

PART A: SERVICE SPECIFICATION

PROVISION OF A DOMESTIC ABUSE SERVICES FOR CHILDREN, YOUNG PEOPLE AND FAMILIES

1.0 DEFINITION OF THE SERVICE

- 1.1 Provision of a Domestic Abuse services for children, young people and families within Halton.

2.0 OVERALL SERVICE AIMS

- 2.1 To provide a specialist Domestic Abuse service which will provide information, advice and direct support to families experiencing domestic abuse ensuring a co-ordinated approach for families.
- 2.2 To provide a service that gives children and young people who have lived/ or are living with domestic abuse opportunities to share their feelings in an environment which is safe.
- 2.3 To work directly with parents to reduce the impact of domestic abuse on parenting capacity, helping them to understand and address the impact on the child's behaviour.
- 2.4 To improve the safety and wellbeing of children, young people and families by reducing the incidents of domestic abuse for those that access the service.
- 2.5 To promote the development of positive relationships, within a safeguarding framework.
- 2.6 To work in partnership with children and young people and their families, carers and other professionals.
- 2.7 To work alongside the development of the Inspiring Families (Troubled Families Programme).

3.0 VALUES

- 3.1 To respect each child's and young persons' own stage of development and facilitate their progress towards improving their own safety and achieving their individual potential, whilst offering guidance to enable informed choices.
- 3.2 To deliver a service to all children, young people and families in a non-discriminatory manner.
- 3.3 To ensure that children and young people have support to access the same opportunities as other young people and are able to develop their aspirations for their future.

4.0 SERVICE DELIVERY

- 4.1 The Service will adopt a flexible working approach to service delivery to ensure that the service is child / young person/ family led and is in the interests of individuals and families accessing the service and delivered to meet the needs of individual service users. This service will operate out of hours in addition to providing the service during the normal working week.
- 4.2 The Service will provide a range of programmes, interventions and activities that are delivered by appropriately qualified practitioners and professionals. The qualifications held by practitioners and professionals must be nationally recognised and acceptable to the appropriate professional governing bodies. Where appropriate or where this is a requirement for practice, evidence of post-qualifying experience must be provided. Individual practitioners and professionals must hold qualifications that are commensurate with the level and complexity of service delivery for which they are responsible. Practitioners and professionals must hold current membership of an appropriate professional body where this is a requirement for practice. Evidence of regular, appropriate clinical supervision for practitioners and professionals must be provided by the Service manager(s); where this is implemented by an external professional, evidence of appropriate safeguarding awareness and processes must be provided.
- 4.3 There will be four main elements to the service delivery;
- Support to parents that are victims of domestic abuse which enables parents to understand the impact of domestic abuse on how they parent and how domestic abuse has an impact on the children and young people's behaviour.
 - Direct work around children/ young people safety planning where the young person is still in the situation
 - Longer term recovery work therapeutic approach where the perpetrator is no longer within the family.
 - Support social care with pre- court proceedings process and provide information and assessments where required.
- 4.4 The programmes, interventions and activities to be delivered by the Service must be recognised by relevant professional governing bodies and partner services within Halton Children's Trust as appropriate for the client group within this contract. Programmes, interventions and activities must have a recognised evidence base and be either locally or nationally verified as demonstrating high levels of effectiveness demonstrated through rigorous assessment and evaluation.
- 4.5 The Service will operate within Halton's Children and Families services model which includes both Social Care and the Team around the Family model as an integral element of its multi-agency service provision. The Service will work closely with partners to ensure optimum integration of service delivery, processes and performance management. As an essential aspect of this alignment, the Service will embed and implement the principles of the Think Family approach in all aspects of its practice and service delivery.

