Insights outreach dataset 2022-23

Adult outreach services

Contents

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 1,703 matched cases at exit, drawn from ten Outreach services which used the SafeLives Insights outcome measurement service between April 2022 and March 2023.

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.
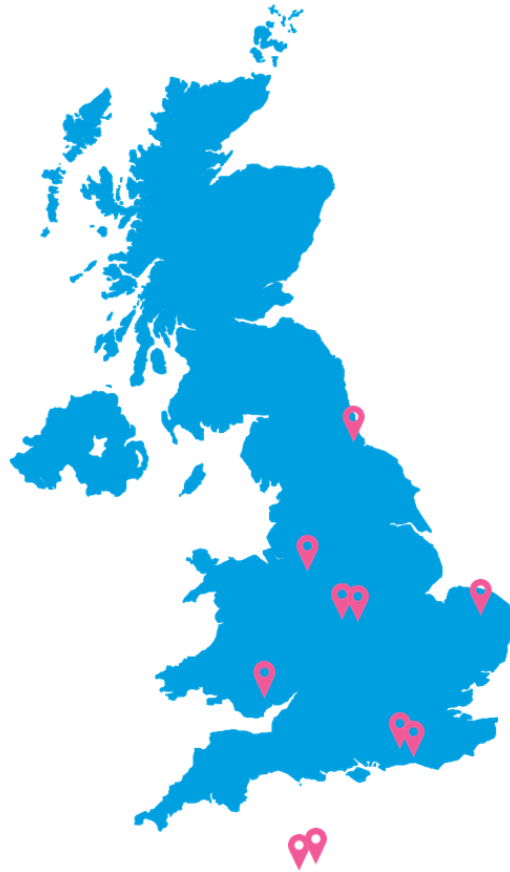
At a glance

10 services

3,064 cases opened

1,703 cases closed

109 clients supported with criminal or civil justice

Location of the services in the dataset

Proportion of clients from diverse client groups
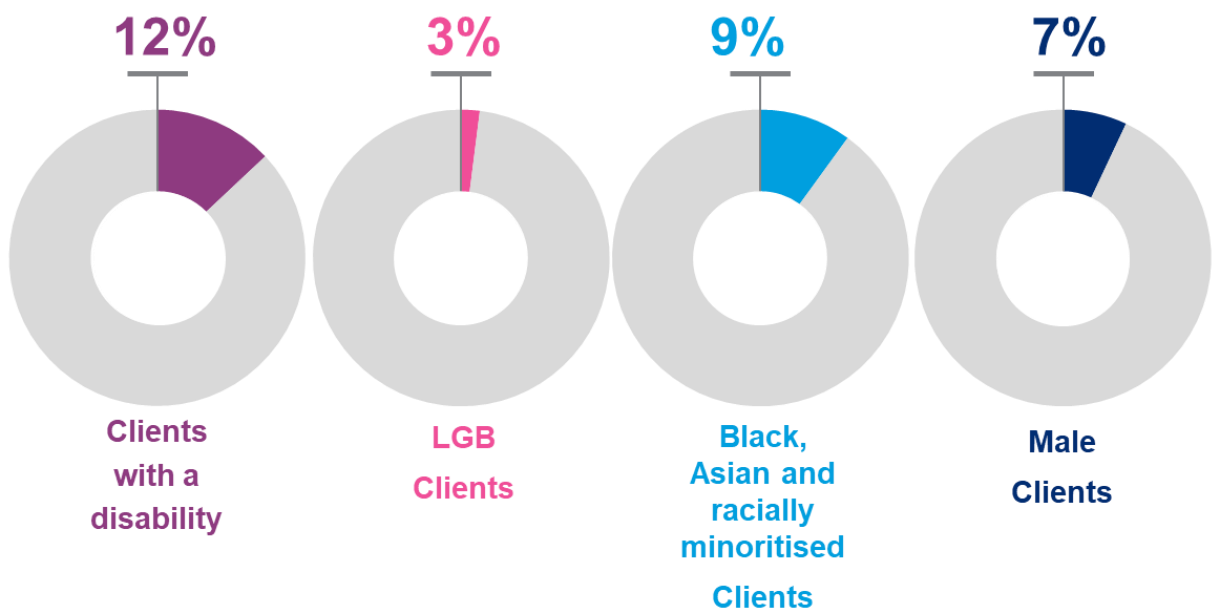
12%

Clients with a disability

3%

LGB Clients

9%

Black, Asian and racially minoritised Clients

7%

Male Clients

Domestic Abuse Service

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

Whole Family Insights

Who are they?

**92 will be female
3 will identify as LGB+
72 will be White British**

Average age: 36

65 will be new to the service

7 self referrals
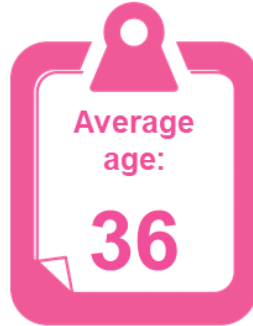
41 will be unemployed

12 will have a disability

7 referred by the Police

Who else is involved?

81 have a male perpetrator

For 75 the perpetrator will be an ex-intimate partner

37 have been exposed to domestic abuse in the past

28 will have had involvement with Children and Young Persons Services

**4 will be pregnant
65 have children**

9 have multiple perpetrators
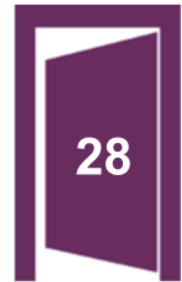
What have they experienced?

10 will be at high risk of serious injury or death

Average length of abuse: 4 years

55 will be experiencing multiple types of abuse

**37 have experienced physical abuse
15 have experienced sexual abuse
46 have experienced harassment and / or stalking
67 have experienced jealous and controlling behaviours**

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

9 They will receive 9 direct contacts over a 19 week period

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

73 will be supported with safety

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

13 will be supported with housing

20 will be supported with their mental health

10 will be supported with children and parenting

4 will access children's support services

2 will access the Freedom programme

What did they say as they left the service?

Numbers below based on those clients who answered each question

78 have an improved quality of life

78 will feel optimistic about the future

85 feel safer

81 have an improved sense of wellbeing

"I had no idea where to start to look for help so this service was amazing."
- a survivor

77 feel more confident

Key findings

Most common needs identified at intake

	Mental health	Social and community support	Housing
2022/23	50%	33%	30%
2021/22	47%	29%	30%

■ 2022/23 ■ 2021/22
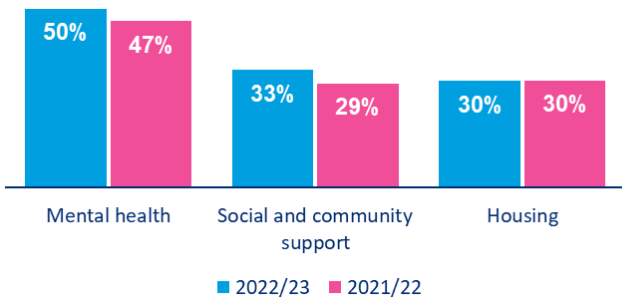
Clients were **supported** for an average of **19 weeks**

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:

87% Physical Abuse

81% Sexual Abuse

78% Harassment & Stalking

75% Jealous & Controlling Behaviour

85%
The majority of clients* at exit said they **felt safer**
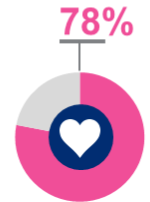
78%
The majority of clients* at exit said their **quality of life had improved**

*Of those adult clients who completed the question

47% of clients with housing needs were supported in this area

of these clients

31% accepted to housing support service

25% received 'Other' support

18% registered on housing waiting list / exchange

following support:

64% felt their wellbeing improved

67% felt safer
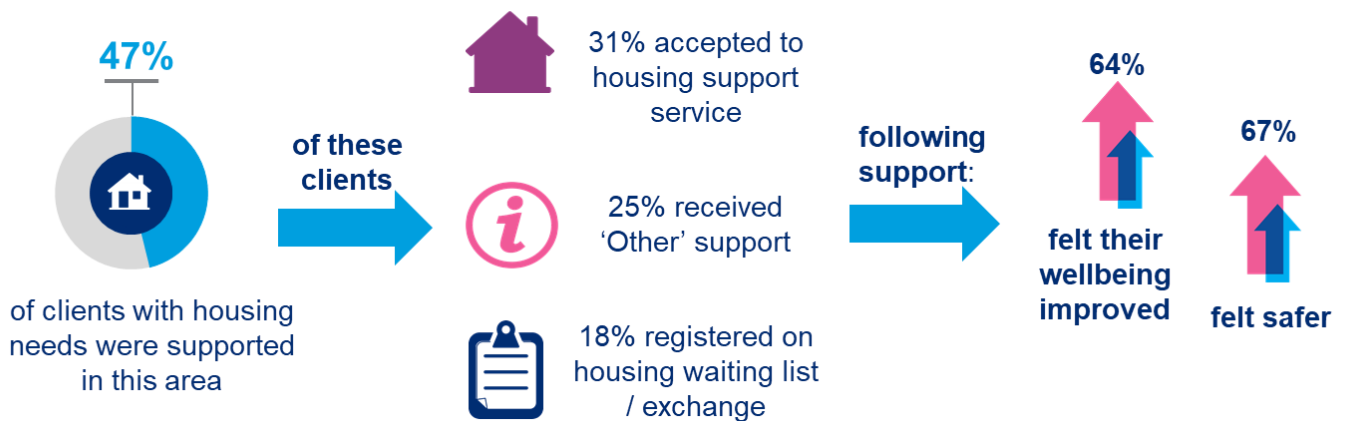
Service inputs

Cases used in the analysis	
Intake forms	**3064**

In the period April 2022 to March 2023, caseworkers submitted 3064 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 2021 to March 2022 there were 2,915 forms submitted, and for the period April 2020 to March 2021 there were 3,211 forms submitted.

Review forms	**209**

Caseworkers submitted 209 review forms for clients engaged with Outreach services for the period April 2022 to March 2023.

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

For the period April 2021 to March 2022 there were 194 review forms submitted and for the period April 2020 to March 2021 there were 240 review forms submitted

Exit forms	**1703**

Caseworkers submitted 1703 exit forms for clients leaving Outreach services for the period April 2022 to March 2023.

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 2022 to March 2023.

For the period April 2021 to March 2022 there were 1,989 exit forms submitted and for the period April 2020 to March 2021 there were 2,149 exit forms submitted.

Criminal and civil justice forms	

Caseworkers supporting clients with criminal and civil justice (CCJ) supported 73 clients with criminal justice and 36 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 2021 to March 2022 there were 79 criminal justice forms and 72 civil justice forms submitted.

