

Action Plans – last updated 7th September 2009.

Domestic violence and abuse - action plan 2008-11

This Action Plan is a working document, subject to review.

Performance

Objective 1
 All people in Bristol who are affected by domestic violence/abuse will have access to a range of services to improve the safety of adult and child survivors. Services will be comprehensive, cohesive and co-ordinated through multi-agency partnerships to ensure appropriate responses, delivered to agreed quality standards.

Access to Services Delivery Plan

Objective 1.1
 Agencies will agree support referral pathways.

 By April 2011 we aim to have city-wide and community-based support services across Bristol for adults and children, offering risk-led IDVA support and long-term needs-led support for survivors and community and mandated programmes for perpetrators.

Ref	Action	Time-scale	Lead responsibility	Resources	Performance / outcome measures	1. Confidence level 2. Risks
1.1.1	Draw up current support referral pathways; agree through Safer Bristol DVA Strategy Group; agree referral protocols (where needed); agree monitoring methods.	1 May 08	Safer Bristol Crime Reduction Manager	(Multi-agency) officer time – mainstreamed resources, costs to be calculated – Ed to calculate	Referral pathways & protocols agreed – primary purpose is survivor safety; primary principle is choice in services and removal of barriers to access.	1 – Medium/high – work has started. 2 – Agencies will be unable/unwilling to monitor

Objective 2

Resources are allocated and performance is monitored to ensure that Bristol can deliver this strategy and that it is informed by the views of survivors and of provider services.

Resources and Survivor/Provider Services Feedback Delivery Plan

Objective 2.1

Joint commissioning of DVA services in Bristol is established, with a process that ensures that services provided are appropriate to need.

By April 2011 we aim to have in place a clear and transparent commissioning and review process, with access to a pool of multi-agency resources sufficient for strategic service delivery.

Ref	Action	Time-scale	Lead responsibility	Resources	Performance / outcome measures	1. Confidence level 2. Risks
2.1.1	Map services that are currently funded & provided across the city	1Apr08	Safer Bristol DA Strategy Co-ordinator	DASC officer time	A simple understandable map is drawn up	1 – high – some already done through existing studies/reports 2 – lack of officer time
2.1.2	Develop integrated joint commissioning plan across the range of funders (eg. CYPS, Supporting People, N & HS Homelessness, Safer Bristol, Health, Police)	1Dec 08	Safer Bristol Crime Reduction Manager	Officer time New post: Safer Bristol DVA Commissioning Officer – £40K	Plan based on model established by DAT & SP for drug and alcohol services (and developed by CYPS & ACC) agreed by Safer Bristol Joint Commissioning Group (JCG). Specific DVA JCG membership agreed & resources allocated.	1 – medium/low – concept agreed by SB JCG 2 – high – resources not agreed

Objective 2.2
 Accurate data is systematically collected from statutory and voluntary sector agencies, showing incidence of DVA, reporting to police, demographic characteristics and prevalence of risk factors.
 By April 2011 we aim to have monthly/quarterly/annual data reports, with analysis of trends.

Ref	Action	Time-scale	Lead responsibility	Resources	Performance / outcome measures	1. Confidence level 2. Risks
2.2.1	Set up monitoring systems for MARACs	1Mar 08	Safer Bristol DA Strategy Co-ordinator	(Multi-agency) officer time – mainstreamed resources, costs to be calculated	Quarterly data reports, with analysis of trends	1 – high – collection spreadsheet already used by MARAC administrator 2 – medium – agencies may not follow procedure
2.2.2	Set up monitoring systems for Specialist DV Court (once established – Apr 08)	1May 08	Safer Bristol DA Strategy Co-ordinator	Officer time in CJS agencies	Quarterly data reports, with analysis of trends	1 – high – essential to gain accreditation for SDVC 2 – medium/high – lack of agency time
2.2.3	Establish systems of reporting from police, primary/acute/mental health trusts, independent support agencies, drugs/ alcohol agencies,	1Apr 09	Safer Bristol DA Strategy Co-ordinator Increase DASC post to full-time	Electronic multi-agency database - £6K + approx. £1K pa thereafter Data analysis expertise – DASC + £8K pa	Quarterly data reports, with analysis of trends	1 – Medium/low – funds allocated for database; but statutory agencies not currently agreed. 2 – High – only independent support agencies currently wish to use new database.

