

Protect, care and invest to create a better borough

Domestic Abuse Strategy 2023-2025

Foreword

Domestic abuse is unacceptable, yet it continues to be a serious issue for many of our residents wrecking lives and devastating families. It is that estimated one in four women and one in six men experience domestic abuse at some point in their lives. While women are significantly and disproportionately affected by domestic abuse which is perpetrated by men, we also recognise that there are male victims and female perpetrators. Domestic abuse in same sex relationships is also a serious issue and we recognise people who are lesbian, bisexual, gay and transgender (LGBT+) are significantly affected.

The Domestic Abuse Act 2021 sets out statutory duties, for local councils and the Police, but the key to reducing domestic abuse and its impacts lies in the hands of partnership working. The new Telford & Wrekin Domestic Partnership is supported by the Council, the Police and Probation services, the NHS and our Domestic Abuse Forum – a network of community organisations, providers of services and support and crucially local victims and survivors.

The SafeLives review of domestic abuse services and support in Telford & Wrekin found some good local practice – including a strong authentic local survivor voice. While there are pockets of best practice however it is clear that we can do more to improve the

services in responding to this issue together. During 2021 and 2022 a range of statutory and community and voluntary partnership organisations have been working together to refresh our strategy and this work has been shaped by on-going engagement with local survivors. Our new strategy builds on the progress we have delivered in our previous domestic abuse strategy since 2019, and sets out the commitments we want to deliver as a partnership in the next three years. The strategy commitments contribute to the Council's Plan – protect, care and invest to create a better borough, and to health and wellbeing, community safety and safeguarding adults and children and young people's partnership agendas.

No one should live in fear. It is not acceptable, not inevitable, and together – we can make it stop.



Jo Britton
Chair of Telford & Wrekin
Domestic Abuse Local
Partnership Board (DALP)



Clir Kelly Middleton
Cabinet Member: Leisure,
Public Health and
Well-Being, Equalities and
Partnerships



Dean HarrisChair of Telford & Wrekin
Domestic Abuse Forum

Context

Every year, over two million people in the UK experience domestic abuse – 1.3 million women and 600,000 men.

Nationally around 750,000 children and young people are witnesses to domestic abuse every year and 62% will also be harmed by the perpetrator.

Women are more likely than men to experience repeat victimisation, be physically injured or killed as a result of domestic abuse and experience non-physical abuse – including emotional and financial abuse.

Domestic abuse accounts for almost a quarter of all crime, but it is estimated that only 35% of domestic abuse is reported.

On average a victim will have suffered 35 incidents of domestic abuse before going to police and the average time victims live with domestic abuse before getting help is between 2 and 3 years.

85% of domestic abuse victims seek help on average 5 times from professionals in the year before they get effective help to stop the abuse.

No one should live in fear. It is not acceptable, not inevitable, and together – we can make it stop.

About 25% of lesbian, bisexual, gay and transgender (LGBT+) people suffer in violent or threatening relationships with partners or ex-partners, which is about the same rates as domestic abuse against heterosexual women. The problem is also underreported in same-sex relationships and while there are parallel types of abuse experiences as seen in heterosexual relationships there are also unique aspects in these relationships such as threat of outing - revealing sexual orientation or gender identity.

Survivors experiences

Six years of him dictating to me how to do things, six years of feeling so low I just didn't want to be there, six years being void of emotions no highs no lows. I had to put up with him coming in to my work causing a scene in front of everyone because I was a few minutes late leaving or I had spoken to a male customer or staff member. This would be in the supermarket in front of everyone it was so embarrassing.

You just couldn't talk to him he just made no logical sense
at all, he would argue day
was night and would get so
wrapped up in his lies that he
believed he was telling the
truth.

His behaviour began to change, he became more controlling. He wanted to know everything I was doing and everywhere I was going. He claimed that it was all about the baby, at first, I believed him, but it just continued to get worse. I remember being scared of him for the first time, he had got himself really angry that I had taken so long to get my nails done. He was really aggressively shouting at me and was in my face whist gripping his fists. After that he went into complete 'persuader' mode, constantly apologising and saying that it would never happen again...