		2023		**2022**	**2021**
Referral status		**n=**	**3064**	**2915**	**3211**
	Count		**%**	**%**	**%**
New client	1994		65%	**66%**	66%
Repeat to service	994		32%	**33%**	32%
Continuing case	76		2%	**1%**	2%
Total	**3064**				

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	2023		2022	2021
	n=	3064	2915	3211
	Count	%	%	%
Police	809	26%	26%	25%
Marac	10	0%	1%	1%
Self	990	32%	37%	33%
Health	59	2%	1%	1%
Hospital - Emergency department	3	0%	0%	0%
Hospital - Maternity	4	0%	0%	0%
Community health	57	2%	1%	1%
Mental health	97	3%	3%	2%
Housing	45	1%	1%	2%
Drug services	3	0%	0%	0%
Alcohol services	4	0%	0%	0%
Education	22	1%	1%	0%
Children's social services	379	12%	11%	16%
Adult's social services	48	2%	2%	2%
Probation	7	0%	0%	0%
CRC	0	0%	0%	0%
Refuge	20	1%	1%	1%
Outreach	132	4%	2%	3%
DVA & SV services (internal)	64	2%	2%	3%
DVA & SV services (external)	37	1%	2%	2%
Helpline	127	4%	3%	4%
Specialist services	17	1%	0%	1%
MASH	32	1%	1%	1%
Domestic Violence Court	1	0%	0%	0%
Other	97	3%	3%	2%

For referrals received through a single-point of contact Initial referral route	2023		2022	2021
	n=	3064	2915	3211
	Count	%	%	%
Police	204	7%	8%	9%
Marac	4	0%	0%	0%
Self	209	7%	9%	11%
Health	13	0%	1%	1%
Hospital - A&E	1	0%	0%	0%
Hospital - Maternity	2	0%	0%	0%
Community health	21	1%	1%	0%
Mental health	13	0%	1%	1%
Housing	8	0%	1%	0%
Drug services	0	0%	0%	0%
Alcohol services	0	0%	0%	0%
Education	10	0%	0%	0%
Children's social services	45	1%	3%	4%
Adult's social services	10	0%	0%	0%
Probation	0	0%	0%	0%
CRC	0	0%	0%	0%
Refuge	7	0%	0%	0%
Outreach	0	0%	0%	0%
DVA & SV services (internal)	12	0%	1%	1%
DVA & SV services (external)	6	0%	1%	1%
Helpline	25	1%	0%	1%
Specialist services	5	0%	0%	0%
Other	23	1%	1%	1%
Don't know	13	0%	0%	0%
Missing	2416	79%	72%	67%

Client profile

Socio-demographic description of client
accessing Outreach services
(Information captured at intake, duplicates removed, number of individual clients (n) = 3064)

Age of client		2023		2022	2021
	n=	2970	2849	3111	
	Count	%	%	%	
<18	47	2%	2%	1%	
18-20	139	5%	6%	5%	
21-30	859	29%	30%	32%	
31-40	1039	35%	32%	35%	
41-50	541	18%	18%	16%	
51-60	257	9%	8%	7%	
61+	88	3%	3%	3%	
Average age	36		35	35	

Sex assigned at birth		2023		2022	2021
	n=	2970	2849	3111	
	Count	%	%	%	
Female	2745	92%	92%	93%	
Male	201	7%	8%	7%	
Intersex	2	0%	0%	0%	
Not disclosed	20	1%	0%	0%	
Don't know	2	0%	0%	0%	

Which of the following describes how the client thinks of themselves?		2023		2022	2021
	n=	2970	2849	3111	
	Count	%	%	%	
Female	2745	92%	86%	91%	
Male	201	7%	7%	7%	
In another way	2	0%	0%	0%	
Not disclosed	20	1%	3%	0%	
Don't know	73	2%	1%	0%	
Not sex assigned at birth	19	1%	1%	1%	
Missing	68	2%	4%	2%	

Sexual Orientation		2023		2022	2021
	n=	2970	2849	3111	
	Count	%	%	%	
Heterosexual	2279	77%	81%	88%	
Total LBG+	93	3%	2%	2%	
├ Bisexual	47	2%	1%	1%	
├ Gay	21	1%	1%	1%	
├ Lesbian	23	1%	1%	1%	
└ Other	2	0%	0%	0%	
Not disclosed	248	8%	8%	3%	
Don't know	137	5%	3%	3%	
Missing	213	7%	6%	4%	

Ethnicity		2023		2022	2021
	n=	2970	2849	3111
	Count	%	%	%
White	**2224**	**75%**	**81%**	**81%**
English/ Welsh / Scottish / Northern Irish / British	2153	72%	77%	78%
Irish	2	0%	0%	0%
Gypsy or Irish Traveller	2	0%	0%	0%
Any other White background	67	2%	3%	3%
Mixed / Multiple ethnic groups	**24**	**1%**	**1%**	**1%**
White and Black Caribbean	6	0%	0%	0%
White and Black African	5	0%	0%	0%
White and Asian	3	0%	0%	0%
Any other Mixed/ Multiple ethnic background	10	0%	0%	0%
Asian / Asian British	**128**	**4%**	**4%**	**5%**
Indian	71	2%	2%	3%
Pakistani	31	1%	1%	1%
Bangladeshi	8	0%	0%	0%
Chinese	1	0%	0%	0%
Any other Asian background	17	1%	0%	1%
Black / African / Caribbean / Black British	**35**	**1%**	**1%**	**1%**
African	21	1%	1%	1%
Caribbean	5	0%	0%	0%
Any other Black / African / Caribbean background	9	0%	0%	0%
Other ethnic group	**8**	**0%**	**1%**	**0%**
Arab	1	0%	0%	0%
Any other ethnic group	7	0%	0%	0%
Total Black, Asian and racially minoritised people	**264**	**9%**	**10%**	**10%**
Not disclosed	183	6%	3%	2%
Don't know	90	3%	2%	1%
Missing	278	9%	8%	8%

Is the client pregnant?		2023		2022	2021
	n=	2970	2849	3111
	Count	%	%	%
Yes	132	4%	4%	5%
No	2450	82%	83%	82%
Don't know	41	1%	2%	2%
Missing	347	12%	11%	11%

How many children or young people are involved with this case?		2023		2022	2021
	n=	2970	3111	1907
	Count	%	%	%
0	998	34%	35%	29%
1	737	25%	24%	28%
2	721	24%	24%	25%
3	313	11%	11%	11%
4	145	5%	4%	5%
5+	56	2%	2%	2%
Average number of children	**2.0**		**2.0**	**2.0**

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

Ages of children		2023		2022	2021
	n=	3682	3507	4266
	Count	%	%	%
0 - 12 months	223	6%	7%	8%
1 - 3 years	654	18%	18%	19%
4 - 11 years	1738	47%	48%	47%
12 - 16 years	721	20%	17%	18%
17 - 18 years	140	4%	3%	3%
18 - 24 years	123	3%	4%	3%
24+ years	63	2%	2%	1%
Don't know	20	1%	1%	1%

CYPS involvement (of those cases with children or young people involved)	2023		2022	2021
	n=	1972	1853	2219
	Count	%	%	%
None	956	48%	49%	44%
Concern raised - NFA	87	4%	3%	5%
Concern raised - contacts/follow up	85	4%	4%	5%
Early help	126	6%	9%	9%
Priority families	0	0%	0%	0%
Targeted families	3	0%	0%	0%
Initial assessment	62	3%	3%	3%
S17 - Child in need	143	7%	7%	7%
S47 - Child protection	186	9%	9%	12%
S31 - Care or supervision order	67	3%	4%	5%
Child protection plan	114	6%	4%	5%
Common assessment framework (Caf/Taf)	16	1%	1%	1%
Personal advisor	1	0%	0%	0%
Transitions team	1	0%	0%	0%
Other	58	3%	4%	3%
Don't know	61	3%	3%	4%
Missing	94	5%	2%	1%

Does the client have a disability?	2023		2022	2021
	n=	2970	2849	3111
	Count	%	%	%
Yes	346	12%	11%	13%
No	2320	78%	79%	77%
Don't know	112	4%	5%	5%
Missing	192	6%	6%	5%

If yes, what type?	2023		2022	2021
	n=	346	309	392
	Count	%	%	%
Physical	157	45%	43%	43%
Learning disability	40	12%	14%	10%
Learning difficulty	26	8%	8%	10%
Neurological condition	47	14%	8%	10%
Progressive illness	28	8%	5%	7%
Organ specific	16	5%	4%	4%
Mental health impairment	104	30%	35%	40%
Sensory disability	8	2%	3%	4%
Frailty	41	12%	11%	10%
Other	9	3%	3%	3%
Don't know	3	1%	2%	1%
Missing	5	1%	1%	1%

Current employment situation	2023		2022	2021
	n=	2970	2849	3111
	Count	%	%	%
Unemployed	1220	41%	38%	42%
Retired	63	2%	2%	2%
Part-time employment	472	16%	14%	13%
In education or training	106	4%	5%	4%
Full-time employment	663	22%	22%	19%
Self-employed	70	2%	3%	2%
Volunteering	13	0%	0%	0%
Stay at home parent	136	5%	9%	9%
Other	78	3%	2%	2%
Not disclosed	26	1%	1%	1%
Don't know	67	2%	4%	6%
Missing	145	5%	3%	3%

Current financial situation		**2023**	**2022**	**2021**
	n=	3064	2915	3211
	Count	%	%	%
Significant financial problems	89	3%	3%	3%
Reliant on others	274	9%	8%	11%
Unable to pay for essentials	84	3%	3%	2%
Managing essentials but nothing left over	795	26%	24%	25%
Comfortably managing	813	27%	30%	27%
No financial concerns	593	19%	23%	21%
Don't know	67	2%	3%	3%
Missing	349	11%	8%	8%

Has the client experienced an Adverse Childhood Experience (ACE)?		**2023**	**2022**	**2021**
	n=	3064	2915	3211
	Count	%	%	%
Yes	454	15%	17%	15%
No	741	24%	16%	14%
Don't know	1111	36%	49%	56%
Missing	769	25%	19%	16%

Adverse Childhood Experiences (ACEs)		**2023**	**2022**	**2021**
	n=	454	497	468
	Count	%	%	%
Verbal abuse	189	42%	39%	41%
Direct physical abuse	129	28%	34%	30%
Sexual abuse	116	26%	29%	29%
Parental separation	174	38%	45%	34%
Domestic abuse (exposure)	245	54%	48%	50%
Mental illness	100	22%	27%	25%
Alcohol abuse	86	19%	18%	19%
Drug abuse	50	11%	8%	8%
Incarceration of adults within household	20	4%	3%	3%
Average number experienced	2.4		2.5	2.4
Number experiencing four or more	105	23%	24%	22%

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

History of abuse at intake
(Information captured at intake, n = 3,064)

Number of ticks on the Dash		**2023**	**2022**	**2021**
	n=	3064	2915	3211
	Count	%	%	%
Standard Risk (1 - 5)	606	20%	22%	21%
Medium Risk (6 - 9)	992	32%	33%	34%
High Risk (10+)	1135	37%	35%	35%
Average number of ticks	9		8	9
Missing	331	11%	10%	9%

High risk?		**2023**	**2022**	**2021**
	n=	3064	2915	3211
	Count	%	%	%
Yes	298	10%	10%	10%
No	2467	81%	81%	80%
Don't know	50	2%	3%	3%
Missing	249	8%	6%	7%

On what basis is the client high risk?		**2023**	**2022**	**2021**
	n=	298	302	334
	Count	%	%	%
Actuarial	119	40%	47%	47%
Professional judgment	130	44%	37%	42%
Escalation	36	12%	13%	10%
Missing	13	4%	3%	1%