- 4.6 The Service must make initial contact to children and families referred within 5 working days. A full assessment must be undertaken within 14 working days of the initial contact.
- 4.7 Parenting Support will be provided as a six session parenting intervention that can be delivered in a group setting (with one member of staff from this service together with another parenting practitioner or volunteer) or on a one-to-one basis. These sessions can also be used individually on a one-to-one basis to address a specific need. In the case of group delivery, this would take place in a small group, with an emphasis on creating a positive and nurturing environment for the participants.
- 4.8 The parenting support programme needs to cover the functional aspects of children's behaviour, the impact on children of domestic abuse, strategies used by abusive men to control women and an introduction to positive parenting techniques. The content needs to have an understanding of the nature of Domestic Abuse and to highlight the variety of different situations parents find themselves in. It needs to enable parents to reflect on the differing impact of these on children, as well as drawing on adapted aspects of The Freedom Programme for Women / Men (© Pat Craven) and links with Positive You within Halton's Women's Centre to look at the impact of power and control based domestic abuse in an accessible way.
- 4.9 Direct work with children and young people around child safety planning, this can take place when the perpetrator is still within the family. Children aged 5 – 10 years will be offered the opportunity of a joint safety planning session with their parent or another safe adult in their life. Children aged over 10 years will be offered an individual safety planning session.
- 4.10 The work will involve:
- Individual assessment of each child young person
 - Identifying areas of risk
 - Identify strategies for keeping safe
 - Assessing the needs of children and young people affected by domestic abuse and ensuring risk issues.
 - Agreeing with the child or young person an individual safety plan.
- 4.6 The worker works with the child/ young person to:
- Discuss how the child or young person can help keep themselves safe.
 - Identify safe places to go, a safe network, who can help and strategies for reducing any identified risk.
 - Map areas of life and identify risks and strategies for reducing these
 - Ensure young person knows when and how to use 999.
 - Discuss having "safe" numbers in mobile phone
 - Agree who this plan will be shared with.
- 4.11 Recovery work will be direct work using therapeutic approaches tailored to individual need. Practitioners will work in a way which is creative, age-

appropriate and fun, covering issues including understanding emotions, self-esteem, safety planning and healthy relationships. This can be provided through individual and group work experiences as appropriate. This support should be for a minimum of 3 months and up to a maximum of 6 months.

- 4.12 Where the identified needs are more complex, the Service will ensure signposting to more appropriate services and plan a clear transition with no gap of support until the individual is embedded in the new service.
- 4.13 The Service will support the Cheshire and Merseyside Local Authority Pre-Court Proceedings. Where required the Service will work with social care with the pre-proceedings protocol work and attendance to support the court process. Once the identified court process has started the service will engage and support individuals and families within 1 month if not known (or if known already). The Service will provide a report on the level of engagement, outcomes and any identified risks in a format for court if an application is to be made within 6 months (or earlier if the risk increases) and be prepared to attend court if required.
- 4.14 The Service will be delivered using a number of practices, including:
- Clear procedures for recording and sharing of information between the provider and the local authority.
 - Providing case consultation for professionals and carers on specific issues in relation to domestic abuse.
 - Use outcome recognised tools such as Strengths and Difficulties Questionnaire (SDQ) and the Warwick-Edinburgh Mental Wellbeing Scale (WEMWBS) to measure Mental Wellbeing as an outcome of interventions.
 - Promote participation of children and young people at all levels of the work, by a commitment to practice that encourages their voices to be heard, and their inclusion in the planning, undertaking and reviewing of work.
 - Contribute to policy and service development for children and families who have experienced domestic abuse including the identification of areas of unmet need.
- 4.15 The Service will contribute to the development of the Young People's Violence Advocacy programme which has a focus on the following main outcomes of:
- To improve early identification and intervention for teenagers experiencing/at risk of serious violence and abuse
 - To improve and co-ordinate effective, flexible local support and reduce risks.
 - To use data collected by practitioners to inform service delivery locally and policy development nationally.
- 4.16 Service provision will be delivered at a range of venues across Halton, in appropriate settings that are agreed with the service user(s) as meetings their needs. The views and wishes of individual service user(s) must be sought and fully taken into account when agreeing venues for service provision.

- 4.17 The Service will support and monitor cohorts of families that are addressed at MARAC.
- 4.18 The Service will identify victims who are not accessing help via the criminal justice system and signposting them to the local IDVA service where appropriate.
- 4.19 The Service will link into the perpetrator programme where identified families are eligible. The acceptance on to the perpetrator programme will be dependent upon; the perpetrator of the domestic abuse showing a level of motivation to change; the perpetrator of the abuse consenting to sharing of information within the scope of the confidentiality agreement, the perpetrator of the abuse understands that their partner and children will also be offered support.
- 4.20 The nature of the service will require it to identify and address any safeguarding issues for both children and adults, as a matter of course. This will mean that the provider will be required operate to within and use the local Halton Safeguarding Children and Safeguarding Adults Policies.

