2023	2022
<b>What outcomes were achieved in this support area?</b>			
	n= 31	28	30
	Count	%	%
Accessing alcohol support services	25	81%	67%
Accessing medication for alcohol reduction	3	10%	3%
Accessing alcohol misuse support group	5	16%	7%
Accessing counselling	9	29%	0%
Admitted to rehabilitative facility	1	3%	0%
Accessed online support services	5	16%	0%
No change to alcohol misuse issue	1	3%	7%
Disengaged from alcohol misuse services	6	19%	10%
Proven abstinence alcohol	6	19%	0%
Reduced frequency alcohol	2	6%	13%
Other	1	3%	4%
Missing	0	0%	18%

2024				
<b>What impact did this have on client safety and wellbeing?</b>				
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	12	39%	12	39%
Improved slightly	7	23%	7	23%
No change	4	13%	4	13%
Decreased slightly	0	0%	0	0%
Decreased greatly	0	0%	0	0%
Don't know	2	6%	2	6%
<b>Total Improved</b>	<b>19</b>	<b>61%</b>	<b>19</b>	<b>61%</b>
Missing	6	19%	6	19%

2023		
<b>What impact did this have on client safety and wellbeing?</b>		
	Safety	Wellbeing
	%	%
Improved greatly	25%	29%
Improved slightly	21%	21%
No change	18%	14%
Decreased slightly	0%	0%
Decreased greatly	4%	4%
Don't know	4%	4%
<b>Total Improved</b>	<b>46%</b>	<b>50%</b>
Missing	29%	29%

	2024	2023	2022	
<b>Children and parenting</b>				
<b>Have you supported the client with parenting?</b>	<b>n=</b>	<b>1928</b>	<b>1723</b>	<b>2148</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Yes	240	12%	10%	12%
No	173	9%	8%	9%
Missing	1515	79%	82%	78%

2024				
<b>Indicate ongoing CYPS involvement with the family</b>	<b>n=</b>	<b>1285</b>	<b>n=</b>	<b>240</b>
		<b>Intake</b>		<b>Exit</b>
	<b>Count</b>	<b>%</b>	<b>Count</b>	<b>%</b>
None	583	45%	88	37%
Concern raised - NFA	75	6%	16	7%
Concern raised - contacts/follow up	60	5%	8	3%
Early help	90	7%	20	8%
Priority families	1	0%	0	0%
Targeted families	0	0%	0	0%
Initial assessment	42	3%	3	1%
S17 - Child in need	118	9%	23	10%
S47 - Child protection	101	8%	11	5%
S31 - Care or supervision order	48	4%	12	5%
Child protection plan	89	7%	14	6%
Common assessment framework (Caf/Taf)	5	0%	1	0%
Other	45	4%	5	2%
Don't know	36	3%	10	4%

2023			
<b>Indicate ongoing CYPS involvement with the family</b>	<b>n=</b>	<b>1137</b>	<b>168</b>
		<b>Intake</b>	<b>Exit</b>
		<b>%</b>	<b>%</b>
None		49%	41%
Concern raised - NFA		4%	6%
Concern raised - contacts/follow up		4%	0%
Early help		7%	5%
Priority families		0%	0%
Targeted families		0%	0%
Initial assessment		4%	1%
S17 - Child in need		7%	14%
S47 - Child protection		9%	12%
S31 - Care or supervision order		3%	5%
Child protection plan		5%	6%
Common assessment framework (Caf/Taf)		1%	1%
Other		3%	2%
Don't know		4%	2%

	2024	2023	2022	
<b>What outcomes were achieved in this support area?</b>	<b>n=</b>	<b>240</b>	<b>168</b>	<b>267</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Accessing children's support services	111	46%	38%	51%
Accessed parenting course	27	11%	5%	7%
Child(ren) accessing support services	66	28%	14%	15%
Child(ren) living with other family member	9	4%	2%	4%
Child(ren) living with perpetrator	4	2%	1%	2%
Child(ren) removed from client's care	8	3%	1%	1%
Disengaged from support in this area	7	3%	6%	3%
Accessing voluntary parenting support	11	5%	2%	1%
Accessing peer support group	10	4%	4%	1%
Accessed online support services	22	9%	2%	1%
Improved access to childcare	15	6%	2%	2%
Improved family mediation skills	20	8%	5%	4%
Improved parenting skills	24	10%	7%	10%
Accessed Freedom programme	60	25%	17%	31%
Accessed legal support for CYP arrangements	26	11%	5%	8%
Secured child contact arrangements	28	12%	4%	5%
Statutory CYPS involvement	14	6%	4%	3%
Referral to child social services	20	8%	5%	9%
Referral to adult social services	2	1%	1%	0%
Other	33	14%	16%	11%
Missing	14	6%	5%	4%