If I can think back there were warning signs that I did not see - they cheated on me several times, but they would convince me they had not, and I would believe them. They were very paranoid and possessive and always wanted to know where I was and what I was doing. They did not like my friends that I did have or the family that I did speak too. Years went on, the marriage turned into years of abuse and I become dehumanised and programmed to the way they wanted me to be. I did not speak until spoken too. I had poor physical and mental health. I had no self-confidence, the abuse escalated when I tried to leave them...

Background

The Telford & Wrekin Domestic Abuse Strategy 2019-2021 was led by a thematic sub-group which reported to the Safeguarding Children's Board, the Adults Safeguarding Board, the Community Safety Partnership and the Health & Wellbeing Board.

The strategy's top priority was to develop local services and support for victims, children and young people affected and perpetrators.

The implementation of the strategy, like many other plans, was affected by the pandemic during 2020 and 2021.

Extra support was commissioned and publicised given the heightened concern for victims during national lockdowns.

The long awaited UK Domestic Abuse Act 2021, published in April 2021, provided new context, duties and responsibilities for local authorities and their partners.

In Summer 2021 Telford & Wrekin Council commissioned the national charity Safelives to support the local implementation of the DA Act. During 2022 the new Telford & Wrekin Domestic Abuse Local Partnership Board has overseen the refresh of the strategy.

Our 2019-2021 strategy commitments

Review and develop specialist services and support and implement comprehensive multi-agency pathways, for both victims and perpetrators, children & young people affected by domestic abuse.

Use intelligence to inform service provision and raising awareness campaigns.

Develop practitioners' knowledge on the dynamics of domestic abuse within the whole family and provide them with the appropriate training and resources to support the family.

Increase awareness in the community of domestic abuse and how to seek support.

Review current policies and procedures associated with FGM, HBV and Forced Marriage within the community and across the professional workforce.

Embed learning from Domestic Homicide Reviews (DHRs).

Domestic abuse – definition, language and terminology

Domestic abuse includes:

Physical or sexual abuse

Violent or threatening behaviour

Controlling or coercive behaviour

Economic or financial abuse

Forced marriage or honour-based violence

Psychological, emotional or other abuse

Female genital mutilation

Child to parent and carer abuse

The Telford & Wrekin Domestic Abuse partnership recognises that domestic abuse:

- happens across different types of relationships, and is not limited to people who are or have been in an intimate personal relationship, or who live together
- occurs across household and family relationships, those with parental relationships, and between relatives and includes ex-partners
- disproportionately affects women more than men, given their experience of repeat victimisation, violence and nonphysical abuse, while acknowledging that there is not one type of victim and that needs are individual
- male domestic abuse is underreported by male victims for many reasons including shame, denial, fear, to protect children, religious beliefs and lack of resources.

The Domestic Abuse Act states that:

- the person carrying out abusive behaviour and the person directly receiving the abusive behaviour must be over 16
- children who see, hear or otherwise experience the abuse are defined victims or survivors of the abuse
- in the case of adolescent to parent violence, domestic abuse occurs when both parties are over the age of 16. It is recognised that adolescent to parent violence can involve children under 16 but that responses to this group may be different from responses to adults perpetrating abusive behaviours.

Our key successes and achievements since 2019

- Domestic Abuse Forum
 established and grown –
 a network of champions,
 service providers and
 survivors which has improved
 communication with relevant
 stakeholders and gives us a
 strong local voice
- Working with SafeLives on needs assessment and the public health approach engaging with partners and gaining insight on what we need to improve
- Commissioning and embedding our first perpetrator programme, in collaboration with Richmond Fellowship
- Training GPs

- Maintained status as a White Ribbon Town, expanding the reach of our campaign message year-on-year
- Work in education settings (schools, colleges, further education and universities)
 - Training delivered re domestic abuse and included effects on children and young people. Loudmouth theatre in education "Helping Hands" offered to all primary schools at subsidised rate, "Working for Marcus and "Calling it out" offered to all secondary again at subsidised rate. All schools have updated domestic abuse policies.

- Implemented the Family Safeguarding Model, including embedded domestic abuse workers
- Strengthening Families
 Team highly commended by
 SafeLives
- Incorporated learning from
 Domestic Homicide Reviews
 into our action plan



Working with SafeLives

The Council and partners worked with SafeLives, the national domestic abuse charity during 2021 and 2022 to support local implementation of the Domestic Abuse Act.

