

## **Domestic Abuse Service (DAS) Report April 2009 - March 10**

### **Introduction**

This report summarises the work of the Domestic Abuse Service Team over the past year and reports on progress to meet targets and feedback from customers/partners.

### **Service Users and Partners**

The DAS Team customers are primarily women and children who are experiencing or have experienced domestic abuse. Women and children engage in this service on a voluntary basis.

The DAS team were relocated to the new Civic Centre in Livingston where other partner agencies with whom we work are co-located. This has resulted in more effective communication and the establishment of successful multi-agency working practices.

The DAS team comprises 1 Manager, 3 Children's Workers, 1 Minority Population Women's Worker, Substance Misuse Women's Worker part-time and a part-time Trainer, supported by 2 Administrative Assistants. In addition the service has a seconded Counsellor from Open Secret and two sessional workers for the Safer Streets initiative.

The DAS Team staff work alongside partner agencies from both the voluntary and statutory sectors including education, health, police, social work, housing, criminal justice, WLDAS, Women's Aid and Victim Support.

### **Summary of the services provided**

Children and young people who have experienced domestic abuse can receive individual support, participate in a group-work programme and/or benefit from the support and advice offered to their mother/main carer. Referrals for children's work come from a variety of agencies including -Women's Aid, Health, Social Work, Education, and the Domestic Abuse Screening Group.

After a successful awareness raising pilot programme on Domestic Abuse, a multi agency team, led by DAS and Education, are delivering a preventative education programme on Domestic Abuse to 7 secondary schools in West Lothian. It is hoped to extend this programme to other secondary schools and the primary sector as funding becomes available.

DAS offers a range of services to women including safety planning and advocacy. The Minority Population Worker has a specific remit for development and to provide direct service to women from a variety of ethnic backgrounds in West Lothian. The Substance Misuse Worker works with women who experience domestic abuse and have additional issues arising from substance

misuse. One women's worker with NHS experience is deployed in cases where mental health issues are evident in the women being supported.

The counsellor from Open Secret provides a service to adult survivors, both male and female, of child sexual abuse.

During the months December 2009 to March 2010 DAS undertook an initiative with the police and other partner agencies known as 'Safer Streets'. This initiative has been extended as a result of its success in addressing support for women within a short timeframe (within 24hours) of a reported incident of domestic abuse to the team.

### **Service standards**

Our Service Standards have been reviewed and amended to reflect the overarching aim of children's services to contribute to making sure that all children and young people in West Lothian are safe, nurtured, active, healthy, achieving, included, respected and responsible. We do this in partnership with children and young people, their families and carers, their communities and other relevant organisations. We aim to be open, honest and accountable, and to make best use of our resources through a competent and confident workforce.

We will:

- Respond to referrals within ten working days
- Provide a high quality service as judged by our customers
- Provide the information you need in ways which are easy to understand and meet your needs and preferences
- Ensure our staff behave professionally in all aspects of their dealings with you
- Work with you to achieve the best outcomes for children

### **Feedback on customer satisfaction**

The tables below provide a breakdown of the response.

Annual survey of customers and partners:

	Customers	Partners
% of respondents who rated the timeliness of response as good or excellent	85%	92%
% of respondents who rated the service delivered as good or excellent	100%	100%
% of respondents who rated accessibility of the service as good or excellent	100%	100%
% if respondents who rated the service's performance in keeping them informed as good or excellent	100%	100%
% of respondents who rated the staffs	100%	100%

attitude as good or excellent		
% of respondents who rated the staffs' professionalism/knowledge as good or excellent	100%	100%
% if respondents who consider they were treated fairly	100%	100%
% of respondents who rated the overall quality as good or excellent	100%	100%

Feedback from customers and partners is generally positive and we will use this information to help us improve our services.

Annual survey of children and young people - covering the Getting it Right for Every Child well-being indicators:

% of respondents who responded 4 & 5	
Feel Safe	80%
Feel Valued	80%
More Responsible	80%
Feel Cared for	80%
Achieve more	60%
Feel part of community	100%
Feel supported	80%
Feel Healthier	40%
More Active	60%
Informed	100%
Timeliness	80%
Overall quality of service	100%

### **Other customer/partner feedback**

Following is a selection of feedback from customers and partners on the DAS Team:

- "Support is given by my experience in a realistic, calm, confident approach."
- "It would be good in the future if DAS were able to offer a 24 hours service."
- "A list of workers names, titles and phone contacts would be useful."
- "In addition to all the support given to our children and staff, Education is delighted with all the development work going on in schools by DAS and partners."
- "[Staff name] has been excellent with my daughter."
- "NO spells no!" Child response when asked if there was anything that could be done to improve the service.

### **Achievements/report on previous years targets**

The DAS team was set up in March 2007 and spent the initial months establishing the service, the basic policies and procedures and networking with partner agencies. The team does not have previous performance figures

against the newly revised Service Standards and as such the above noted statistics will be used to set challenging targets for next year.

### **Other consultations**

Other consultations undertaken by the team include feedback gathering from Groupwork sessions and staff/team development sessions. A full report with the results of any consultation exercise is available from Susan Lawson, DAS Manager, on request.

### **Complaints/compliments report**

A complaints procedure is established. There have been no complaints from customers. We also had many compliments from children, young people, parents, carers and partner organisations. Some were made during consultation exercises. Others were contained within cards and other correspondence.

### **Cost**

There is no charge to customers to use any DAS Team service.

### **Customer Comments**

Our Service Standards are reviewed every year and we monitor our performance against them by regular management review and by listening to customer feedback.

We welcome feedback from all service users, potential service users, partner agencies and staff.

Please let us know if you feel we are not performing in accordance with our standards or if you have other feedback regarding the team.

### **Contact details**

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