2024				
What impact did this have on client safety and wellbeing?	n= 240			
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	74	31%	84	35%
Improved slightly	55	23%	55	23%
No change	23	10%	12	5%
Decreased slightly	0	0%	0	0%
Decreased greatly	0	0%	1	0%
Don't know	39	16%	40	17%
<b>Total Improved</b>	<b>129</b>	<b>54%</b>	<b>139</b>	<b>58%</b>
Missing	49	20%	48	20%

2023		
What impact did this have on client safety and wellbeing?	n= 168	
	Safety	Wellbeing
	%	%
Improved greatly	36%	39%
Improved slightly	29%	27%
No change	15%	12%
Decreased slightly	0%	2%
Decreased greatly	0%	0%
Don't know	5%	5%
<b>Total Improved</b>	<b>65%</b>	<b>67%</b>
Missing	14%	14%

	2024	2023	2022	
<b>Finance, benefits and debt</b>				
<b>Have you supported the client with finance, benefits and debt?</b>	<b>n=</b>	<b>1928</b>	<b>1723</b>	<b>2148</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Yes	165	9%	9%	8%
No	177	9%	7%	11%
Missing	1586	82%	84%	81%

	2024	2023	2022	
<b>What outcomes were achieved in this support area?</b>				
	<b>n=</b>	<b>165</b>	<b>158</b>	<b>181</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Accessing full benefit entitlement	77	47%	43%	33%
Accessing partial benefit entitlement	5	3%	3%	2%
Accessing financial support services	53	32%	21%	24%
Disengaged from support in this area	3	2%	2%	3%
Financial stability obtained and maintained	36	22%	9%	10%
Accessed online support services	46	28%	8%	6%
Established financial independence from perpetrator	42	25%	13%	9%
Continued financial abuse	2	1%	1%	2%
Accessed legal aid	58	35%	18%	22%
Referral financial support services	40	24%	14%	23%
Other	35	21%	25%	23%
Missing	6	4%	3%	1%

2024				
<b>What impact did this have on client safety and wellbeing?</b>				
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	76	46%	80	48%
Improved slightly	29	18%	38	23%
No change	20	12%	8	5%
Decreased slightly	0	0%	0	0%
Decreased greatly	0	0%	0	0%
Don't know	12	7%	11	7%
<b>Total Improved</b>	<b>105</b>	<b>64%</b>	<b>118</b>	<b>72%</b>
Missing	28	17%	28	17%

2023		
<b>What impact did this have on client safety and wellbeing?</b>		
	Safety	Wellbeing
	%	%
Improved greatly	40%	43%
Improved slightly	23%	25%
No change	14%	9%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	4%	4%
<b>Total Improved</b>	<b>63%</b>	<b>68%</b>
Missing	19%	19%



	2024	2023	2022
<b>Employment, education and training</b>			
<b>Have you supported the client with employment, education and training?</b>	<b>n= 1928</b>	<b>1723</b>	<b>2148</b>
	Count	%	%
Yes	118	6%	2%
No	120	6%	5%
Missing	1690	88%	93%

	2024	2023	2022
<b>What outcomes were achieved in this support area?</b>			
	<b>n= 118</b>	<b>31</b>	<b>46</b>
	Count	%	%
Accessing training	75	64%	39%
Accessing education	59	50%	19%
Attended workshops	50	42%	7%
Accessing online support services	64	54%	20%
Disengaged from support in this area	18	15%	2%
Engaged in volunteering	5	4%	2%
Found full-time employment	6	5%	7%
Found part-time employment	8	7%	15%
Found flexible employment	1	1%	0%
Other	14	12%	39%
Missing	2	2%	0%

2024				
<b>What impact did this have on client safety and wellbeing?</b>				
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	71	60%	75	64%
Improved slightly	23	19%	26	22%
No change	15	13%	8	7%
Decreased slightly	0	0%	1	1%
Decreased greatly	0	0%	0	0%
Don't know	5	4%	4	3%
<b>Total Improved</b>	<b>94</b>	<b>80%</b>	<b>101</b>	<b>86%</b>
Missing	4	3%	4	3%

2023		
<b>What impact did this have on client safety and wellbeing?</b>		
	Safety	Wellbeing
	%	%
Improved greatly	32%	32%
Improved slightly	23%	35%
No change	19%	6%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	0%	0%
<b>Total Improved</b>	<b>55%</b>	<b>68%</b>
Missing	26%	26%