SafeLives led engagement across our domestic abuse partnership, using public health approach to:

- undertake the needs assessment
- hear the voice of local survivors and professionals
- reflect on the local current system and processes
- co-create solutions to strengthen our local response to domestic abuse



Key themes for improvement



Training



Multi-agency working



Pathways into step down and recovery



Support for children





Response to perpetrators

Professional Discussions

14 professional discussions

Survivor Engagement

15 survivor interviews, including a focus group

Case Audits

5 whole family case audits 5 Marac case audits

Those using harmful behaviours

Interview

Surveys

30 professional survey responses 5 survivor survey responses Those using harmful behaviours survey responses

Observations

Marac observations
Pre-Marac observations
Marac governance board observation
DA Forum

Engaging with partners, professionals, survivors and families

The SafeLives engagement activities culminated in a workshop in May 2022, where 50 people, including local victims and survivors, shared their views and experiences. This insight has been used to shape our proposed strategy commitments and commissioning processes.

Pictured below: Telford & Wrekin Domestic Abuse Local Partnership Board and SafeLives Workshop 24 May 2022 Park Lane Centre Woodside "Telford and Wrekin are committed to the survivor voice – supporting the local independent survivor group and instigating and assisting survivors speaking and being present in such an integral way in the workshop"

Lucy Giles, SafeLives





Telford & Wrekin Domestic Abuse Forum









































ORSA HOUSING



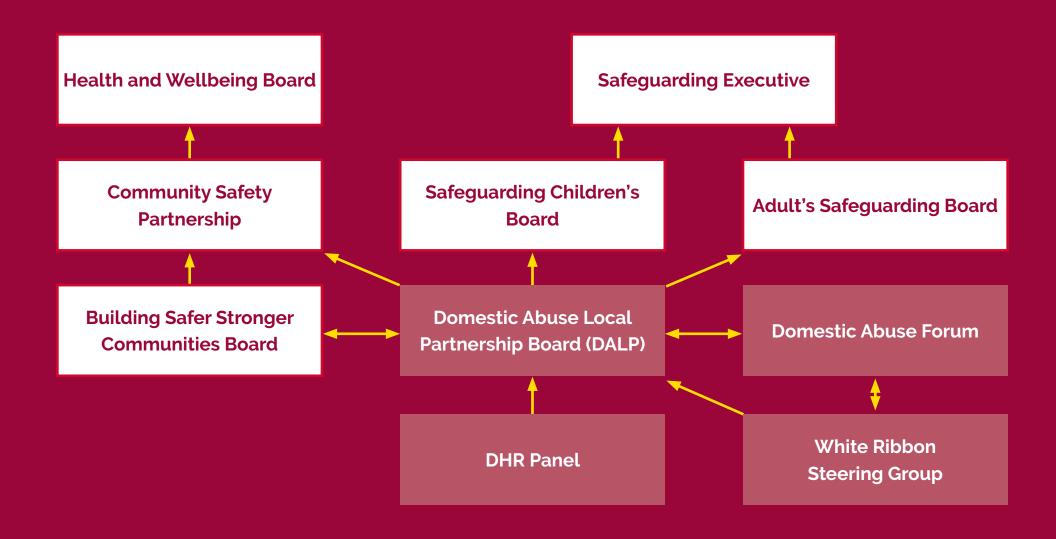








Telford & Wrekin Governance



Driving change shaped by survivors, through collaborative leadership, partnership working and a skilled workforce.

Partnership

Intelligence-led, outcomes focussed change.

Prevention

Educating, intervening early changing attitudes.

Reducing the incidents of domestic abuse across our community through effective awareness, prevention and education programmes and a culture of early intervention.

Providing effective, engaged, supportive, responsive and timely protection and justice and a multi-agency approach to perpetrators.

Pursuing and Protection

Justice, recovery and ongoing protection.

Provision

Services, support and safer accommodation.

Reducing impact & minimising harm by systematically offering integrated, tailored whole family services and support at the right time.

Working together to end domestic abuse in our communities in all its forms, ensuring that everyone who is affected can access the help and services they need.



Driving change shaped by survivors, through collaborative leadership, partnership working and a skilled workforce.