5.0 ELIGIBILITY AND PATHWAYS

- 5.1 The service will be delivered as part of a formalised support package such as Child in Need or Child Protection Plan. Referral pathways will also be linked into the new Levels of Need and will include lead professional's working with a child/ young person or family who has been affected by domestic abuse where a formal process is in place e.g. Common Assessment Framework (CAF) or the Inspiring Families Programme to meet individual outcomes for each child and family as part of their formal plan. Self-referrals are not appropriate. Referrals do not have to have an existing allocated social worker.
- 5.2 Children and young people for whom service requests are accepted must live within Halton and be aged between 5 and 18 years, and up to 25 years if they have additional needs.
- 5.3 If service requests are received for children and young people who live outside Halton, these will be discussed by the Manager of the Service and the Commissioning Manager at Halton Borough Council in order to consider an appropriate course of action.
- 5.4 A formal assessment will take place and will identify the following:
- Level of risk to the individual / family
 - Level of intervention needed and which agency and professional is responsible for carrying put the intervention
 - Safety Plan to be tailored to the individual need, including management of risk to the individual
 - Goals and milestones to be achieved and a record of agreed outcomes
 - Record of family history and relationships
 - Record historic abuse if appropriate

- Identify feelings of individual or family
- Information sharing
- Safeguarding
- Referral to other support services if required

5.5 The initial assessment carried out by the Service will be reviewed after 6 sessions (if not before) and the review process will look at:

- Relevance of the assessment
- Progress with outcomes – including therapeutic
- Effectiveness of plans and outcomes
- Unmet needs
- Client satisfaction

5.6 The Service will attend meetings as requested by lead professionals / social workers and will provide written reports as required. The Service will contribute to on -going assessments and reviews as necessary.

6.0 STAFFING

6.1 The service will ensure all staff will have the following core skills:

- Experience of partnership working on achieving outcomes for children, young people and families
- Knowledge and understanding of the impact of domestic abuse on those affected
- Knowledge of safeguarding and child protection practises.
- Experience of undertaking needs/risk assessments with children, young people and families
- Experience of undertaking short term casework with children and young people presenting with a variety of needs.
- Experience of working with families in crisis

6.2 All staff working directly with children, young people and their families will undertake regular, appropriate clinical supervision at intervals of not less than 6 weeks, provided by their Service manager(s) and/or an external accredited supervisor in accordance with the guidelines of their professional governing body.

6.3 It will be mandatory for all staff involved in service delivery to attend appropriate levels of Safeguarding training, or to evidence appropriate Safeguarding training accessed through their own service, to be agreed with the appropriate Commissioning Manager at Halton Borough Council.

7.0 INVOLVING SERVICE USERS

7.1 Children and young people will be involved in the planning, delivery and evaluation of the service. They will also be routinely involved in the staff

recruitment process. Evidence of consultation will be required (consultation with parents/carers and professionals is also important wherever this is possible.)

8.0 BOROUGH WIDE SERVICE

- 8.1 The service must provide this service within the Borough of Halton.
- 8.2 The service is expected to demonstrate the widest possible geographic and socio economic take up of its service.
- 8.3 The service will produce data quarterly to show its compliance with Part A 2.0. Failure to satisfy the service requirement shall be treated as a material default.
- 8.4 The service will produce details of the publicity arrangements it has in place to promote the take up of its service.