Has the case been discussed at Marac?		n=	2023 3064	2022 2915	2021 3211
		Count	%	%	%
Yes		224	7%	**6%**	8%
No		2492	81%	**86%**	81%
Don't know		76	2%	**3%**	4%
Missing		272	9%	**6%**	7%

Abuse experienced in the past 12 months			2023	2022	2021
Clients experiencing each abuse type		n=	3064	2915	3211
		Count	%	%	%
Physical		**1127**	**37%**	38%	43%
Sexual		**473**	**15%**	14%	14%
Harassment and stalking		**1421**	**46%**	47%	47%
Jealous and controlling		**2048**	**67%**	68%	68%
Forced marriage		**12**	**0%**	1%	0%
'Honour'-based violence/abuse		**55**	**2%**	2%	1%
Female Genital Mutilation		**6**	**0%**	0%	0%

2023

Level of abuse	High		Moderate		Standard		None		n= Don't know	2915
	Count	%	Count	%	Count	%	Count	%	Count	%
Physical	**247**	**8%**	**368**	**12%**	**512**	**17%**	**1764**	**58%**	**131**	**4%**
Sexual	**109**	**4%**	**136**	**4%**	**228**	**7%**	**2393**	**78%**	**154**	**5%**
Harassment and stalking	**226**	**7%**	**471**	**15%**	**724**	**24%**	**1460**	**48%**	**138**	**5%**
Jealous and controlling	**320**	**10%**	**692**	**23%**	**1036**	**34%**	**848**	**28%**	**139**	**5%**

2022

Level of abuse	High	Moderate	Standard	None	n= Don't know	2915
	%	%	%	%	%
Physical	9%	11%	18%	58%	2%
Sexual	3%	4%	7%	80%	5%
Harassment and stalking	7%	15%	24%	49%	3%
Jealous and controlling	10%	21%	37%	28%	3%

2023

Level of abuse (continued)	Yes		No		n= Don't know	3064
	Count	%	Count	%	Count	%
Forced marriage	**12**	**0%**	**2588**	**84%**	**41**	**1%**
'Honour'-based violence/abuse	**55**	**2%**	**2537**	**83%**	**44**	**1%**
Female Genital Mutilation (FGM)	**6**	**0%**	**2575**	**84%**	**46**	**2%**

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

2022

Level of abuse (continued)	Yes	No	n= Don't know	2915
	%	%	%
Forced marriage	1%	89%	1%
'Honour'-based violence/abuse	2%	87%	1%
Female Genital Mutilation (FGM)	0%	88%	1%

Multiple types of abuse		2023		2022	2021
	n=	3064		2915	3211
	Count	%		%	%
Clients experiencing multiple types of abuse	1676	55%		55%	57%
Clients experiencing multiple types of high severity abuse	237	8%		8%	8%
Clients experiencing at least one type of high severity abuse	562	18%		19%	19%

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

Physical abuse		2023		2022	2021
Details of physical abuse	n=	1127		1104	1373
	Count	%		%	%
Slapped/pushed/shoved	668	59%		62%	65%
Kicked/punched	358	32%		33%	34%
Restrained/held down	255	23%		23%	26%
Physically threatened	340	30%		31%	34%
Attempted/strangulation	303	27%		26%	28%
Threats/use of weapons	214	19%		21%	23%
Scratches/shallow cuts	94	8%		8%	7%
Burning	15	1%		1%	1%
Other	228	20%		17%	19%
Don't know	23	2%		2%	2%
Missing	53	5%		3%	1%

Sexual abuse		2023		2022	2021
Details of sexual abuse	n=	473		403	439
	Count	%		%	%
Use of threats/force to obtain sex	103	22%		23%	20%
Rape	105	22%		22%	21%
Serious sexual assaults	42	9%		8%	8%
Deliberate infliction of pain during sex	32	7%		7%	4%
Use of weapons during sex	5	1%		1%	1%
Sexual abuse of children	7	1%		1%	2%
Enforced prostitution	4	1%		0%	1%
Intentional transmission of STIs	5	1%		0%	1%
Unwanted touching	153	32%		27%	36%
Made to feel uncomfortable about sex/gender identity	46	10%		13%	15%
Forced to perform sexual acts	69	15%		19%	10%
Use of sexual insults	113	24%		18%	25%
Revenge porn	27	6%		6%	5%
Other	129	27%		30%	34%
Don't know	10	2%		1%	2%
Missing	26	5%		3%	2%

Harassment and stalking		2023		2022	2021
Details of harassment and stalking	n=	1421		1358	1525
	Count	%		%	%
Constant calls/texts/emails	954	67%		70%	72%
Uninvited visits to home/workplace	603	42%		41%	46%
Destroyed/vandalised property	224	16%		18%	19%
Stalking	335	24%		23%	20%
Stalking involving others	128	9%		10%	10%
Homicide/familiacide threats	119	8%		11%	10%
Other	193	14%		15%	16%
Don't know	7	0%		1%	1%
Missing	75	5%		3%	1%

Jealous and controlling behaviour		2023		2022	2021
Details of jealous and controlling behaviour	n=	2048		1987	2168
	Count	%		%	%
Extreme jealousy/possessiveness	983	48%		49%	50%
Threats to harm victim	516	25%		26%	29%
Control of victim/s daily activities	775	38%		37%	39%
Isolation from family/friends	894	44%		42%	44%
Intercepting calls/messages/social media	263	13%		14%	16%
Controls how finances are spent	510	25%		22%	24%
Controls access to money	333	16%		16%	18%
Humiliated/embarrassed victim in front of others	354	17%		18%	20%
Prevention from accessing care needs/medication	36	2%		3%	2%
Locks victim up	50	2%		2%	3%
Severely restricts movements	132	6%		7%	8%
Threats to take children	289	14%		15%	18%
Suicide/homicide/familicide threats	362	18%		18%	16%
Irrational accusations of infidelity	285	14%		13%	18%
Control of victim/s appearance	180	9%		9%	10%
Pet abuse	87	4%		4%	4%
Other	402	20%		23%	20%
Don't know	14	1%		1%	1%
Missing	103	5%		3%	1%

		2023		2022	2021
For how long has the abuse been occurring?	n=	3064		2915	3211
	Count	%		%	%
1-11 months	216	7%		10%	9%
1-2 years	507	17%		20%	23%
3-5 years	648	21%		20%	20%
6-10 years	400	13%		15%	15%
11 years +	404	13%		15%	14%
Average length of abuse	**4 years**			**4 years**	**3 years 6 months**
Missing	889	29%		21%	11%

		2023		2022	2021
Has the client been exposed to domestic abuse previously?	n=	3064		2915	3211
	Count	%		%	%
Yes	**1141**	**37%**		38%	**36%**
├ Yes, DA by the same partner in an earlier relationship	475	16%		16%	14%
├ Yes, DA by previous intimate partner	540	18%		17%	19%
├ Yes, DA perpetrated by a family member	108	4%		5%	3%
├ Yes, direct abuse as a CYP	90	3%		3%	3%
├ Yes, exposure as a CYP	118	4%		4%	4%
└ Yes, other	23	1%		1%	1%
No	879	29%		28%	25%
Don't know	566	18%		23%	30%
Missing	478	16%		11%	9%

Relationship to primary perpetrator		2023		2022	2021
	n=	3064		2915	3211
	Count	%		%	%
Current intimate partner	399	13%		17%	16%
Ex-intimate partner	2297	75%		71%	73%
Mother	63	2%		3%	3%
Step-mother	2	0%		0%	0%
Father	29	1%		1%	1%
Step-father	7	0%		0%	0%
Grandmother	5	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	46	2%		2%	1%
Child (18 or over) step-child	5	0%		0%	0%
Brother	13	0%		0%	0%
Sister	9	0%		1%	0%
Step-brother	0	0%		0%	0%
Step-sister	1	0%		0%	0%
Other family member	33	1%		1%	0%
Other known person/associate	30	1%		1%	0%
Don't know	51	2%		0%	0%
Missing	53	2%		2%	3%

Is the client living with the perpetrator of abuse?		2023		2022	2021
	n=	3064		2915	3211
	Count	%		%	%
Living together	405	13%		15%	15%
Living together intermittently	46	2%		2%	2%
Not living together	2469	81%		79%	79%
Don't know	90	3%		2%	1%
Missing	54	2%		2%	3%

Reason for not living together		2023		2022	2021
	n=	2469		2915	2543
	Count	%		%	%
Perpetrator deceased	8	0%		1%	0%
Perpetrator in jail	82	3%		3%	4%
Client in refuge	45	2%		2%	1%
Other	1517	61%		73%	69%
Missing	825	33%		23%	26%

Typology of abuse		2023		2022	2021
	n=	3064		2915	3211
	Count	%		%	%
Intimate terrorism/coercive control	769	25%		28%	27%
Situational couple violence	78	3%		6%	6%
Violent resistance	6	0%		0%	1%
Mutual couple violence	90	3%		1%	1%
Don't know	442	14%		11%	19%
Missing	1679	55%		54%	45%

Are there multiple perpetrators?		2023		2022	2021
		n=	3064	2915	3211
	Count		%	%	%
Yes	279		9%	9%	9%
No	2183		71%	75%	73%
Don't know	166		5%	6%	8%
Missing	436		14%	10%	10%

Relationship to additional perpetrators		2023		2022	2021
		n=	279	263	285
	Count		%	%	%
Current intimate partner	24		9%	7%	7%
Ex-intimate partner	164		59%	51%	56%
Mother	33		12%	12%	6%
Step-mother	1		0%	1%	1%
Father	25		9%	8%	4%
Step-father	5		2%	3%	3%
Grandmother	0		0%	0%	1%
Grandfather	3		1%	0%	1%
Child (under 18) biological	7		3%	0%	2%
Child (under 18) step-child	0		0%	0%	1%
Child (18 or over) biological	13		5%	6%	3%
Child (18 or over) step-child	2		1%	1%	1%
Brother	12		4%	6%	4%
Sister	9		3%	3%	3%
Step-brother	2		1%	0%	0%
Step-sister	1		0%	0%	0%
Other family member	34		12%	16%	11%
Other known person/associate	48		17%	22%	23%
Don't know	2		1%	2%	0%
Missing	2		1%	1%	1%

2023			
Within the past 12 months…		n=	3064
	Count		%
The client has visited A&E	**175**		**6%**
└ Average number of visits		1.5	
The client has gone to the police	**1476**		**48%**
└ Average number of times		2.3	
The client has engaged with another DVA service or been in refuge	**187**		**6%**
└ Average number of times		1.6	
The client has attempted to end the abusive relationship	**1462**		**48%**
└ Average number of attempts		2.5	

2022			
Within the past 12 months…		n=	2915
			%
The client has visited A&E	145		5%
└ Average number of visits			
The client has gone to the police	1462		50%
└ Average number of times			
The client has engaged with another DVA service or been in refuge	224		8%
└ Average number of times			
The client has attempted to end the abusive relationship	1425		49%
└ Average number of attempts			

Primary perpetrator information

Sex assigned at birth

		2023	2022	2021
	n=	3064	2915	3211
	Count	%	%	%
Male	2661	87%	87%	87%
Female	285	9%	10%	10%
Intersex	1	0%	0%	0%
Don't know	42	1%	0%	0%
Not disclosed	36	1%	1%	0%
Missing	39	1%	2%	3%

Which of the following describes how the perpetrator thinks of themselves?