What the needs assessment tells us



We estimate there are **25,680** adult victims in Telford and Wrekin who have experienced domestic abuse at **some point in their** lives since the age of **16**.



An estimated **15%** of these adult victims will have experienced **both partner and family abuse.**



Of the total estimated adult victims 17,130 67% are estimated to be female.



Of the total estimated adult victims **8,550 33%** are estimated to be **male**.



We estimate there are **7,020** adult victims in Telford and Wrekn who have experienced domestic abuse at **some point in the last year.**



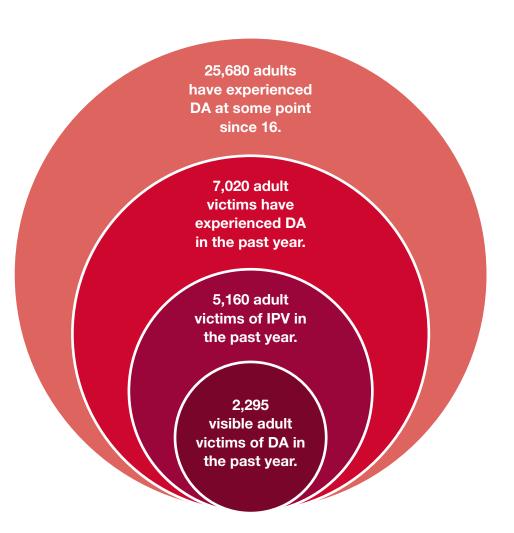
We estimate that around **8**% of those adult victims will have experienced **both partner and family abuse.**



Of the total estimated adult victims in the past year 4,470 (68%) are estimated to be female.



Of the total estimated adult victims in the past year **2,280** (32%) are estimated to be **male**.





Driving change shaped by survivors, through collaborative leadership, partnership working and a skilled workforce.

What the needs assessment tells us

In the past year we estimate that:



We estimate there there were 1,740 young victims aged 16-24.



We estimate there there were 1,110 older victims aged 60+.



We estimate there were 510 Black, Asian and racially minoritised victms.



We estimate that there were 3,700 Disabled victims.



We estimate that there were 850 LGBTQ+ victims



We estimate that there were 5,160 adult victims in the local area who have experienced partner abuse in the past year.



We estimate that there were 3,914 children living in a household with partner abuse in the past year.



We estimate that there were 4,130 people using abusive behaviours in their intimate partner relationships in the past year in the local area.



Of those 20% are estimated to be serial perpetrators of domestic abuse.



Driving change shaped by survivors, through collaborative leadership, partnership working and a skilled workforce.

What we have heard through engagement

Many professionals praised elements of multi-agency working in Telford and Wrekin

So, all of agency work... I think is second-to-none, in Telford – it's one of the best I've experienced, really because they're fully engaged, and they're locked into that process, and we do really get a lot out of it in terms of exchanging of information between partners on particular individual cases.

Professional Interview

Literally, that was a 120 training places we put out and it was gone in 4 days and I did think we might struggle with that but now everybody's jumping up and down going, 'Oh, we need to do more. We need to do more. Professional Interview

Professional interviews identified a series issues and potential solutions at strategic and operational levels

You're part of some of the conversations that have gone on. But I sometimes feel that I'm not always fully up to speed on any. There are professional partners that are wondering what we're doing half the time, and it's about just that continued effort.

I did suggest that along with the policy that each area, had a domestic abuse champion, ambassador, who at least had more than a basic knowledge about what domestic abuse is.

Professional Interview

I think Telford & Wrekin has got a long-standing record of really good partnership working and those partnerships have been in place for a long, long time, with a common goal – common view – to make things change around safeguarding.



Driving change shaped by survivors, through collaborative leadership, partnership working and a skilled workforce.

What we have been doing

Domestic Abuse Local Partnership Board established in January 2022 with membership in line with the Domestic Abuse Act.

Our Domestic Abuse Forum has gone from strength to strength in terms of partnership collaboration and strongly represents the voice of local survivors.

Needs assessment process undertaken to inform strategy development and shape commissioning decisions. Domestic Abuse Training offered across the partnership is:

- seen as thorough and effective covering broad range of issues
- widely available for those working for the council and partners
- access improved through online options
- very well attended and valued by professionals
- probation training in particularly seen as rigorous and largely mandatory.