9.0 PERFORMANCE OUTCOMES

- 9.1 The Commissioning arm of Halton local authority will put in place a performance framework which will be monitored on a quarterly basis by the allocated Commissioning Manager and Contract Assistant. See Part B for further details.
- 9.2 The Service will demonstrate a direct, positive and measurable impact upon the following outcomes:
 - Parents experiencing domestic abuse seek and receive advice and support to keep their children and themselves safe,
 - Service users have improved self-esteem, motivation, confidence, emotional health and well-being and physical health and are able to rebuild their lives, moving to independence.
 - Service users are more able to make safe choices leading to a reduction of domestic abuse incidents
 - Parents report an improved experience of family life and their relationships with their children.
 - Reduce the numbers of teenagers/young people likely to become either victim or perpetrator of domestic abuse
 - Reduction in the number of young people on child protection plans

The following will be the outputs of the service:

- 90% of children and young people report improved resilience and emotional well-being.
- Provide the service to a minimum 100 families within the first year.
- 80% of parents report improved behaviour from their children
- 75% of service users are confident enough to consider training, employment, volunteering or returning to work.
- 85% of service users are confident to report to a statutory body e.g. police
- Provide child safety planning support young people to more than 80 young people within the first year.

- A minimum of six group parenting sessions will be facilitated per annum.
- The service will be accessed from a minimum of three community venues across Halton
- All activities will be monitored and reported
- The Service will use a dedicated database to record both activity and impact. This will also be linked to the CAADA Insights measurement tool.

10.0 PUBLICITY OF SERVICE

10.1 The service will be promoted by the following:

- Distribution of promotional material
- Presentations to Halton Children's Trust partners
- Presentations at networking events
- Representation in local publications and guides
- Representation on Halton Children's Trust steering groups, panels, forums and partnership meetings
- Consultation events with young people and families
- Word of mouth through successful interventions with children, young people and families
- Local and national press coverage of events and campaigns
- Inclusion in the Halton4Teenz website and Help4Me service directory

PART B: CONDITIONS OF AGREEMENT FEE

1.0 RECORDING OUTPUTS AND OUTCOMES

- 1.1 The Provider will record all associated outcomes in respect of Part A 9.2 and report achievement against those outcomes via the monitoring officer on a monthly basis. The associated output measures will include the following:
- 90% of children and young people report improved resilience and emotional well-being.
 - 80% of women report improved behaviour from their children
 - 75% of service users are confident enough to consider training, employment, volunteering or returning to work.
 - 85% of service users are confident to report to a statutory body e.g. police
 - Provide child safety planning support young people to more than 80 young people within the first year.
 - Source of referrals
 - No. of individual children benefiting from safety planning
 - No. of individual parent/ carers receiving a service.
 - Total number of sessions delivered to parent/ carers.
 - Duration of intervention in weeks
 - Number of cases supported at court
 - Reduction of the number of children and young people on plans
 - The age, gender, disability and ethnicity of children, young people and families accessing the Service
 - The number of CIN, CP and CAF processes and reviews in which the Service participates
 - The number of children, young people and families signposted to other service provision and a breakdown of the agencies and services concerned
 - The nature of interventions
 - Increased numbers of parents and carers completing evaluations following interventions, which then feeds into improved practice and service delivery.
- 1.2 The above list of measures is not exhaustive, but should be seen as a guide to future performance monitoring recording. The Provider is therefore requested to submit all other relevant and appropriate performance measures in the quarterly report to allow the Purchaser to continue to evaluate the service.
- 1.3 The Provider will comment on the achievement or otherwise of the outcomes specified with in a performance management framework that will be produced by the Purchaser, in the form of a written report at the end of this agreement.

This report may be used to evaluate the effectiveness of the service and will inform for potential future years funding negotiations.

2.0 QUARTERLY PERFORMANCE MONITORING REPORTS

- 2.1 The Provider will supply to The Council with reports on a quarterly basis showing the data recorded in the categories set out in this agreement.
- 2.2 Formal review meetings will take place with The Provider during the period of the contract. This may include structured discussions regarding management committees, staff and users, observation of service delivery, examination of records documents or reports.
- 2.3 The Provider shall return all relevant statistical data to Halton Borough Council's monitoring officer no later than the following dates (for the duration of the contract):
 - Q1- April 2014
 - Q2 – July 2014
 - Q3 – October 2014
 - Q4 – January 2015
- 2.4 The Provider shall produce to The Council an annual report, in accordance with Part B Clause 1.2. This report shall include:
 - An evaluation of the service provision with reference to quality standards and achievement of desired outcomes
 - The level, demand and take up of services
 - The total expenditure against the approved budget from the quarterly reports submitted in accordance with this agreement
 - In addition, an outline of the development potential and future plans for the service