	and community groups/agencies specific to particular populations.					
2.2.4	Establish data collecting by IDVAs	1Apr08	IDVA contractor (Victim Support Avonvale)	Part of IDVA grant £32K pa (incl. £20K from GOSW)	Quarterly data reports, with analysis of trends	1 – Low – IDVAs being trained to collect this 2 – High – included in new IDVA grant

Objective 2.3
 Regular information will be received from survivor and practitioner groups to the Strategy Group.
 By April 2009 we aim to have representation from these groups on the Strategy Group.

Ref	Action	Time-scale	Lead responsibility	Resources	Performance / outcome measures	1. Confidence level 2. Risks
2.3.1	Establish and maintain methods of consulting survivors (incl. forums). Community groups and agencies specific to particular populations will be asked to assist in seeking the views of their constituents.	1Apr 09	BDAF Co-ordinator	Officer time £1,500 awarded by GOSW for 07/08	A flow of information and opinion reports from survivors – services informed and adapted in line with survivors’ views.	1 – Medium – survivors no longer at risk commonly do not wish to revisit this subject; some minority ethnic groups do not wish to discuss topic. 2 – Medium -belief that it’s too difficult.
2.3.2	Support BDAF to input to Safer Bristol strategic work	1Apr 09	BDAF Administrator/Co-ordinator	£18K pa+ increments	BDAF input to Safer Bristol DVA Strategy Group – services informed and adapted in line with practitioners’ experiences.	1 – High – funds awarded, contract in progress 2 – Medium/low – if unable to appoint

Objective 2.4
 Agencies will review actions taken to improve safety and any missed opportunities in cases of death or serious injury from domestic violence and abuse of people 16 and above, with a view to multi-agency working to identify lessons that can be learned.

By April 2011 we aim to have a protocol to appoint a panel agreed by the Safer Bristol Board to conduct homicide, near-homicide and some suicide reviews.

Ref	Action	Time-scale	Lead responsibility	Resources	Performance / outcome measures	1. Confidence level 2. Risks
2.4.1	Safer Bristol to establish a protocol for appointment of panel for homicide reviews, including near-misses (based on victim's perception) and some suicides, when required.	1Nov 08	Chair , Safer Bristol	(Multi-agency) officer time, including administration and meetings	Protocol with terms of reference in place. Publication of concise and informative reports in easy English with wide dissemination. Agencies' responses to be published.	1 – Medium/high – legislation in place, but not yet implemented 2 – High -Agency unwillingness to submit to process; lack of resources

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Prevention

Objective 3

Adults and children and professionals at all levels in agencies will be informed that domestic violence/abuse is widespread, damaging and not to be excused in any circumstances.

Objective 3.1

The message that domestic violence/abuse is widespread, damaging and not to be excused in any circumstances is seen by members of the public in a variety of ways.

By April 2011 we aim to show an increase in a qualitative measure of awareness.

Ref	Action	Time-scale	Lead responsibility	Resources	Performance / outcome measures	1. Confidence level 2. Risks
Amber 3.1.1	Develop communications strategy	1 st July 2009	Asst. Director of Public Health (PCT)	Campaigns & materials £2K pa. Cost of Quality of Life surveys. Conferences seminars - £2K pa Officer time - £5K (in-kind)	Communications strategy in place Quality of Life survey analysed	1 – Medium/high – pattern of campaigning in place; many materials designed 2 – Low/medium – PCT experience available

PCT contracted consultant to write strategy Red but first draft completed. Detailed actions will take another month or more.

Objective 3.2

Development of a city-wide workforce competent in working with and sign-posting on survivors/perpetrators/children.

By April 2011 we aim to have DVA training integrated into induction and ongoing training programmes for all relevant professionals in statutory and voluntary sector agencies.