Telford and Wrekin Community Safety Partnership (CSP) have undertaken four Domestic Homicide Reviews (DHR) in line with Domestic Violence, Crime and Victims Act duties since 2011. Two DHRs have been published and the recommendations incorporated across the partnership landscape, two further DHRs will be published shortly and a further review is due to commence in the near future

SafeLives engagement work highlighted a number of good practice examples in agencies and multiagency collaboration in Telford & Wrekin Council.



Driving change shaped by survivors, through collaborative leadership, partnership working and a skilled workforce.

Partnership commitments

Together we will make sure...

Survivors are listened to routinely, with their expertise having a wide influence, so lived experience is an embedded authentic voice, with views sought from seldom heard and more marginalised groups.

Leadership and partnership working is strengthened at all levels, through the Local Partnership Board and Forum – creating an empowering culture which appreciates and respects everybody for their skills and contribution, with champions in each organisation.

Partners collectively contribute comparable, accurate evidence and intelligence to strengthen our approach to regular needs assessment, ensuring that data gaps are improved to better understand the profile of needs, of those who are harmed and those who harm.

That our strategy evolves, underpinned by best practice guidance, local needs assessment and engagement insight, with a performance and outcomes framework which evidences that we are making a difference.

Appropriate and sustainable funding maximises the impact of our actions and partnership resources are used effectively.

A comprehensive training programme is put in place across the partnership to ensure staff at all levels and community members are upskilled to recognise and discuss domestic abuse and signpost and refer appropriately.

The new Homicide Review Panel is established with clear governance, so there is a more robust and timely process for Domestic Homicide Reviews management and the implementation of learning identified.



PREVENTION Educating, intervening early changing attitudes.

Reducing the incidents of domestic abuse across our community through effective awareness, prevention and education programmes and a culture of early intervention.

What we have heard through engagement

Raising awareness within the wider community is crucial.

Workshop participant

What is important?

Healthy relationships work in schools and colleges – clear messages to boys and girls.

Youth provision (e.g. youth groups and targeted mental health support) "A safe space to go to".

Making sure education settings can access support/counselling for children.

Potential solutions?

Consider how schools can take a whole school approach to ending violence against women and girls so abusive behaviours are appropriately recognised and referral routes into support for young people displaying harmful behaviour are used.

Build on the excellent work of Richmond Fellowship are already providing in schools.



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What we have been doing

- Schools & Education programmes:
 - Loudmouth Theatre in Education Helping Hands sessions year 5 2020/2021: 25 schools 1,249 pupils (virtual), 2021/2022: 10 schools, 485 pupils (face-to-face)
- Training: with the lived experience of a child and adult (75 schools), Haven training the effects on children and young people (30 schools)
- The council has funded St Giles Trust

 (a charity supporting people who have experienced abuse, exploitation and addiction) to train Youth Violence and Exploitation Mentors who are now working with 120 vulnerable children and young people
- Early identification of domestic abuse / Targeting interventions with those most at risk
- Ensuring schools are well informed through Operation Encompass
- The council has grant funded The Haven Wolverhampton to develop the Community Ambassadors/Champions Programme

- Active Bystander training, challenging stereotypes and toxic behaviours was attended by 90 people in April 2022
- The White Ribbon social media campaign gained 15k interactions
- Decade of innovative White Ribbon campaigns encouraging men to pledge never to commit, excuse or remain silent about any form of male violence against women or girls
- The Building Safer Stronger Communities Board Violence Against Women and Girls (VAWG) investment includes: Safer Streets projects, Community Action Teams and additional CCTV.



"Men need to take a stand - this makes it more difficult for people to get away with violence and abuse - because people recognise it more easily. It also makes it easier for people to ask for help." **Jenny Domestic Abuse** survivor



PREVENTION Educating, intervening early changing attitudes.

Reducing the incidents of domestic abuse across our community through effective awareness, prevention and education programmes and a culture of early intervention.

Prevention commitments

Together we will make sure...