		2023	2022	2021
	n=	3064	2915	3211
	Count	%	%	%
Male	2496	81%	80%	85%
Female	231	8%	9%	9%
In another way	3	0%	0%	0%
Not disclosed	244	8%	6%	2%
Not sex assigned at birth	34	1%	1%	1%
Missing	90	3%	4%	3%

Does the perpetrator have multiple victims?

		2023	2022	2021
	n=	3064	2915	3211
	Count	%	%	%
Yes	468	15%	15%	17%
No	1141	37%	37%	36%
Don't know	1217	40%	41%	42%
Missing	238	8%	7%	6%

Perpetrator needs — 2023

	Mental health		Drugs		Alcohol	
n=					3064	
	Count	%	Count	%	Count	%
Yes	1119	37%	960	31%	945	31%
No	958	31%	1243	41%	1223	40%
Don't know	706	23%	577	19%	611	20%
Missing	281	9%	284	9%	285	9%

Perpetrator needs — 2022

	Mental health	Drugs	Alcohol
n=			2915
	%	%	%
Yes	35%	30%	30%
No	32%	44%	42%
Don't know	25%	19%	20%
Missing	8%	8%	8%

Client needs at intake
(Information captured at intake, n = 3,064)

2023 Summary of client needs at intake	Yes		No		Don't know		Missing n= 3064	
	Count	%	Count	%	Count	%	Count	%
Alcohol misuse	164	5%	2506	82%	69	2%	325	11%
Children and parenting	715	23%	1950	64%	55	2%	344	11%
Drug misuse	163	5%	2520	82%	60	2%	321	10%
Employment, education and training	355	12%	2305	75%	59	2%	345	11%
Finance, benefits and debt	607	20%	2020	66%	93	3%	344	11%
Housing	913	30%	1791	58%	47	2%	313	10%
Immigration	55	2%	2584	84%	42	1%	383	13%
Mental health	1534	50%	1165	38%	86	3%	279	9%
Physical health	353	12%	2312	75%	64	2%	335	11%
Social and community support	1008	33%	1635	53%	64	2%	357	12%

2022 Summary of client needs at intake	Yes	No	Don't know	n= 2915 Missing
	%	%	%	%
Alcohol misuse	5%	84%	3%	8%
Children and parenting	22%	68%	2%	8%
Drug misuse	5%	85%	2%	8%
Employment, education and training	10%	78%	3%	9%
Finance, benefits and debt	21%	68%	3%	8%
Housing	30%	60%	2%	8%
Immigration	2%	87%	2%	9%
Mental health	47%	43%	3%	7%
Physical health	10%	79%	2%	9%
Social and community support	29%	60%	2%	8%

Mental health needs	2023		2022	2021
Is the client experiencing any of the following?	n=	1534	1359	1499
	Count	%	%	%
Depression	1071	70%	78%	78%
Anxiety	951	62%	62%	68%
Stress	147	10%	9%	8%
Self harm	226	15%	16%	16%
Suicidal thoughts/behaviour	80	5%	6%	6%
Emotional instability	162	11%	12%	13%
Trouble sleeping	204	13%	11%	13%
Problems with eating	62	4%	4%	3%
Flashbacks	152	10%	7%	9%
Other	140	9%	10%	6%
Don't know	43	3%	2%	1%
Missing	68	4%	2%	1%

	2023		2022	2021
Does the client have a diagnosed mental health condition?	n=	1534	1359	1499
	Count	%	%	%
Yes	606	40%	50%	56%
No	422	28%	26%	21%
Don't know	179	12%	13%	14%
Missing	327	21%	11%	9%

Diagnosed mental health conditions		2023		2022	2021
	n=	606		682	843
	Count		%	%	%
Anxiety disorder	248		41%	42%	46%
Bipolar disorder	52		9%	6%	5%
Autistic spectrum disorder	16		3%	2%	2%
Depression	398		66%	68%	71%
Eating disorder	15		2%	1%	2%
Obsessive compulsive disorder	12		2%	2%	2%
Personality disorders	75		12%	12%	11%
PTSD	84		14%	14%	10%
Complex PTSD	16		3%	2%	1%
Schizophrenia	3		0%	1%	1%
Psychosis	9		1%	1%	1%
Other	59		10%	7%	6%
Don't know	8		1%	0%	1%
Missing	14		2%	2%	2%

Does the client have access to public funds?		2023		2022	2021
	n=	3064		600	649
	Count		%	%	%
Yes	715		23%	81%	87%
No	1950		64%	13%	8%
Don't know	55		2%	6%	4%
Missing	344		11%	1%	1%

Does the client need to apply for indefinite leave to remain?		2023		2022	2021
	n=	55		56	53
	Count		%	%	%
Yes	33		60%	64%	62%
No	14		25%	20%	21%
Don't know	5		9%	11%	9%
Missing	3		5%	5%	8%

Is the client dependent on the perpetrator for a visa?		2023		2022	2021
	n=	55		56	53
	Count		%	%	%
Yes	33		60%	57%	40%
No	14		25%	29%	43%
Don't know	5		9%	5%	6%
Missing	3		5%	9%	11%

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.

		2023		2022	2021
Review point	**n=**	**1703**		**1989**	**2149**
	Count				
Yes	**209**	**12%**		10%	11%
No	**1494**	**88%**		90%	89%
Average length of time from case opened to last review point (median)		**108 days**		**107 days**	**139 days**

		2023		2022	2021
Since intake, has further abuse occurred?	**n=**	**209**		**194**	**240**
	Count	**%**		**%**	**%**
Yes, DA by the same perpetrator	**71**	**34%**		29%	45%
Yes, DA by a different perpetrator	**6**	**3%**		4%	3%
Yes, DA by multiple perpetrators	**2**	**1%**		1%	0%
Yes, DA perpetrated by a family member	**1**	**0%**		1%	1%
No	**94**	**45%**		51%	51%
Missing	**35**	**17%**		14%	8%

		2023		2022	2021
Multiple types of abuse	**n=**	**71**		**53**	**105**
	Count	**%**		**%**	**%**
Clients experiencing multiple types of abuse	**35**	**49%**		62%	50%
Clients experiencing multiple types of high severity abuse	**6**	**8%**		8%	10%
Clients experiencing at least one type of high severity abuse	**8**	**11%**		17%	22%

		2023		2022	2021
Since intake, has further abuse been disclosed?	**n=**	**209**		**194**	**240**
	Count	**%**		**%**	**%**
Yes, DA by the same perpetrator	**64**	**31%**		24%	23%
Yes, DA by a different perpetrator	**5**	**2%**		2%	4%
Yes, DA by multiple perpetrators	**0**	**0%**		0%	0%
Yes, DA perpetrated by a family member	**2**	**1%**		1%	0%
Yes, historic abuse	**1**	**0%**		3%	3%
No	**101**	**48%**		53%	64%

Client outcomes

Outcomes and profile of abuse at exit
(Information captured at exit, n =1,703)

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		2023	2022	2021
	n=	1703	1989	2149
	Count	%	%	%
Planned closure	1246	73%	76%	79%
Unplanned closure	457	27%	24%	21%
Total	**1703**			

Reason for unplanned closures		2023	2022	2021
	n=	457	487	452
	Count	%	%	%
Client disengaged	393	86%	90%	87%
Client moved out of area	11	2%	5%	5%
Client in prison	0	0%	0%	0%
Client in care of mental health services	2	0%	0%	1%
Client fatality	2	0%	0%	0%
Other	36	8%	5%	8%
Missing	13	3%	0%	0%

Case length		2023	2022	2021
	n=	1703	1989	2149
	Count	%	%	%
0 - 1 month	327	19%	19%	23%
2 months to 3 months	440	26%	28%	26%
4 months to 5 months	399	23%	23%	19%
6 months to 7 months	243	14%	11%	12%
8 months +	287	17%	18%	19%
Average case length (median)	**19 weeks**		**18 weeks**	**18 weeks**
Errors	7	0%	0%	0%

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

How many contacts did the client receive?		2023	2022	2021
	n=	1703	1989	2149
	Count	%	%	%
1 to 5	557	33%	35%	28%
6 to 10	470	28%	22%	21%
11 to 20	355	21%	22%	22%
21 to 34	151	9%	11%	12%
35+	170	10%	10%	16%
Average number of contacts (median)	**9**		**10**	**11**

Domestic abuse context at exit
(Information collected at exit, n = 1,703)

2023				
Number of ticks on the Dash			**n=**	**1215**
	Intake		**Exit**	
	Count	**%**	**Count**	**%**
Standard Risk (1 - 5)	243	20%	341	28%
Medium Risk (6 - 9)	415	34%	461	38%
High Risk (10+)	455	37%	311	26%
Cases where Dash score reduced between Intake and Exit	417		34%	

2022			
Number of ticks on the Dash		**n=**	**1537**
		Intake	**Exit**
		%	**%**
Standard Risk (1 - 5)		22%	33%
Medium Risk (6 - 9)		31%	32%
High Risk (10+)		33%	21%
Cases where Dash score reduced between Intake and Exit		36%	

		2023		**2022**	**2021**
Abuse reported at exit		**n=**	**1439**	**1671**	**1862**
		Count	**%**	**%**	**%**
No abuse experienced since intake		557	39%	40%	37%
No abuse experienced since last review point		109	8%	5%	6%
No abuse experienced since intake or last review		666	46%	44%	43%

2023					
Multiple types of abuse	**n=**	**1703**		**1703**	
		Intake		**Exit**	
		Count	**%**	**Count**	**%**
Clients experiencing multiple types of abuse		957	56%	259	15%
Clients experiencing multiple types of high severity abuse		167	10%	25	1%
Clients experiencing at least one type of high severity abuse		365	21%	62	4%

2022			
Multiple types of abuse	**n=**	**1989**	**1989**
		Intake	**Exit**
		%	**%**
Clients experiencing multiple types of abuse		56%	17%
Clients experiencing multiple types of high severity abuse		7%	1%
Clients experiencing at least one type of high severity abuse		17%	3%

2023								
Change in levels of abuse								
	Physical		**Sexual**		**Harassment and Stalking**		**Jealous and Controlling**	
	Count	**%**	**Count**	**%**	**Count**	**%**	**Count**	**%**
Reduced from Intake to Exit	453	87%	166	81%	488	78%	712	75%
⊢ Reduced from High to None	114	81%	43	74%	70	66%	100	61%
∟ Reduced to None	416	80%	159	78%	417	67%	592	63%
Unchanged from Intake to Exit	57	11%	31	15%	116	19%	198	21%
Increased from Intake to Exit	44	3%	21	2%	96	7%	75	6%

2022				
Change in levels of abuse				
	Physical	**Sexual**	**Harassment and Stalking**	**Jealous and Controlling**
	%	**%**	**%**	**%**
Reduced from Intake to Exit	85%	85%	74%	72%
⊢ Reduced from High to None	81%	75%	53%	57%
∟ Reduced to None	80%	80%	62%	60%
Unchanged from Intake to Exit	13%	12%	22%	25%
Increased from Intake to Exit	4%	2%	7%	6%