Ref	Action	Time-scale	Lead responsibility	Resources	Performance / outcome measures	1. Confidence level 2. Risks
3.2.1	Develop training strategy, ensuring quality standards and developing resources for professionals.	1 st Sept 2009	DA Strategy Co-ordinator	BDAF Training Coordinator £18K pa Contracted trainers £17K pa Training costs £8K pa Multi-agency officer time	Training strategy agreed. Evaluation by training participants will show increased awareness and skills. Number of agencies that access training, have adopted a DVA policy and appointed a lead professional. Number of courses delivered	1 – Medium/high – strategy drafted, to be agreed. Training in place, quality standards to be developed. 2 – Low/medium - lack of officer time across agencies (re core competencies); lack of financial resources to pay professional trainers Consultant in place & working to plan Green

Objective 4

All children and young people and their carers are informed about healthy relationships and the impact of domestic violence/abuse.

Objective 4.1

Children and young people are informed about and supported in safer healthier relationships.

By April 2011 we aim to show zero tolerance of DVA amongst children and young people (tolerance reduced by x%?) – Paul Taylor to match up to CYP Plan

Ref	Action	Time-scale	Lead responsibility	Resources	Performance / outcome measures	1. Confidence level 2. Risks
4.1.1	Disseminate Spiralling prevention toolkit systematically to schools, youth workers and out-of-school support, with training/advice on use.	1 Apr 08 ongoing	DA Strategy Co-ordinator/ new post DVA CYP co-ordinator (0.6 FTE)	Officer time New post £21K pa	Number of schools trained & using Spiralling toolkit Quality of Life survey shows reduced tolerance of DVA amongst CYP. CYP living with DVA and/or in abusive relationships seek support.	1 – Medium/high – dissemination/training already underway. 2 – Lack of officer time/resources for new post.
<i>Inappropriate timescale; New CYP coordinator not agreed; Possible new resources via NSPCC; CYPS not responded to request for target RED</i>						
4.1.2	Complete detailed prevention action plan for all children.	???	New CYP & Parenting DVA working gp?	As above	Action plan in place, signed up to by strategic partnerships	1 - Medium/high 2 – medium/high – lack of officer time
<i>Timescale needs to be completed; DVA CYP & Parenting working group now set up –</i>						

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Provision

Objective 5

Women, children and men from diverse backgrounds and needs are encouraged to report domestic violence/abuse and seek support. Agencies will ensure barriers to seeking support are removed.

Objective 5.1

Women and their children without recourse to public funds have access to support services.

By April 2011 we aim to have implemented protocols to ensure survivors/victims of DVA without recourse to public funds (those with insecure immigration status, nationals of specific EU countries) have access to support services, including financial support.

Ref	Action	Time-scale	Lead responsibility	Resources	Performance / outcome measures	1. Confidence level 2. Risks
5.1.1	Develop a protocol with Social Care (ACC & CYPS).	1 Apr 09	Team Manager Asylum Seekers, Adult Community Care	(Multi-agency) officer time	Women without recourse to public funds would be able to leave violent partners and access appropriate support	1 – High 2 – Low
Protocol ? not written down						
5.1.2	Set up a deposit bond scheme for EU nationals who are not entitled to housing.		Strategic Services Manager, N & HS Policies & Equalities	Costs???	EU nationals able to access private rented accommodation	1 – 2 – To be completed by Monira Chowdhury
Timescale to be completed, waiting to hear from N & HS						

Objective 5.2
 Women, children and men with communication difficulties (due to language barriers and/or disability) have access to support services.
 By April 2011 we aim to ensure that no survivor is unable to access support.

Ref	Action	Time-scale	Lead responsibility	Resources	Performance / outcome measures	1. Confidence level 2. Risks
5.2.1	Develop an action plan to assure Prevention, Provision of Services and Protection and Justice for people from all equalities groups involved in DVA to access relevant services	31 st Oct 2009	Gillian Douglas	Officer time Translation & interpreting services costs - £4K Calculate? Costs of materials in new formats, e.g. audio, braille	Women without recourse to public funds would be able to make safer choices and access appropriate support Survivors from discriminated against groups gain appropriate support from agencies Information materials available in variety of formats and languages	1 – Medium – new development, but funds allocated (Safer Bristol) 2 – Medium – lack of officer time.

