

Report of the Director of People

Public Services Board Scrutiny Performance Panel (25th October 2017)

Briefing on Domestic Abuse, Substance Misuse and Mental Health Key 3 Project

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| Purpose | This report provides the Panel with an update of PSB Priority on Key 3 Project covering Domestic Abuse, Substance Misuse and Mental Health |
| Content | This report outlines project progression and highlights to date, and future planned developments. |
| Panel Members are being asked to | Discuss the report and identify if there are any comments and/or recommendations to report back to the PSB. |
| Lead Cabinet Member | Councillor Will Evans |
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1. Introduction

- 1.1 The Key 3 Project aims to develop and implement a clear referral pathway between domestic violence against women, domestic abuse and sexual violence (VAWDASV), substance misuse and mental health agencies resulting in timely appropriate support and interventions for those experiencing the co-existing issues. Woven into the pathway is a referral route for support and interventions for those perpetrating abuse that have substance misuse and mental ill health.

The focus is on raising awareness within the agencies of the interaction between the three issues, encouraging information sharing between Key agencies and providing a clear, stringent pathway to provision for staff to enable service users to access the right support at the right time.

2. Context

- 2.1 The Key 3 Project Coordinator post was developed to address the lack of integrated care and support for those experiencing a combination of VAWDASV, substance misuse and mental ill health, along with a lack of support for those perpetrating abuse facing the same issues.
- 2.2 The PSB and the Domestic Abuse Strategy Group identified that there is not sufficient support for people with multiple complex needs, which leads to increasing vulnerability and risk for those experiencing domestic abuse and an increase in costs for agencies.

- 2.3 The project will aim to
- ✓ acknowledge and respond to the complex needs of the individual due to the chaotic nature of their lifestyle, with a focus on promoting engagement
 - ✓ allow individuals facing Key 3 issues to access appropriate and timely support, ideally to shorten the length of time they need services
 - ✓ reduce repeat referrals and those repeatedly going in and out of services
 - ✓ decrease safeguarding/ child protection cases
 - ✓ deliver a multi-agency response for integrated interventions, care and support
 - ✓ avoid duplication of support from agencies
 - ✓ allow for effective information sharing and promote multi-agency working

3. Overview of work programme for 17/18

3.1 Month 1-3: Consultation, agency sign up and development of materials

Month 3-6: Evaluation and development of referral pathway and related documents

Month 6-11: Development and delivery of training package and implementation of pathway

Month 12: Annual review

4. Highlights of achievement to date

4.1 Key 3 Project Steering Group

The purpose of the group is to work towards a facilitated and coordinated approach to improve support for individuals with Key 3 issues. The Group consists of representatives from key statutory and non-statutory agencies in the Key 3 areas in order to oversee and steer its progress. The Group meets on a bimonthly basis to discuss developments and make decisions on steps to be taken. A terms of reference has been developed for this multiagency group and membership established (subject to additional agencies as the project develops).

4.2 Information Sharing Protocol

A WASPI has been written in order to ensure correct protocol and procedures are in place to allow relevant and appropriate sharing of information between agencies signed up to the Project.

4.3 Consultation

Consultation took place with 69 members of staff from different professions in statutory and non-statutory services in order to gain their perspectives on the issues facing them when supporting Key 3 individuals. The Key 3 worker has managed a caseload of 30 individuals identifying with Key 3 issues in order to track their experiences of accessing services and gain insight into what works and the barriers they face when things go wrong.

4.4 Referral Pathway

The Key 3 Referral Pathway has been written in line with the DA Hub Pathway and has been taken to the Steering Group for approval. This will ensure appropriate information sharing between the agencies (when consent is given) and access to the appropriate service for service users and clear guidance for staff.

Pathway to Provision form - The Key 3 Pathway to Provision form has been drafted and will be taken to the next Steering Group for consideration at the next meeting.

4.5 Training - Introduction to Key 3

An awareness raising session has been written for initial contact and introduction with agencies, and includes an introduction to the Key 3 issues, their impact on victims and barriers to them accessing the right services. This has been delivered to 134 members of staff from an array of agencies to raise awareness of the project.

4.6 Partnership Working

The Key 3 worker has been attending regular drop-in sessions at key agency to offer support to service users in the other areas of need. This has been an effective way of engaging hard to reach individuals who are in need of support, but have difficulty keeping appointments.

5. Forward Look

5.1 Pathway to Provision

Pathway to Provision form will be taken to Steering Group Meeting on November 5th for discussion and finalisation prior to use.

5.2 Training Package

A Training package will be developed incorporating awareness on the Key 3 issues and the way in which they interact, as well as guidance for practitioners on how to use the Referral Pathway, and completing the Pathway to Provision form. This will be done alongside the ABMUHB 'Ask & Act' training, and the aim is to facilitate it jointly with the Ask & Act trainer from the mental health team.

This will feed into the National Training Framework produced by Welsh Government and will feed into the 5 year training plan, indicating how many staff member/ teams will be trained on a monthly basis, in collaboration with ABMUHB.

5.3 Implementing Pathway

After receiving training, staff will be encouraged to operate the pathway, utilising the Key 3 worker for support with this i.e. offering joint visits or support to complete the Pathway to Provision form if required. When referrals are received, the Key 3 worker will take the necessary steps to facilitate access to support from the right person at the right time, in line with the support requirements listed on the form.

Action required can be requested from the following options:

- ✓ Support to be provided by referring agency
- ✓ Support to be provided by referring agency in consultation with specialist domestic abuse service
- ✓ Support to be provided by preferred alternative identified
- ✓ No service identified- needs match to be completed

5.4 Perpetrator Focus

Key 3 worker is to undergo training with the Equilibrium perpetrator group facilitator with the aim of delivering some Key 3 specific perpetrator work on a one to one or group basis. This will be done in collaboration with partner agencies (to start with, Dyfodol). The Pathway to Provision form allows for perpetrator and victim referrals.

5.5 Drop-ins

Development of Key 3 Drop-in service to take place at Swansea's Domestic Abuse One Stop Shop, where people will be able to access support from workers in the three areas on a drop-in basis.

5.6 Wider Agencies

There is a potential to extend this approach across wider agencies who are not specialist in the Key 3 areas but still have dealings with clients facing these issues e.g. Housing, Red Cross, GP's, A & E etc.

5.7 Future Commissioning

As part of the Domestic Abuse Hub and the Partnership and Commissioning Team the Key 3 Coordinator can identify using the Pathway to Provision and Outcome, any areas of unmet need, which can be used to inform future commissioning arrangements across this service area and regionally. There has been interest in this project from across Wales and Swansea is a part of the Home Office Transformation Funded Collaborative Partner Group facilitated by the Police and Crime Commissioners Office.

5.8 Funding

The post was initially only a 12 month contract supported through Police and Crime Commissioners Grant funding administered by the Safer Swansea Partnership as a sub-group of the Public Service Board.

To ensure that the pathway is embedded into services funding for the post will be extended by a further 12 months.

This will ensure training is undertaken and the model is embedded and sustained. This also aligned with the requirements of the National Training Framework specified by Welsh Government in terms of Ask and Act.

6. Recommendations

- 6.1 The Panel is asked to discuss the report and identify if there are any comments and/or recommendations to be reported back to the Public Services Board

Background Papers

Copies of the Pathway, Pathway to Provision form, WASPI and Terms of Reference are available on request.