		2023		**2022**	**2021**
Escalation of abuse	n=	1703		1989	2149
	Count	**%**		**%**	**%**
Any escalation in severity of abuse	33	2%		2%	3%
Any escalation in frequency of abuse	31	2%		2%	3%
Any escalation in severity or frequency of abuse	37	2%		2%	3%
At least one form of high severity abuse which is escalating in frequency or severity	9	1%		1%	2%

Physical abuse

2023					
Level of abuse	n=	1703		1703	
		Intake		**Exit**	
		Count	**%**	**Count**	**%**
High		175	10%	19	1%
Moderate		201	12%	36	2%
Standard		276	16%	87	5%
None		963	57%	1198	70%
Don't know		88	5%	362	21%
Missing		0	0%	1	0%

2022			
Level of abuse	n=	1989	1989
		Intake	**Exit**
		%	**%**
High		9%	1%
Moderate		12%	2%
Standard		18%	5%
None		58%	73%
Don't know		4%	18%
Missing		0%	0%

Sexual abuse

2023					
Level of abuse	n=	1703		1703	
		Intake		**Exit**	
		Count	**%**	**Count**	**%**
High		68	4%	16	1%
Moderate		69	4%	13	1%
Standard		118	7%	32	2%
None		1326	78%	1277	75%
Don't know		122	7%	364	21%
Missing		0	0%	1	0%

2022			
Level of abuse	n=	1989	1989
		Intake	**Exit**
		%	**%**
High		3%	0%
Moderate		4%	1%
Standard		7%	2%
None		80%	78%
Don't know		6%	19%
Missing		0%	**0%**

Harassment and stalking

Level of abuse	n=	2023			
		1703		1703	
		Intake		Exit	
		Count	%	Count	%
High		144	8%	24	1%
Moderate		266	16%	57	3%
Standard		375	22%	209	12%
None		823	48%	1033	61%
Don't know		95	6%	379	22%
Missing		0	0%	1	0%

Level of abuse	n=	2022	
		1989	1989
		Intake	Exit
		%	%
High		7%	2%
Moderate		16%	4%
Standard		26%	13%
None		47%	61%
Don't know		5%	20%
Missing		0%	0%

Jealous and controlling behaviours

Level of abuse	n=	2023			
		1703		1703	
		Intake		Exit	
		Count	%	Count	%
High		217	13%	34	2%
Moderate		360	21%	78	5%
Standard		605	36%	290	17%
None		434	25%	905	53%
Don't know		87	5%	395	23%
Missing		0	0%	1	0%

Level of abuse	n=	2022	
		1989	1989
		Intake	Exit
		%	%
High		9%	1%
Moderate		22%	5%
Standard		38%	20%
None		27%	54%
Don't know		4%	20%
Missing		0%	0%

Change in relationship between client and perpetrator	**2023**		**2022**	**2021**
	Count	**%**	**%**	**%**
Current intimate partner to ex-intimate partner	**90**	**37%**	34%	32%
Ex-intimate partner to current intimate partner	**41**	**3%**	3%	3%

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

2023				
Living arrangement at exit			**n=**	**1703**
	Intake		**Exit**	
	Count	**%**	**Count**	**%**
Living together	**229**	**13%**	**161**	**9%**
Living together intermittently	**25**	**1%**	**18**	**1%**
Not living together	**1378**	**81%**	**1291**	**76%**
Don't know	**71**	**4%**	**232**	**14%**
Missing	**0**	**0%**	**1**	**0%**

2022		
Living arrangement at exit	**n=**	**1989**
	Intake	**Exit**
	%	**%**
Living together	17%	13%
Living together intermittently	2%	1%
Not living together	79%	75%
Don't know	2%	11%
Missing	0%	0%

Is there any ongoing contact with the perpetrator?		2023	2022	2021
	n=	1703	1989	2149
	Count	%	%	%
Yes	560	33%	39%	40%
No	766	45%	40%	43%
Don't know	376	22%	20%	16%
Missing	1	0%	0%	1%

If yes, why is there ongoing contact?		2023	2022	2021
	n=	560	780	857
	Count	%	%	%
Children	326	58%	55%	62%
Family and social network	45	8%	9%	10%
Legal proceedings	43	8%	8%	10%
Financial arrangements	20	4%	4%	4%
Ongoing abuse	32	6%	6%	5%
Ongoing relationship	148	26%	32%	30%
Dependent of perpetrator for visa	1	0%	0%	0%
Other	49	9%	8%	7%
Don't know	1	0%	1%	0%
Missing	13	2%	1%	0%

Is there ongoing conflict around child contact arrangements?		2023	2022	2021
	n=	326	432	534
	Count	%	%	%
Yes	127	39%	40%	40%
No	148	45%	51%	50%
Don't know	18	6%	4%	4%
Missing	33	10%	4%	7%

Does the perpetrator use child contact arrangements to continue abuse?		2023	2022	2021
	n=	326	432	534
	Count	%	%	%
Yes	108	33%	32%	34%
No	156	48%	54%	52%
Don't know	27	8%	9%	7%
Missing	35	11%	5%	7%

Client reported outcomes

2023										
	n=	872	n=	863	n=	857	n=	858	n=	853
	Feel safer		Improved wellbeing		Quality of life improved		Optimistic about the future		Feel more confident	
	Count	%	Count	%	Count	%	Count	%	Count	%
Strongly agree	291	33%	287	33%	260	30%	260	30%	253	29.66%
Agree	453	52%	408	47%	412	48%	406	47%	404	47.36%
Not certain	114	13%	154	18%	168	20%	177	21%	180	21%
Disagree	12	1%	13	2%	16	2%	13	2%	15	2%
Disagree strongly	2	0%	1	0%	1	0%	2	0%	1	0%
Total Agree	744	85%	695	80.53%	672	78.41%	666	77.62%	657	77.02%

2022					
n=	1172	1163	1157	1158	1158
	Feel safer	Improved wellbeing	Quality of life improved	Optimistic about the future	Feel more confident
	%	%	%	%	%
Strongly agree	37%	34%	32%	31%	28%
Agree	50%	48%	47%	47%	48%
Not certain	11%	16%	20%	21%	22%
Disagree	1%	1%	2%	1%	2%
Disagree strongly	0%	0%	0%	0%	0%
Total Agree	88%	82%	78%	78%	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.

2023										
Client reported outcomes (Missing)									n=	1703
	Feel safer		Improved wellbeing		Quality of life improved		Optimistic about the future		Feel more confident	
	Count	%	Count	%	Count	%	Count	%	Count	%
Missing	831	49%	840	49%	846	50%	845	50%	850	50%

2022					
Client reported outcomes (Missing)			n=		
	Feel safer	Improved wellbeing	Quality of life improved	Optimistic about the future	Feel more confident
	%	%	%	%	%
Missing	41%	42%	42%	42%	42%

Which agencies do you feel have made the difference to your safety and wellbeing?		2023		2022	2021
	n=	682		951	1196
	Count	%		%	%
Police	229	34%		41%	41%
Marac	29	4%		6%	8%
Health	49	7%		5%	12%
Hospital - A&E	9	1%		2%	1%
Hospital - Maternity	9	1%		1%	2%
Community health	27	4%		3%	4%
Mental health	76	11%		12%	13%
Housing	70	10%		9%	15%
Drug services	8	1%		1%	2%
Alcohol services	15	2%		2%	2%
Education	29	4%		3%	4%
Children's social services	137	20%		24%	26%
Adult's social services	15	2%		3%	2%
Probation	8	1%		1%	1%
CRC	0	0%		0%	0%
Refuge	44	6%		2%	5%
Outreach	511	75%		69%	79%
Other DVA & SV services	55	8%		10%	7%
Helpline	22	3%		1%	10%
Specialist services	27	4%		3%	5%
Other	75	11%		8%	14%
Missing	1021	60%		52%	44%

Caseworker reported outcomes		2023		2022	2021
Which agencies have worked well to promote safety and wellbeing on this case?	n=	1703		1989	2149
	Count	%		%	%
Police	262	15%		21%	25%
Marac	54	3%		4%	6%
Health	42	2%		2%	5%
Hospital - A&E	8	0%		1%	1%
Hospital - Maternity	6	0%		0%	1%
Community health	27	2%		1%	2%
Mental health	63	4%		5%	7%
Housing	78	5%		5%	10%
Drug services	10	1%		0%	1%
Alcohol services	14	1%		1%	1%
Education	26	2%		1%	3%
Children's social services	146	9%		12%	18%
Adult's social services	24	1%		1%	2%
Probation	10	1%		1%	1%
CRC	0	0%		0%	0%
Refuge	46	3%		2%	3%
Outreach	563	33%		34%	48%
Other DVA & SV services	59	3%		5%	5%
Helpline	18	1%		0%	5%
Specialist services	22	1%		2%	3%
Other	76	4%		4%	8%
Missing	934	55%		49%	37%

Which agencies have presented challenges to promoting safety and wellbeing on this case?		2023	2022	2021
	n=	1703	1989	2149
	Count	%	%	%
Police	93	5%	5%	6%
Marac	2	0%	0%	0%
Health	6	0%	1%	1%
Hospital - A&E	0	0%	0%	0%
Hospital - Maternity	0	0%	0%	0%
Community health	4	0%	0%	0%
Mental health	12	1%	1%	1%
Housing	41	2%	2%	5%
Drug services	0	0%	0%	0%
Alcohol services	3	0%	0%	0%
Education	4	0%	0%	0%
Children's social services	51	3%	4%	4%
Adult's social services	6	0%	0%	0%
Probation	1	0%	0%	0%
CRC	0	0%	0%	0%
Refuge	4	0%	0%	1%
Outreach	126	7%	7%	4%
Other DVA & SV services	0	0%	0%	0%
Helpline	0	0%	0%	0%
Specialist services	1	0%	0%	0%
Other	72	4%	3%	4%
Missing	1385	81%	82%	79%

Service Outputs

Support and Interventions
(Information captured at exit, n = 1,703)

2023								
Needs & Support matrix								
	Needs		**Support**		**Impact**			
	Clients identified with needs		**Support provided**		**Improved safety**		**Improved wellbeing**	
Areas of need	**Count**	**%**	**Count**	**%**	**Count**	**%**	**Count**	**%**
Safety			1244	73%	823	66%	816	66%
Housing	484	28%	228	47%	147	64%	153	67%
Physical health	184	11%	51	28%	37	73%	38	75%
Mental health	803	47%	340	42%	207	61%	220	65%
Drug misuse	89	5%	25	28%	8	32%	10	40%
Alcohol misuse	92	5%	28	30%	13	46%	14	50%
Children/parenting	400	23%	168	42%	109	65%	112	67%
Finance, benefits and debt	350	21%	158	45%	100	63%	108	68%
Employment, education and training	166	10%	31	19%	17	55%	21	68%
Social and community support	532	31%	209	39%	114	55%	132	63%
Immigration	26	2%	13	50%	12	92%	12	92%