Objective 6

Survivors throughout the city have access to independent and flexible support, according to assessed level of risk and need, that offers a range of safety options and follows an empowerment and survivor-centred approach.

Objective 6.1

Support services provided are appropriate to need.

By April 2011 we aim to have in place a range of support services, incorporating choice and response according to need.

Ref	Action	Time-scale	Lead responsibility	Resources	Performance / outcome measures	1. Confidence level 2. Risks
6.1.1	Sustain <i>specialist DVA provision.</i>	1 st June 2009	Peter Anderson	Freedom Programme £3K pa + 1½ days/week coordination time; Other services' costs – to be established (see 2.1)	Current services maintained with mainstreamed funding.	1 – Medium/low – currently no funds 2 – High - lack of commitment/funds
No new money for DV in BCC Medium Term financial plan but commissioning officer has now been appointed.						
6.1.2	Develop new services to meet emerging needs – <i>for refuge for women not currently served, i.e. substance misusers currently not compliant with a treatment regime.</i>	1 Apr 11	Director, N & HS or Community Safety Manager	Officer time – quantify? Additional refuge spaces approx £150K pa.	Funding strategy developed. Number of refuge spaces appropriate for projected population	1 – Medium/low – currently no funds 2 – High - lack of commitment/funds

				New community services £160K pa	Community services in north and east Bristol	
6.1.3	Explore feasibility of 24-hour emergency access to refuge.	1 Apr 09	Director, N & HS	Officer time	Feasibility study complete and appropriate action plan in place	1 – Medium – relatively simple/low cost to achieve 2 – Medium – lack of commitment/funds?
6.1.4	To encourage all agencies to develop a policy for any employee affected by DA.	1 st April 2010	Lesley Welch	Officer time	Statutory agencies should have an HR Policy to cover DA.	
Work yet to be agreed/started						

Objective 6.2

Agencies systematically identify, document and refer on service users affected by DVA.

By April 2011 we aim to have a system in place to ensure that service users are sign-posted according to level of risk and need.

Ref	Action	Time-scale	Lead responsibility	Resources	Performance / outcome measures	1. Confidence level 2. Risks
6.2.1	Develop thresholds for referral on to specialist agencies and multi-agency risk and needs assessment tools and disseminate to all agencies.	30 th April 2010	DA Strategy Co-ordinator	(Multi-agency) officer time	Use of routine questioning in all relevant agencies will be adopted and monitored. Use of CAADA risk assessment process and referral protocols by all agencies.	1 – High – this work started already 2 – Lack of officer time (all agencies)

6.2.2	Develop links with drugs/alcohol agencies to offer training and support protocols.	1 Apr 09	DA Strategy Co-ordinator	(Multi-agency) officer time	Drugs Treatment Plan and Alcohol Strategy show how they will reduce harm from DVA. Joint training events take place Inter-agency referrals increase	1 – High – this work started already 2 – Lack of officer time (all agencies)
6.2.3	Develop links with diversity agencies (Bristol Lesbian Gay & Bisexual Forum, Disabled Forum, BME Forum) and Care Forum to offer training and support protocols.	Mar 09	DA Strategy Co-ordinator	(Multi-agency) officer time	Diversity data collected, shows increased uptake of services. Care Forum members take up training and refer	1 – High – this work started already 2 – Medium - lack of officer time (all agencies) and small agency resources.

Objective 7

Children and young people who are or have lived with domestic violence/abuse and/or experienced domestic violence/abuse are identified and protected from harm and receive ongoing support for their recovery and promotion of their resilience.

Objective 7.1

Effective processes exist to identify and appropriately respond to children whose health and development are impaired as a result of their experiences of domestic abuse.

By April 2011 we aim to increase and improve CYPS Social Care interventions with children in need of protection due to living with or leaving DVA.