	2024	2023	2022
<b>Social and community support</b>			
<b>Have you supported the client with social and community support?</b>	<b>n= 1928</b>	<b>1723</b>	<b>2148</b>
	Count	%	%
Yes	287	15%	12%
No	230	12%	11%
Missing	1411	73%	76%

	2024	2023	2022
<b>What outcomes were achieved in this support area?</b>			
	n= 287	211	235
	Count	%	%
Disengaged from support in this area	50	17%	29%
Engaged with cultural/leisure activities	62	22%	8%
Engaged with local community group	83	29%	21%
Engaged with faith group	37	13%	2%
Engaged with drop-in sessions	86	30%	14%
Engaged with peer support group	99	34%	27%
Engaged with self help media	52	18%	6%
Engaged with digital communities	43	15%	13%
Client referral to CYPS	17	6%	1%
Other	54	19%	23%
Missing	14	5%	4%

2024				
<b>What impact did this have on client safety and wellbeing?</b>				
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	95	33%	138	48%
Improved slightly	58	20%	61	21%
No change	29	10%	20	7%
Decreased slightly	0	0%	0	0%
Decreased greatly	5	2%	0	0%
Don't know	18	6%	20	7%
<b>Total Improved</b>	<b>153</b>	<b>53%</b>	<b>199</b>	<b>69%</b>
Missing	82	29%	48	17%

2023		
<b>What impact did this have on client safety and wellbeing?</b>		
	Safety	Wellbeing
	%	%
Improved greatly	32%	37%
Improved slightly	22%	26%
No change	15%	11%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	6%	7%
<b>Total Improved</b>	<b>55%</b>	<b>63%</b>
Missing	24%	19%

	2024	2023	2022
<b>Immigration</b>			
<b>Have you supported the client with immigration?</b>	<b>n= 1928</b>	<b>1723</b>	<b>2148</b>
	Count	%	%
Yes	46	2%	1%
No	13	1%	0%
Missing	1869	97%	99%

	2024	2023	2022
<b>What outcomes were achieved in this support area?</b>			
	n= 46	13	9
	Count	%	%
Accessing public funds	25	54%	77%
Awaiting ILR application	10	22%	23%
Disengaged from support in this area	1	2%	0%
Engaged with specialist services	3	7%	15%
Granted ILR	15	33%	62%
Accessed online support services	8	17%	0%
Access to ID documents	14	30%	31%
Referral to specialist service	6	13%	8%
Applied to Destitute Domestic Violence Concession	20	43%	54%
Other	7	15%	22%
Missing	3	7%	0%

2024				
<b>What impact did this have on client safety and wellbeing?</b>				
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	28	61%	28	61%
Improved slightly	8	17%	9	20%
No change	4	9%	3	7%
Decreased slightly	1	2%	0	0%
Decreased greatly	0	0%	0	0%
Don't know	0	0%	0	0%
<b>Total Improved</b>	<b>36</b>	<b>78%</b>	<b>37</b>	<b>80%</b>
Missing	5	11%	6	13%

2023		
<b>What impact did this have on client safety and wellbeing?</b>		
	Safety	Wellbeing
	n=	13
	%	%
Improved greatly	92%	92%
Improved slightly	0%	0%
No change	8%	0%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	0%	0%
<b>Total Improved</b>	<b>92%</b>	<b>92%</b>
Missing	0%	8%

	2024	2023	2022
<b>Step down and recovery</b>			
<b>Have you supported the client with step down and recovery?</b>	<b>n= 1928</b>	<b>1723</b>	<b>2148</b>
	Count	%	%
Yes	525	27%	20%
No	995	52%	54%
Missing	408	21%	13%

	2024	2023	2022
<b>What outcomes were achieved in this support area?</b>			
	n= 525	348	542
	Count	%	%
Accessed groupwork	260	50%	46%
Accessed 121 peer mentoring	117	22%	16%
Accessed online counselling	98	19%	8%
Accessed online information	142	27%	14%
Accessed therapeutic intervention	117	22%	21%
Support with or to friends / family	141	27%	31%
Missing	60	11%	5%

2024				
<b>What impact did this have on client safety and wellbeing?</b>				
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	157	30%	181	34%
Improved slightly	119	23%	118	22%
No change	35	7%	15	3%
Decreased slightly	0	0%	0	0%
Decreased greatly	0	0%	0	0%
Don't know	94	18%	91	17%
<b>Total Improved</b>	<b>276</b>	<b>53%</b>	<b>299</b>	<b>57%</b>
Missing	120	23%	120	23%