2022				
Needs & Support matrix				
	Needs	**Support**	**Impact**	
	Clients identified with needs	**Support provided**	**Improved safety**	**Improved wellbeing**
Areas of need	**%**	**%**	**%**	**%**
Safety		80%	72%	70%
Housing	31%	54%	68%	68%
Physical health	10%	22%	64%	67%
Mental health	46%	51%	72%	75%
Drug misuse	4%	30%	56%	60%
Alcohol misuse	6%	27%	57%	60%
Children/parenting	25%	51%	66%	68%
Finance, benefits and debt	21%	40%	62%	71%
Employment, education and training	9%	24%	52%	75%
Social and community support	29%	40%	50%	59%
Immigration	1%	50%	89%	89%

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

Safety		2023		2022	2021
Have you supported the client with safety?		n=	1703	1989	2149
		Count	%	%	%
Yes		1244	1	80%	84%
No		169	0	11%	10%
Missing		290	0	9%	6%

	2023		2022	2021
What outcomes were achieved in this support area?	n=	1244	1594	1807
	Count	%	%	%
Anti-social behaviour order issued	0	0%	0%	0%
Cocoon watch	5	0%	1%	1%
Contact order	20	2%	1%	2%
Domestic violence disclosure scheme (DVDS) accessed	3	0%	0%	0%
Domestic violence prevention order (DVPO) issued	3	0%	0%	0%
Domestic violence protection notice (DVPO) issued	5	0%	0%	0%
Established digital/tech safety plan	219	18%	17%	19%
Established personal safety plan	1150	92%	94%	93%
FGM protection order	0	0%	0%	0%
Forced Marriage protection order	0	0%	0%	0%
Gazetteer warning in place	3	0%	0%	2%
Has personal alarm (e.g. grenade alarm)	59	5%	4%	3%
Increased LPT visits	0	0%	0%	0%
Non-molestation order	77	6%	6%	6%
Occupation order	4	0%	0%	0%
Pattern changing course	40	3%	2%	3%
Perpetrator accessing direct 1-1 intervention	2	0%	1%	1%
Perpetrator accessing group programme	5	0%	1%	1%
Referral to Marac	58	5%	6%	8%
Referred DV & SV service (external)	11	1%	1%	1%
Referred DV & SV service (internal)	24	2%	5%	6%
Referred to Outreach	171	14%	16%	19%
Relocated to safety	97	8%	7%	11%
Restraining order	17	1%	2%	3%
Target hardening	99	8%	6%	9%
Other	102	8%	7%	9%
Missing	30	2%	3%	1%

2023				
What impact did this have on client safety and wellbeing?			n=	1244
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	505	41%	486	39%
Improved slightly	318	26%	330	27%
Decreased slightly	0	0%	1	0%
Decreased greatly	0	0%	0	0%
No change	41	3%	47	4%
Don't know	75	6%	73	6%
Total Improved	**823**	**66%**	**816**	**66%**
Missing	305	25%	307	25%

2022		
What impact did this have on client safety and wellbeing?	n=	1594
	Safety	Wellbeing
	%	%
Improved greatly	40%	39%
Improved slightly	32%	31%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
No change	3%	5%
Don't know	5%	5%
Total Improved	**72%**	**70%**
Missing	20%	20%

Housing		2023		2022	2021
Have you supported the client with housing?	n=	1703	1989	2149
		Count	%	%	%
Yes		228	13%	17%	20%
No		170	10%	11%	13%
Missing		1305	77%	72%	67%

		2023		2022	2021
What outcomes were achieved in this support area?	n=	228	336	432
		Count	%	%	%
Accepted to housing support service		71	31%	32%	29%
Accessed housing funds		18	8%	5%	5%
Accessed Refuge		31	14%	7%	8%
Accessed sanctuary scheme		14	6%	4%	4%
Accessed settled housing		22	10%	9%	10%
Relocated out of area		21	9%	15%	16%
Accessed statutory housing (LA or HA tenancy)		16	7%	4%	9%
Accessed online support services		7	3%	2%	1%
Accessed temporary housing		6	3%	4%	3%
Not housed		18	8%	5%	7%
Registered on housing waiting list / exchange		41	18%	21%	24%
Sustained existing accommodation		13	6%	9%	13%
Tenancy support provided (reporting repairs, budgeting)		10	4%	6%	7%
Other		58	25%	26%	23%
Missing		5	2%	3%	2%

2023					
What impact did this have on client safety and wellbeing?			n=		228
		Safety		Wellbeing	
		Count	%	Count	%
Improved greatly		103	45%	106	46%
Improved slightly		44	19%	47	21%
No change		31	14%	25	11%
Decreased slightly		1	0%	1	0%
Decreased greatly		0	0%	0	0%
Don't know		11	5%	11	5%
Total Improved		**147**	**64%**	**153**	**67%**
Missing		38	17%	38	17%

2022			
What impact did this have on client safety and wellbeing?	n=		336
	Safety	Wellbeing	
	%	%	
Improved greatly	42%	42%	
Improved slightly	26%	26%	
No change	12%	11%	
Decreased slightly	0%	0%	
Decreased greatly	0%	0%	
Don't know	4%	4%	
Total Improved	68%	68%	
Missing	17%	18%	

Physical health			2023	2022	2021
Have you supported the client with physical health?		n=	1703	1989	2149
		Count	%	%	%
Yes		51	3%	2%	3%
No		94	6%	6%	6%
Missing		1558	91%	92%	91%

			2023	2022	2021
What outcomes were achieved in this support area?		n=	51	42	63
		Count	%	%	%
Accessed disability services		2	4%	2%	11%
Accessed counselling for physical health		5	10%	12%	11%
Accessed medication for physical health		8	16%	21%	32%
Accessed physical support services		8	16%	7%	19%
Accessing self help		14	27%	21%	17%
Admitted into rehabilitative facilities		0	0%	0%	0%
Discharged from physical health services		0	0%	0%	0%
Physical condition identified and receiving treatment		5	10%	14%	19%
Physical condition rehabilitated		1	2%	0%	2%
Accessed online support services		3	6%	2%	2%
Accessed GP services		32	63%	57%	57%
Referral adult social services		10	20%	7%	17%
Referral rehabilitative facility		0	0%	0%	0%
Referral other health services		6	12%	5%	10%
Smoking cessation support		1	2%	0%	2%
Increased exercise		0	0%	2%	5%
Other		4	8%	14%	24%
Missing		3	6%	7%	3%

2023				
What impact did this have on client safety and wellbeing?			n=	51
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	15	29%	14	27%
Improved slightly	22	43%	24	47%
No change	4	8%	3	6%
Decreased slightly	1	2%	1	2%
Decreased greatly	0	0%	0	0%
Don't know	0	0%	0	0%
Total Improved	37	73%	38	75%
Missing	9	18%	9	18%

2022		
What impact did this have on client safety and wellbeing?	n=	42
	Safety	Wellbeing
	%	%
Improved greatly	26%	24%
Improved slightly	38%	43%
No change	12%	10%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	2%	2%
Total Improved	64%	67%
Missing	21%	21%

			2023	**2022**	**2021**
Mental health					
Have you supported the client with mental health?		n=	1703	1989	2149
		Count	**%**	**%**	**%**
Yes		340	20%	24%	28%
No		267	16%	17%	17%
Missing		1096	64%	59%	56%

			2023	**2022**	**2021**
What outcomes were achieved in this support area?		n=	340	473	591
		Count	**%**	**%**	**%**
Accessing medication for mental health condition		47	14%	19%	28%
Accessing mental health services		95	28%	37%	30%
Disengaged from mental health services		8	2%	0%	1%
Discharged from mental health services		3	1%	1%	1%
In care of mental health services		10	3%	2%	6%
Accessing counselling		73	21%	21%	22%
Accessed online support services		16	5%	7%	7%
Accessing self help		35	10%	17%	16%
Referral counselling services		103	30%	26%	22%
Referral mental health		34	10%	5%	11%
Referral other specialist health provider		13	4%	1%	2%
Other		61	18%	17%	21%
Missing		15	4%	2%	1%

2023				
What impact did this have on client safety and wellbeing?			n=	473
	Safety		**Wellbeing**	
	Count	**%**	**Count**	**%**
Improved greatly	101	30%	113	33%
Improved slightly	106	31%	107	31%
No change	33	10%	21	6%
Decreased slightly	1	0%	1	0%
Decreased greatly	0	0%	0	0%
Don't know	21	6%	20	6%
Total Improved	**207**	**61%**	**220**	**65%**
Missing	78	23%	78	23%

2022		
What impact did this have on client safety and wellbeing?	n=	473
	Safety	**Wellbeing**
	%	**%**
Improved greatly	36%	38%
Improved slightly	36%	37%
No change	7%	4%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	4%	4%
Total Improved	**72%**	**75%**
Missing	17%	18%

Drug misuse		**2023**	**2022**	**2021**
Have you supported the client with drug misuse?	n=	1703	1989	2149
	Count	%	%	%
Yes	25	1%	1%	2%
No	47	3%	2%	3%
Missing	1631	96%	97%	95%

		2023	**2022**	**2021**
What outcomes were achieved in this support area?	n=	25	25	39
	Count	%	%	%
Accessing drug support services	15	60%	60%	69%
Accessing medication for drug reduction	1	4%	0%	8%
Accessing drug misuse support group	2	8%	16%	13%
Accessing counselling	3	12%	4%	5%
Accessing peer support group	3	12%	12%	3%
Accessing self help	4	16%	24%	5%
Recovery programme in place	4	16%	8%	10%
Accessed online support services	1	4%	4%	3%
Admitted to rehabilitative facility	1	4%	0%	0%
No change in drug misuse issue	0	0%	8%	8%
Disengaged from drug misuse services	3	12%	4%	3%
Proven abstinence drugs	1	4%	0%	8%
Reduced frequency drugs	1	4%	16%	10%
Referral to drug services	3	12%	8%	18%
Other	2	8%	8%	8%
Missing	2	8%	0%	3%

2023				
What impact did this have on client safety and wellbeing?			n=	25
	Safety		**Wellbeing**	
	Count	%	Count	%
Improved greatly	5	20%	6	24%
Improved slightly	3	12%	4	16%
No change	7	28%	5	20%
Decreased slightly	0	0%	0	0%
Decreased greatly	0	0%	0	0%
Don't know	5	20%	5	20%
Total Improved	**8**	**32%**	**10**	**40%**
Missing	5	20%	5	20%

2022		
What impact did this have on client safety and wellbeing?	n=	25
	Safety	Wellbeing
	%	%
Improved greatly	28%	32%
Improved slightly	28%	28%
No change	8%	8%
Decreased slightly	4%	0%
Decreased greatly	0%	0%
Don't know	4%	4%
Total Improved	56%	60%
Missing	28%	28%

Alcohol misuse			2023	2022	2021
Have you supported the client with alcohol misuse?		n=	1703	1989	2149
		Count	%	%	%
Yes		28	2%	2%	2%
No		40	2%	3%	4%
Missing		1635	96%	95%	94%