Ref	Action	Time-scale	Lead responsibility	Resources	Performance / outcome measures	1. Confidence level 2. Risks
7.1.1	DART and MARACs identify risk & needs assess and target service delivery to children living with DVA, to reduce harm.	1 Apr 08	Director of Safeguarding, CYPS Ian McDowell	Senior CYPS practitioner in DART team. CYPS medium management officer time to MARACs	Engagement at the right level of CYPS in the DART and MARAC processes. Improved capacity of CYPS to deliver best practice services to children in need of protection.	1 – High. 2 – Low
<i>Referral & Assessment clerk in DART, further work being planned to target service delivery; CYPS working well with MARACs but more joining up of children's services needed.</i>						
7.1.2	Develop parenting support	1 Apr 09	Chair, new DVA CYP & Parenting working group?	Cost of training? ? Consultation	Staff with specialist DVA parenting support skills in place in support agencies and CYPS Social Care	1 – Medium/low – resources not identified 2 – High – as above
<i>Work being undertaken by parenting group to get funding for specialist support</i>						

Objective 7.2
 Children and young people have access to an appropriate support service.
 By April 2011 we aim to have specialist CYP support workers in community projects across the city.

Ref	Action	Time-scale	Lead responsibility	Resources	Performance / outcome measures	1. Confidence level 2. Risks
7.2.1	Commission direct services to ensure specialist children's worker(s) attached to local community-based projects.	1 st Oct 2009	DA Strategy Co-ordinator/ DVA CYP Co-ordinator (see 4.2.1)	£90K pa	An increase in the number of children and young people being supported while living in violent situations	To be revised
<i>No funds for CYP co-ordinator etc. - however provision group feel it is important to keep this in action plan!</i>						
7.2.2	Develop Children & Young People's DVA strategy – link to Parenting Strategy	1 st May 2009	Strategy Leader CYPS - Safeguarding	(Multi-agency) officer time	Strategy and action plan with resources in place	1 – High – BSCB committed to this 2 – Medium/high – has not been prioritised
<i>CYPS to take leading role in new DVA CYP & Parenting working group</i>						
7.2.3	Develop a CYPS professional lead for Children and domestic abuse within CYPS.	Dec 08	Designated Manager with responsibility for updating records for children who have a child protection plan	Officer time	Professional lead in place with dedicated time and training	1 – High 2 – Low
7.2.4	Ensure school	1 st Oct	DV Co-ordinator	As in 4.2.1	Systematic and	1 – Medium/high –

	counsellors, nurses, Children's Centres staff and all who work with children of all ages are included in DVA training strategy	2009		Training costs £5K pa???	repeated training offered and taken up in primary and secondary and out-of-school settings	Training co-ordinate 2 – Medium/high – lack of officer time (Safer Bristol & CYPS Education)
7.2.5	Ensure all above services are culturally sensitive	1 st May 2009	DA Strategy Co-ordinator/ new post DVA CYP Co-ordinator/ BDAF Training Co-ordinator	As in 4.2.1	Take-up of support in schools shows accessed by children of different backgrounds	1 – High – incorporated in current plans 2 – Medium/low – equalities groups not yet well included in DVA strategy work

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new format v14 progress 17Jun08 v2.doc

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Protection and Justice

Objective 8

Perpetrators are informed about voluntary programmes of behaviour change, and are unequivocally held to account by the criminal justice system.

Objective 8.1

Domestic abuse crimes are investigated positively, thoroughly, intelligently, expeditiously and sensitively by police.

By April 2011 we aim to achieve a 50% detection rate for domestic abuse offences

Ref	Action	Time - scale	Lead responsibility	Resources	Performance / outcome measures	1. Confidence level 2. Risks
8.1.1	The police must prioritise: <ul style="list-style-type: none"> • Rapid response to DA incidents and the implementation of the positive arrest policy, • exploit all avenues of investigation, Officers responding to domestic incidents will do so with an understanding of diversity and language issues, appropriately using Language Line interpreting facilities.	1 Apr 11	Head of Public Protection Unit	Officer time, including ensuring DAIT working at full capacity	Achievement of the target detection rate	1 – Medium 2 – Medium - requires significant improvements and better supervision; has been strived for some time but difficult to achieve - an intransigent issue that will require sustained focus.