- that all education provision further develop, expanding their reach and impact, and that all settings identify a Domestic Abuse Champion and sign up to complete the Purple Pledge
- that further innovative, informed interventions targeted at those most at risk of harmful behaviours continue to evolve
- learning and research on trauma experience and the impact of adverse childhood experiences is used to further understand the impact of domestic abuse on young people, and how to minimise harm experienced to build resilience

- schools are well informed and take appropriate action, have understanding, are watchful, recognise the child as victim when the police are involved with parents and families through Operation Encompass
- the Community Champions/Workplace Ambassadors Programme recruits and trains people to improve the understanding of domestic abuse across the community
- that White Ribbon campaign continues to evolve year-on-year, expanding the message and the reach across our communities, and provide opportunity for men to take centre stage to challenge behaviours

- on the Violence Against Women and Girls agenda, that links are strengthened between the DALP, the Building Safer Stronger Communities Board, and the Community Safety Partnership and joint action plans are agreed
- that we confront attitudes that make domestic abuse possible, as there is no excuse and it will not be tolerated
- that collaborative work with our safeguarding teams supports early identification of abuse of vulnerable adults at risk of exploitation, including those with learning disabilities and abuse affecting older victims and survivors.



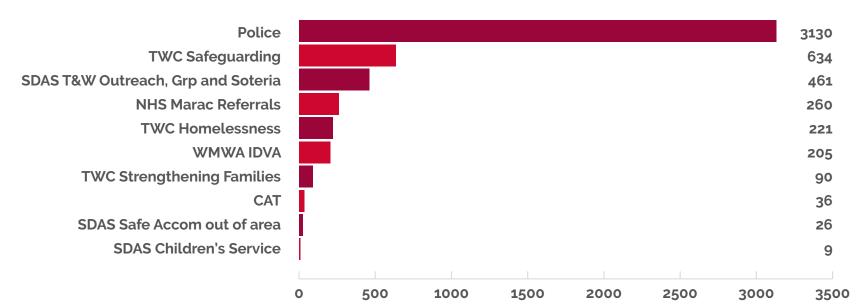
Reducing impact & minimising harm by systematically offering integrated, tailored whole family services and support at the right time.

What the needs assessment tells us

We are seeing clear increases in need and demand for services and support:

- Approaches to the Council's Housing Team with domestic abuse as a reason, almost doubled from 165 to 304 cases from 2019/20 to 2021/22
- And in the context of the pandemic, with:
 - a 65% increase in National Domestic Abuse Helpline calls and a 700% increase in the website visits during April-June 2020 compared with the previous three months
 - the NSPCC reporting a 53% increase children and domestic violence contacts between April-December 2020 than pre-lockdown







Reducing impact & minimising harm by systematically offering integrated, tailored whole family services and support at the right time.

What we have heard through engagement

Key service themes from survivors

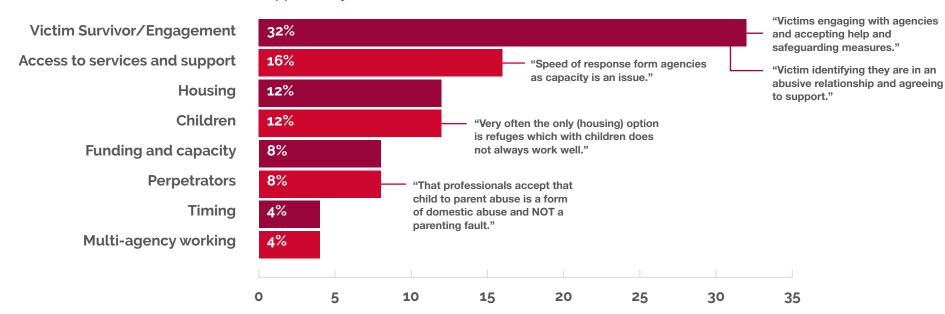
- Experiences with services
- · Mental health support
- Waiting times

"I have been in contact with a worker from SDAS since last year and without her support I would not of had the confidence to report my ex partner for the crimes he committed against me...

"The services that I have accessed so far have been amazing they have really helped open my eyes and see my partner for what he is." Survivor The organisations that I expected to receive help and understanding from were not helpful at all eg: my GP, social services, mental health, and hospitals. I believe that the organisations need to undertake extensive training in recognising domestic abuse and providing support."