2023		
<b>What impact did this have on client safety and wellbeing?</b>		
	n= 348	
	Safety	Wellbeing
	%	%
Improved greatly	33%	36%
Improved slightly	22%	21%
No change	5%	3%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	14%	14%
<b>Total Improved</b>	<b>55%</b>	<b>57%</b>
Missing	26%	26%

# Criminal and civil justice outcomes

## Criminal justice system outcomes (Information captured at exit, n = 1928)

	2024		2023	2022
Clients supported with criminal justice	n=	1928	1723	2148
	Count	%	%	%
Yes	52	3%	4%	4%
No	1876	97%	96%	96%

	2024		2023	2022
When was the report made to the police?	Number of police reports =	49	85	74
	Count	%	%	%
Before engagement with service	21	43%	53%	64%
After engagement with service	13	27%	25%	16%
Both before and after engagement with service	1	2%	2%	4%
Missing	14	29%	20%	16%

	2024	2023	2022
Average number of reports made to police per case	0.8	1.1	0.8
Average number of incidents per report	1.3	1.1	1.1
Proportion of incidents resulting in conviction (either found/pled)	23%	14%	23%

	2024		2023	2022
Incidents	Number of police reports =	49	85	74
	Count	%	%	%
Assault - Beating/battery (Section 39)	3	6%	5%	7%
Assault - Actual Bodily Harm (Section 47)	4	8%	12%	3%
Assault - Grievous Bodily Harm with intent (Section 18)	0	0%	8%	0%
Assault - Grievous Bodily Harm - without intent (Section 20)	0	0%	2%	0%
Harassment (Section 2)	6	12%	6%	4%
Harassment (Section 4)	0	0%	1%	0%
Criminal Damage	9	18%	2%	5%
Threats to Kill	6	12%	2%	3%
Coercive Control	3	6%	7%	1%
Malicious Communication	3	6%	2%	3%
Breach of Restraining Order	1	2%	4%	4%
Breach of Non-Molestation	1	2%	2%	1%
Rape (Section 1)	1	2%	4%	1%
Sexual Assault (Section 3)	3	6%	4%	3%
Kidnapping or False Imprisonment	0	0%	0%	0%
Perverting the course of justice ( Common Law)	0	0%	0%	0%
Witness Intimidation (Section 51)	0	0%	0%	0%
Crimes against property	0	0%	1%	0%
Perjury	0	0%	0%	0%
Fraud	0	0%	1%	0%
Breach of bail	1	2%	0%	0%
Common assault	5	10%	5%	4%
Revenge Porn	0	0%	4%	0%
Arson	0	0%	0%	0%
Stalking	3	6%	4%	1%
Other	1	2%	2%	4%
Don't know	0	0%	0%	0%

Consequences	2024		2023	2022
	Count	%	%	%
<b>Number of incidents =</b>	<b>64</b>		<b>92</b>	<b>79</b>
Police report - NFA (no further action)	19	30%	36%	44%
Arrested - on bail	11	17%	9%	5%
Arrested - in custody	0	0%	2%	0%
Charged	4	6%	9%	9%
Charge dropped	1	2%	0%	5%
Pled guilty	8	13%	11%	14%
Pled guilty (lesser charge)	5	8%	0%	4%
Pled innocent-found guilty	2	3%	3%	4%
Pled innocent-found guilty (lesser charge)	0	0%	0%	1%
Not proven	4	6%	1%	0%
Acquitted	0	0%	0%	0%
Missing	10	16%	29%	14%

Reason for NFA (no further action)	2024		2023	2022
	Count	%	%	%
<b>Number of NFA =</b>	<b>19</b>		<b>33</b>	<b>35</b>
Victim withdrew	7	37%	55%	57%
Police withdrawal of case	4	21%	18%	40%
CPS withdrawal of case	4	21%	0%	0%
Other	1	5%	12%	0%
Don't know	1	5%	0%	3%
Missing	2	11%	15%	0%

Were special measures granted in this case?	2024		2023	2022
	Count	%	%	%
<b>Number of police reports =</b>	<b>49</b>		<b>85</b>	<b>74</b>
Granted	5	10%	9%	8%
Denied	1	2%	2%	0%
Not yet confirmed	4	8%	5%	4%
Not requested	10	20%	27%	23%
Don't know	0	0%	5%	1%
Missing	29	59%	52%	64%