			2023	2022	2021
What outcomes were achieved in this support area?		n=	28	30	43
		Count	%	%	%
Accessing alcohol support services		17	61%	67%	72%
Accessing medication for alcohol reduction		1	4%	3%	0%
Accessing alcohol misuse support group		5	18%	7%	12%
Accessing counselling		2	7%	0%	5%
Admitted to rehabilitative facility		2	7%	0%	0%
Accessed online support services		1	4%	0%	2%
No change to alcohol misuse issue		2	7%	7%	7%
Disengaged from alcohol misuse services		4	14%	10%	2%
Proven abstinence alcohol		0	0%	3%	9%
Reduced frequency alcohol		5	18%	13%	21%
Other		1	4%	10%	16%
Missing		5	18%	0%	2%

2023					
What impact did this have on client safety and wellbeing?			n=	28	
		Safety		Wellbeing	
		Count	%	Count	%
Improved greatly		7	25%	8	29%
Improved slightly		6	21%	6	21%
No change		5	18%	4	14%
Decreased slightly		0	0%	0	0%
Decreased greatly		1	4%	1	4%
Don't know		1	4%	1	4%
Total Improved		**13**	**46%**	**14**	**50%**
Missing		8	29%	8	29%

2022			
What impact did this have on client safety and wellbeing?		n=	30
		Safety	Wellbeing
		%	%
Improved greatly		27%	30%
Improved slightly		30%	30%
No change		10%	7%
Decreased slightly		0%	0%
Decreased greatly		0%	0%
Don't know		10%	10%
Total Improved		**57%**	**60%**
Missing		23%	23%

Children and parenting		2023	2022	2021
Have you supported the client with parenting?	n=	**1703**	**1989**	**2149**
	Count	**%**	**%**	**%**
Yes	168	**10%**	13%	18%
No	143	**8%**	9%	12%
Missing	1392	**82%**	78%	70%

		2023	2022	2021
What outcomes were achieved in this support area?	n=	**168**	**256**	**394**
	Count	**%**	**%**	**%**
Accessing children's support services	64	**38%**	50%	42%
Accessed parenting course	9	**5%**	7%	8%
Child(ren) accessing support services	24	**14%**	15%	22%
Child(ren) living with other family member	3	**2%**	4%	3%
Child(ren) living with perpetrator	1	**1%**	2%	2%
Child(ren) removed from client's care	2	**1%**	1%	3%
Disengaged from support in this area	10	**6%**	3%	3%
Accessing voluntary parenting support	3	**2%**	2%	2%
Accessing peer support group	6	**4%**	1%	4%
Accessed online support services	4	**2%**	1%	2%
Improved access to childcare	4	**2%**	2%	3%
Improved family mediation skills	9	**5%**	5%	2%
Improved parenting skills	11	**7%**	11%	15%
Accessed Freedom programme	28	**17%**	31%	27%
Accessed legal support for CYP arrangements	8	**5%**	8%	7%
Secured child contact arrangements	7	**4%**	5%	4%
Statutory CYPS involvement	7	**4%**	3%	4%
Referral to child social services	9	**5%**	9%	9%
Referral to adult social services	1	**1%**	0%	0%
Other	27	**16%**	11%	15%
Missing	8	5%	4%	4%

2023				
Indicate ongoing CYPS involvement with the family	n=	**1122**	n=	**168**
	Intake		**Exit**	
	Count	**%**	**Count**	**%**
None	**549**	**49%**	69	41%
Concern raised - NFA	**44**	**4%**	10	6%
Concern raised - contacts/follow up	**52**	**5%**	0	0%
Early help	**72**	**6%**	9	5%
Priority families	**0**	**0%**	0	0%
Targeted families	**4**	**0%**	0	0%
Initial assessment	**43**	**4%**	2	1%
S17 - Child in need	**80**	**7%**	23	14%
S47 - Child protection	**103**	**9%**	20	12%
S31 - Care or supervision order	**35**	**3%**	8	5%
Child protection plan	**61**	**5%**	10	6%
Common assessment framework (Caf/Taf)	**14**	**1%**	2	1%
Other	**39**	**3%**	4	2%
Don't know	**49**	**4%**	4	2%

2022		
Indicate ongoing CYPS involvement with the family n=	**1320**	**256**
	Intake	**Exit**
	%	**%**
None	44%	29%
Concern raised - NFA	5%	4%
Concern raised - contacts/follow up	5%	1%
Early help	10%	9%
Priority families	0%	0%
Targeted families	0%	0%
Initial assessment	3%	2%
S17 - Child in need	8%	16%
S47 - Child protection	9%	14%
S31 - Care or supervision order	4%	5%
Child protection plan	6%	6%
Common assessment framework (Caf/Taf)	1%	0%
Other	3%	4%
Don't know	5%	4%

2023				
What impact did this have on client safety and wellbeing?		**n=**		**168**
	Safety		**Wellbeing**	
	Count	**%**	**Count**	**%**
Improved greatly	61	36%	66	39%
Improved slightly	48	29%	46	27%
No change	26	15%	20	12%
Decreased slightly	0	0%	4	2%
Decreased greatly	0	0%	0	0%
Don't know	9	5%	8	5%
Total Improved	**109**	**65%**	**112**	**67%**
Missing	24	14%	24	14%

2022		
What impact did this have on client safety and wellbeing?	**n=**	**256**
	Safety	**Wellbeing**
	%	**%**
Improved greatly	31%	37%
Improved slightly	34%	31%
No change	13%	7%
Decreased slightly	0%	2%
Decreased greatly	0%	1%
Don't know	3%	3%
Total Improved	**66%**	**68%**
Missing	18%	19%

Finance, benefits and debt		2023		2022	2021
Have you supported the client with finance, benefits and debt?		**n=**	**1703**	**1989**	**2149**
	Count		**%**	**%**	**%**
Yes	158		9%	9%	12%
No	113		7%	11%	9%
Missing	1432		84%	81%	79%

		2023		2022	2021
What outcomes were achieved in this support area?		**n=**	**158**	**172**	**262**
	Count		**%**	**%**	**%**
Accessing full benefit entitlement	68		43%	33%	44%
Accessing partial benefit entitlement	4		3%	2%	4%
Accessing financial support services	33		21%	23%	18%
Disengaged from support in this area	3		2%	3%	3%
Financial stability obtained and maintained	14		9%	10%	10%
Accessed online support services	12		8%	6%	2%
Established financial independence from perpetrator	21		13%	9%	8%
Continued financial abuse	2		1%	2%	2%
Accessed legal aid	29		18%	22%	11%
Referral financial support services	22		14%	22%	31%
Other	39		25%	22%	28%
Missing	5		3%	1%	1%

2023				
What impact did this have on client safety and wellbeing?			**n=**	**158**
	Safety		**Wellbeing**	
	Count	**%**	**Count**	**%**
Improved greatly	63	40%	68	43%
Improved slightly	37	23%	40	25%
No change	22	14%	14	9%
Decreased slightly	0	0%	0	0%
Decreased greatly	0	0%	0	0%
Don't know	6	4%	6	4%
Total Improved	**100**	**63%**	**108**	**68%**
Missing	30	19%	30	19%

2022		
What impact did this have on client safety and wellbeing?	**n=**	**172**
	Safety	**Wellbeing**
	%	**%**
Improved greatly	28%	33%
Improved slightly	34%	38%
No change	19%	9%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	1%	1%
Total Improved	**62%**	**71%**
Missing	17%	19%

			2023	2022	2021
Employment, education and training					
Have you supported the client with employment, education and training?		**n=**	**1703**	**1989**	**2149**
		Count	**%**	**%**	**%**
Yes		31	2%	2%	3%
No		80	5%	6%	8%
Missing		1592	93%	92%	89%

		2023		2022	2021
What outcomes were achieved in this support area?		**n=**	**31**	**44**	**66**
		Count	**%**	**%**	**%**
Accessing training		12	39%	18%	21%
Accessing education		6	19%	11%	24%
Attended workshops		10	32%	7%	12%
Accessing online support services		8	26%	18%	8%
Disengaged from support in this area		3	10%	2%	0%
Engaged in volunteering		1	3%	2%	6%
Found full-time employment		2	6%	7%	9%
Found part-time employment		1	3%	14%	20%
Found flexible employment		0	0%	0%	3%
Other		10	32%	36%	39%
Missing		2	6%	0%	2%

2023					
What impact did this have on client safety and wellbeing?			**n=**		**31**
	Safety		**Wellbeing**		
	Count	**%**	**Count**	**%**	
Improved greatly	10	32%	10	32%	
Improved slightly	7	23%	11	35%	
No change	6	19%	2	6%	
Decreased slightly	0	0%	0	0%	
Decreased greatly	0	0%	0	0%	
Don't know	0	0%	0	0%	
Total Improved	**17**	**55%**	**21**	**68%**	
Missing	8	26%	8	26%	

2022		
What impact did this have on client safety and wellbeing?	**n=**	**44**
	Safety	**Wellbeing**
	%	**%**
Improved greatly	20%	25%
Improved slightly	32%	50%
No change	27%	7%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	5%	2%
Total Improved	**52%**	**75%**
Missing	16%	16%

Social and community support					
		2023		**2022**	**2021**
Have you supported the client with social and community support?		**n=**	**1703**	**1989**	**2149**
	Count		**%**	**%**	**%**
Yes	209		**12%**	12%	15%
No	189		**11%**	13%	17%
Missing	1305		**77%**	75%	68%

		2023		**2022**	**2021**
What outcomes were achieved in this support area?		**n=**	**209**	**230**	**316**
	Count		**%**	**%**	**%**
Disengaged from support in this area	60		**29%**	15%	11%
Engaged with cultural/leisure activities	16		**8%**	7%	12%
Engaged with local community group	43		**21%**	9%	26%
Engaged with faith group	4		**2%**	1%	3%
Engaged with drop-in sessions	29		**14%**	7%	14%
Engaged with peer support group	58		**28%**	33%	28%
Engaged with self help media	13		**6%**	12%	13%
Engaged with digital communities	27		**13%**	7%	5%
Client referral to CYPS	3		**1%**	12%	7%
Other	48		**23%**	27%	34%
Missing	8		**4%**	7%	3%

2023				
What impact did this have on client safety and wellbeing?			**n=**	**209**
	Safety		**Wellbeing**	
	Count	**%**	**Count**	**%**
Improved greatly	68	33%	79	38%
Improved slightly	46	22%	53	25%
No change	31	15%	23	11%
Decreased slightly	0	0%	0	0%
Decreased greatly	1	0%	0	0%
Don't know	13	6%	15	7%
Total Improved	**114**	**55%**	**132**	**63%**
Missing	50	24%	39	19%

2022		
What impact did this have on client safety and wellbeing?	**n=**	**230**
	Safety	**Wellbeing**
	%	**%**
Improved greatly	18%	20%
Improved slightly	32%	39%
No change	10%	8%
Decreased slightly	0%	0%
Decreased greatly	1%	0%
Don't know	5%	5%
Total Improved	**50%**	**59%**
Missing	34%	27%

		2023		2022	2021
Immigration					
Have you supported the client with immigration?		**n=**		**1989**	**2149**
	Count	**%**		**%**	**%**
Yes	13	1%		0%	1%
No	9	1%		0%	1%
Missing	1681	99%		99%	98%