Survivor

Main challenges professionals see in getting victims or families support they need





Reducing impact & minimising harm by systematically offering integrated, tailored whole family services and support at the right time.

What have we been doing: current provision landscape and developing our new offer

Current services which will continue

- Telford & Wrekin Council
 - Strengthening Families/Family Safeguarding model
 - Family Connect

Axis – ISVAs

- Adults social care/Adults at Risk
- Refuge & DA support workers (four individuals or two families)

- Current services to be re-commissioned
- Shropshire Domestic Abuse Service (SDAS)
- Richmond Fellowship perpetrator programme
- Safe accommodation:
 - ABT (4 places)



New service model elements to be commissioned





Reducing impact & minimising harm by systematically offering integrated, tailored whole family services and support at the right time.

Provision commitments

Together we will make sure...

- that an effective, responsive, integrated domestic abuse service and support offer is commissioned to improve outcomes for victims, survivors and families, which strongly connects with existing services, e.g. children, young people and family services, adult social care, substance misuse services (STaRS), housing support, and mental health services
- that there is sufficient, appropriate, high quality safe accommodation integrated into the service and support offer, which meets the requirements of the Domestic Abuse Act and our local need and demand – inclusive, bespoke, flexible – will reflect the complexity of needs which often arise as a result of DA

- there are clear integrated pathways in our offer:
 - for children, young people and families affected, strongly connecting with the: new Start for Life Programme, Family Connect, Strengthening Families and Family Safeguarding so there is seamless support; housing; substance misuse and mental health
 - for adults connecting to adults social care – mental health services and support and safeguarding
- that our offer is continually improved and informed by on-going assessment of needs and that services are coproduced with survivors and families
- that all services and support offer becomes more systematically traumainformed

 there is clear promotion and publicity of our offer, the single point of contact and the integrated pathways, so that everyone understands what is available and how it can be accessed



PURSUING AND PROTECTION Justice, recovery and ongoing protection.

Providing effective, engaged, supportive, responsive and timely protection and justice and a multi-agency approach to perpetrators.

What the needs assessment tells us



93% felt the Marac greatly or somewhat improved the safety of victims.



93% felt the Marac greatly or somewhat improved the safety of children.



60% felt the Marac greatly or somewhat addresses the behaviour of perpetrators of domestic abuse.

Nationally, recorded domestic abuse related crimes increased by 9% from March 2021 to March 2021, which includes increased need – reporting and better recording.

Review MARAC processes:

"Would like to see broader spectrum of professionals invited/ observe MARAC to enable better understanding of the process."

"There is an emphasis on working on the survivor and little accountability on the perpetrator."

"The sharing of information between agencies at forums such as MARAC greatly helps agencies assess risks to victims of DV and their children." "There is a commitment to funding perpetrator provision in the area with the Richmond Fellowship."

"In my opinion domestic abuse work with perpetrators is key to breaking the cycle of DA and improving outcomes for families."



PURSUING AND PROTECTION Justice, recovery and ongoing protection.

Providing effective, engaged, supportive, responsive and timely protection and justice and a multi-agency approach to perpetrators.

Proposed commitments

Together we will make sure...

- joined up processes are enabled to support individuals and families through referrals, interventions and criminal justice pathways – ensuring that victim's voices are clearly heard throughout
- an offender centric approach is maintained throughout the criminal justice response to provides a greater focus on changing the behaviour of perpetrators through a combination of disruption, support, education and challenge
- robust and proven perpetrator programmes and interventions are in place (which can be tailored to needs), that can lead to sustainable behaviour change and a rehabilitation focus

- accessible information about protection orders, disclosure schemes and what people who have experienced abuse can expect from the criminal justice system are promoted to encourage confidence and their use, ensuring staff understand the legal tools, and how they can be put in place quickly and effectively
- that where possible, legal orders or other restrictive measures or conditional requirements are sought, applied for and enforced in order to remove a perpetrator from the victim, in order to disrupt and prevent abusive behaviour, keeping victims and survivors safe

- there is an ongoing independent review of MARAC processes, ensuring they are fit for purpose (including supportive Chair training)
- robust information sharing practices are put in place to ensure a joint understanding of risk and harm, with timely action planning to address vulnerabilities and disrupt offenders.