Perpetrator penalties	2024		2023	2022
	Count	%	%	%
<b>Number of police reports =</b>	<b>49</b>		<b>85</b>	<b>74</b>
Community order - DV-related specified activity order	4	8%	2%	1%
Community order - other requirements	3	6%	0%	3%
Suspended sentence - with DV-related specified order	0	0%	1%	0%
Suspended sentence - with other requirements	1	2%	2%	0%
Custodial sentence - up to 12 months	1	2%	5%	1%
Custodial sentence - 12 months or more	0	0%	2%	5%
Restraining order - up to 12 months	0	0%	2%	4%
Restraining order - up to 24 months	1	2%	1%	0%
Restraining order - 5 years	1	2%	4%	1%
Restraining order - indefinite	2	4%	1%	1%
Bindover	2	4%	5%	7%
Fine	1	2%	2%	4%
Caution	0	0%	6%	3%
Compensation	1	2%	2%	4%
Conditional discharge	1	2%	0%	1%
Other	4	8%	2%	1%

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?	2024		2023	2022
	Count	%	%	%
<b>Number of police reports =</b>	<b>49</b>		<b>85</b>	<b>74</b>
Helped client report incident to police	13	27%	13%	9%
Explained criminal justice process	20	41%	53%	46%
Supported client through criminal justice processes	10	20%	36%	19%
Supported client to access legal support	6	12%	5%	0%
Attended court with client	8	16%	8%	1%
Attended court without client	1	2%	2%	3%
Provided updates about court outcomes	10	20%	20%	20%
Advocated for client during proceedings	3	6%	4%	4%
Supported client with their own charge/conviction	4	8%	0%	0%
Helped client to access compensation	1	2%	2%	1%
Supported client to make an anonymous report	1	2%	2%	0%
Other	2	4%	4%	3%
Missing	15	31%	35%	49%

## Civil justice system outcomes (Information captured at exit, n = 1928)

		2024	2023	2022
<b>Clients supported with civil justice</b>	<b>n=</b>	<b>1928</b>	<b>1723</b>	<b>2148</b>
	Count		%	%
Yes	82	4%	2%	4%
No	1846	96%	98%	96%

		2024	2023	2022
<b>Did the client qualify for legal aid?</b>	<b>n=</b>	<b>82</b>	<b>36</b>	<b>78</b>
	Count		%	%
Yes	49	60%	56%	60%
No	11	13%	33%	29%
Don't know	7	9%	6%	4%
Missing	15	18%	6%	6%

2024								
Civil orders applied for	Applied for		Granted		Not granted		Breach	
	Count	%	Count	%	Count	%	Count	%
	n=	192						
Non-molestation order	14	17%	11	13%	2	2%	1	1%
Occupation order with power of arrest	1	1%	2	2%	1	1%	0	0%
Order under Protection from Harassment Act	1	1%	0	0%	0	0%	0	0%
Injunction under Forced Marriage Act with power of arrest	0	0%	1	1%	0	0%	0	0%
Child arrangements order	16	20%	18	22%	1	1%	0	0%
Prohibited steps order	3	4%	7	9%	1	1%	1	1%
Specific issue order	0	0%	0	0%	0	0%	0	0%
Other orders under the Children's Act	0	0%	4	5%	0	0%	0	0%

2023				
Civil orders applied for	n=			
	Applied for	Granted	Not granted	Breach
	%	%	%	%
Non-molestation order	8%	17%	6%	3%
Occupation order with power of arrest	3%	3%	0%	0%
Order under Protection from Harassment Act	0%	0%	0%	0%
Injunction under Forced Marriage Act with power of arrest	0%	0%	0%	0%
Child arrangements order	33%	17%	0%	3%
Prohibited steps order	3%	3%	0%	0%
Specific issue order	0%	0%	0%	0%
Other orders under the Children's Act	3%	11%	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
<b>What support did you provide the client in this area?</b>	<b>n=</b>	<b>82</b>	<b>36</b>	<b>78</b>
	Count		%	%
Supported client to apply for legal aid	36	44%	47%	44%
Arranged a pre-court visit	11	13%	6%	5%
Referred client for legal advice	49	60%	44%	51%
Supported client with self application of orders	11	13%	11%	3%
Supported client to complete documents	13	16%	6%	12%
Attended court with client	17	21%	8%	15%
Provided updates about civil justice outcomes	4	5%	6%	6%
Advocated for client during proceedings	3	4%	8%	6%
Provided legal support at court	6	7%	8%	1%
Presented evidence at court	2	2%	3%	1%
Helped client report a breach	7	9%	8%	6%
Support with defence against cross applications	0	0%	0%	0%
Supported client with distribution of orders	1	1%	0%	1%
Other	14	17%	31%	21%
Missing	11	13%	11%	11%