		2023		2022	2021
What outcomes were achieved in this support area?		**n=**	**13**	**9**	**28**
	Count	**%**		**%**	**%**
Accessing public funds	10	77%		33%	36%
Awaiting ILR application	3	23%		0%	43%
Disengaged from support in this area	0	0%		0%	0%
Engaged with specialist services	2	15%		22%	11%
Granted ILR	8	62%		44%	11%
Accessed online support services	0	0%		0%	0%
Access to ID documents	4	31%		0%	4%
Referral to specialist service	1	8%		33%	18%
Applied to Destitute Domestic Violence Concession	7	54%		0%	14%
Other	2	15%		22%	18%
Missing	0	0%		11%	0%

2023				
What impact did this have on client safety and wellbeing?			**n=**	**13**
	Safety		**Wellbeing**	
	Count	**%**	**Count**	**%**
Improved greatly	12	92%	12	92%
Improved slightly	0	0%	0	0%
No change	1	8%	0	0%
Decreased slightly	0	0%	0	0%
Decreased greatly	0	0%	0	0%
Don't know	0	0%	0	0%
Total Improved	**12**	**92%**	**12**	**92%**
Missing	0	0%	1	8%

2022		
What impact did this have on client safety and wellbeing?	**n=**	**9**
	Safety	**Wellbeing**
	%	**%**
Improved greatly	67%	67%
Improved slightly	22%	22%
No change	0%	0%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	11%	11%
Total Improved	**89%**	**89%**
Missing	0%	0%

Step down and recovery		2023		2022	2021
Have you supported the client with step down and recovery?		**n=**	**1703**	**1989**	**2149**
	Count	**%**	**%**	**%**
Yes	**343**	**20%**	26%	36%
No	**912**	**54%**	61%	52%
Missing	**448**	**26%**	13%	12%

		2023		2022	2021
What outcomes were achieved in this support area?		**n=**		**526**	**771**
	Count	**%**	**%**	**%**	**%**
Accessed groupwork	**156**	**45%**	50%	56%
Accessed 121 peer mentoring	**54**	**16%**	13%	14%
Accessed online counselling	**26**	**8%**	6%	5%
Accessed online information	**46**	**13%**	14%	14%
Accessed therapeutic intervention	**70**	**20%**	13%	11%
Support with or to friends / family	**106**	**31%**	37%	36%
Missing	**37**	**11%**	5%	4%

2023					
What impact did this have on client safety and wellbeing?			**n=**	**343**	
		Safety		**Wellbeing**	
	Count	**%**	**Count**	**%**	
Improved greatly	**114**	**33%**	**122**	**36%**	
Improved slightly	**73**	**21%**	**71**	**21%**	
No change	**19**	**6%**	**12**	**3%**	
Decreased slightly	**0**	**0%**	**0**	**0%**	
Decreased greatly	**0**	**0%**	**1**	**0%**	
Don't know	**46**	**13%**	**46**	**13%**	
Total Improved	**187**	**55%**	**193**	**56%**	
Missing	**91**	**27%**	**91**	**27%**	

2022			
What impact did this have on client safety and wellbeing?		**n=**	**526**
		Safety	**Wellbeing**
		%	**%**
Improved greatly		41%	44%
Improved slightly		28%	27%
No change		4%	2%
Decreased slightly		0%	0%
Decreased greatly		0%	0%
Don't know		7%	7%
Total Improved		**68%**	**71%**
Missing		20%	20%

Criminal and civil justice outcomes

Criminal justice system outcomes
(Information captured at exit, n = 1,703)

Clients supported with criminal justice		2023		2022	2021
	n=	1703		1989	2149
	Count	%		%	%
Yes	73	4%		4%	2%
No	1630	96%		96%	98%

When was the report made to the police?		2023		2022	2021
	Number of police reports =	85		67	40
	Count	%		%	%
Before engagement with service	45	53%		67%	38%
After engagement with service	21	25%		10%	35%
Both before and after engagement with service	2	2%		4%	0%
Missing	17	20%		18%	28%

		2023		2022	2021
Average number of reports made to police per case		1.1		0.8	0.9
Average number of incidents per report		1.1		1.1	1.4
Proportion of incidents resulting in conviction (either found/pled)		14%		24%	22%

Incidents		2023		2022	2021
	Number of police reports =	85		67	40
	Count	%		%	%
Assault - Beating/battery (Section 39)	4	5%		7%	13%
Assault - Actual Bodily Harm (Section 47)	10	12%		3%	8%
Assault - Grievous Bodily Harm with intent (Section 18)	7	8%		0%	5%
Assault – Grievous Bodily Harm - without intent (Section 20)	2	2%		0%	3%
Harassment (Section 2)	5	6%		3%	18%
Harassment (Section 4)	1	1%		0%	3%
Criminal Damage	2	2%		6%	25%
Threats to Kill	2	2%		3%	8%
Coercive Control	6	7%		1%	5%
Malicious Communication	2	2%		3%	3%
Breach of Restraining Order	3	4%		4%	8%
Breach of Non-Molestation	2	2%		1%	0%
Rape (Section 1)	3	4%		1%	10%
Sexual Assault (Section 3)	3	4%		1%	5%
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	1	1%		0%	0%
Perjury	0	0%		0%	0%
Fraud	1	1%		0%	0%
Breach of bail	0	0%		0%	0%
Common assault	4	5%		1%	18%
Revenge Porn	3	4%		0%	0%
Arson	0	0%		0%	0%
Stalking	3	4%		1%	5%
Other	2	2%		4%	3%
Don't know	0	0%		0%	0%

Consequences	Number of incidents =	2023 72	92	2022 54	2021 40
		Count	%	%	%
Police report - NFA (no futher action)		33	36%	47%	35%
Arrested - on bail		8	9%	3%	2%
Arrested - in custody		2	2%	0%	4%
Charged		8	9%	8%	19%
Charge dropped		0	0%	4%	0%
Pled guilty		10	11%	15%	13%
Pled guilty (lesser charge)		0	0%	4%	4%
Pled innocent-found guilty		3	3%	3%	6%
Pled innocent-found guilty (lesser charge)		0	0%	1%	0%
Not proven		1	1%	0%	0%
Acquitted		0	0%	0%	4%
Missing		27	29%	14%	15%

Reason for NFA (no further action)	Number of NFA =	2023 33	2022 34	2021 19
		Count %	%	%
Victim withdrew		18 55%	59%	47%
Police withdrawal of case		6 18%	41%	32%
CPS withdrawal of case		0 0%	0%	11%
Other		4 12%	0%	5%
Don't know		0 0%	0%	0%
Missing		5 15%	0%	5%

Were special measures granted in this case?	Number of police reports =	2023 85	2022 67	2021 40
		Count %	%	%
Granted		8 9%	9%	13%
Denied		2 2%	0%	0%
Not yet confirmed		4 5%	3%	8%
Not requested		23 27%	22%	20%
Don't know		4 5%	0%	3%
Missing		44 52%	66%	58%

Perpetrator penalties	Number of police reports =	2023 85	2022 67	2021 40
		Count %	%	%
Community order - DV-related specified activity order		2 2%	1%	3%
Community order - other requirements		0 0%	3%	0%
Suspended sentence - with DV-related specified order		1 1%	0%	0%
Suspended sentence - with other requirements		2 2%	0%	3%
Custodial sentence - up to 12 months		4 5%	1%	5%
Custodial sentence - 12 months or more		2 2%	6%	3%
Restraining order - up to 12 months		2 2%	4%	3%
Restraining order - up to 24 months		1 1%	0%	5%
Restraining order - 5 years		3 4%	1%	3%
Restraining order - indefinite		1 1%	0%	0%
Bindover		4 5%	7%	0%
Fine		2 2%	4%	0%
Caution		5 6%	3%	3%
Compensation		2 2%	4%	3%
Conditional discharge		0 0%	1%	0%
Other		2 2%	1%	5%

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

What support did you provide the client in this area?	Number of police reports =	2023 85	2022 67	2021 40
		Count %	%	%
Helped client report incident to police		11 13%	7%	20%
Explained criminal justice process		45 53%	42%	53%
Supported client through criminal justice processes		31 36%	18%	20%
Supported client to access legal support		4 5%	0%	10%
Attended court with client		7 8%	1%	8%
Attended court without client		2 2%	3%	20%
Provided updates about court outcomes		17 20%	21%	23%
Advocated for client during proceedings		3 4%	4%	25%
Supported client with their own charge/conviction		0 0%	0%	5%
Helped client to access compensation		2 2%	1%	5%
Supported client to make an anonymous report		2 2%	0%	5%
Other		3 4%	3%	10%
Missing		30 35%	52%	33%

Civil justice system outcomes
(Information captured at exit, n = 1,703)

Clients supported with civil justice	n=	2023	2022	2021
		1703	1989	2149
		Count	%	%	%
Yes		36	2%	4%	3%
No		1667	98%	96%	97%

Did the client qualify for legal aid?	n=	2023	2022	2021
		36	72	59
		Count	%	%	%
Yes		20	56%	63%	51%
No		12	33%	26%	19%
Don't know		2	6%	4%	22%
Missing		2	6%	7%	8%

2023

Civil orders applied for							n=	36
	Applied for		Granted		Not granted		Breached	
	Count	%	Count	%	Count	%	Count	%
Non-molestation order	3	8%	6	17%	2	6%	1	3%
Occupation order with power of arrest	1	3%	1	3%	0	0%	0	0%
Order under Protection from Harassment Act	0	0%	0	0%	0	0%	0	0%
Injunction under Forced Marriage Act with power of arrest	0	0%	0	0%	0	0%	0	0%
Child arrangements order	12	33%	6	17%	0	0%	1	3%
Prohibited steps order	1	3%	1	3%	0	0%	0	0%
Specific issue order	0	0%	0	0%	0	0%	0	0%
Other orders under the Children's Act	1	3%	4	11%	0	0%	0	0%

2022

Civil orders applied for				n=	72
	Applied for	Granted	Not granted	Breached
	%	%	%	%
Non-molestation order	8%	22%	3%	1%
Occupation order with power of arrest	0%	0%	0%	0%
Order under Protection from Harassment Act	0%	1%	0%	0%
Injunction under Forced Marriage Act with power of arrest	0%	0%	0%	0%
Child arrangements order	19%	11%	0%	1%
Prohibited steps order	1%	4%	0%	0%
Specific issue order	3%	0%	0%	0%
Other orders under the Children's Act	1%	0%	0%	0%

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

What support did you provide the client in this area?	n=	2023	2022	2021
		72	59
		Count	%	%	%
Supported client to apply for legal aid		17	47%	44%	44%
Arranged a pre-court visit		2	6%	6%	3%
Referred client for legal advice		16	44%	50%	68%
Supported client with self application of orders		4	11%	3%	8%
Supported client to complete documents		2	6%	10%	12%
Attended court with client		3	8%	15%	24%
Provided updates about civil justice outcomes		2	6%	7%	7%
Advocated for client during proceedings		3	8%	7%	12%
Provided legal support at court		3	8%	1%	0%
Presented evidence at court		1	3%	1%	0%
Helped client report a breach		3	8%	7%	10%
Support with defence against cross applications		0	0%	0%	3%
Supported client with distribution of orders		0	0%	1%	0%
Other		11	31%	21%	15%
Missing		4	11%	13%	2%