Objective 8.2
 Crown Prosecution Service to provide police with early investigative charging advice

By April 2011 we aim to demonstrate that 90% of domestic abuse cases are appropriately recognised, prioritised and managed fully in accordance with The Avon and Somerset Domestic Incidents Protocol 2008

Ref	Action	Time-scale	Lead responsibility	Resources	Performance / outcome measures	1. Confidence level 2. Risks
8.2.1	CPS to undertake an annual 'dip' sample of 10 cases from each Bristol police neighbourhood.	1 Mar 08 and annually	DV Co-ordinator, CPS	Officer time	Audit results indicate compliance with The Protocol to the above target.	1 – High 2 – Low
Audit results awaited						

Objective 8.3
 Julie Mills (HMCS) to define objective.

By April 2011 we aim to operate in accordance with the Inter-Agency Protocol entitled 'Avon and Somerset Domestic Incidents Protocol 2008'.

Ref	Action	Time-scale	Lead responsibility	Resources	Performance / outcome measures	1. Confidence level 2. Risks
	Periodic dip-sampling of cases, to ensure compliance with protocol.	Every 3 months From when?	Deputy Clerk to the Justices, Bristol Magistrates' Court	HMCS staff time	Report on dip sample – Julie is this OK? Compliance with Protocol	1 – Medium/High 2 – Lack of staff time/resources

Further information awaited from HMCS

Objective 8.4
 Improved support to victims of Domestic Violence court cases.
 By April 2011 we aim to improve our service to Domestic Violence victims by offering referrals to support agencies in all cases.

Ref	Action	Time-scale	Lead responsibility	Resources	Performance / outcome measures	1. Confidence level 2. Risks
8.4.1	To offer a referral to a support agency within 5 working days of the first court appearance, regardless of whether the case proceeds to trial or not.	June 2008	Bristol Witness Care Unit Manager	Witness Care Officer time	An increase in the offers of referrals to support agencies.	1 – Medium 2 – Low staffing levels/lack of officer time

Objective 8.5
 Programmes of behaviour change for perpetrators of domestic abuse, including those not convicted, are available and (including IDAP) accessible without delay.

By April 2011 we aim to 1) reduce delay in IDAP (mandated) programme to 1 month; and 2) establish voluntary (non-mandated) perpetrators' programme in Bristol, with no more than 1 month delay in start-up.

Ref	Action	Time-scale	Lead responsibility	Resources	Performance / outcome measures	1. Confidence level 2. Risks
8.5.1	Additional IDAP worker to be introduced to increase the rate at which convicted perpetrators go through the IDAP Programme	1 Sept 08	Assistant Chief Officer, Avon & Somerset Probation Service	In place	1. Increased number of offenders attending programmes in Bristol. 2. Shorter waiting list for IDAP	1 – High 2 – Low – resources in place and staff to be identified
<i>Additional IDAP worker in place?</i>						
8.5.2	Probation-approved premises to be used as residential accommodation for the delivery of IDAP. Courts to be encouraged to sentence	1 Mar 10	Assistant Chief Officer, Avon & Somerset Probation Service	£60K to be sought from GOSW (mainly trained staff to deliver IDAP)	1. Increased number of offenders attending programmes in Bristol. 2. Shorter waiting list for	1 – Medium 2 – Medium - funding may not be found

	perpetrators to community sentences with residence condition, where they will be fast-tracked through IDAP in three months				IDAP	
8.5.3	An effective voluntary Perpetrators Programme needs to be identified and implemented for perpetrators to participate in having identified their own need without waiting for them to be convicted. Such a programme would need to be appropriately resourced and funded.	1 Apr 09	Chair, Bristol & S Glos DVA Perpetrators Programmes Partnership	£150K pa??? Multi-agency officer time	<p>The identification and development of good quality perpetrators' programmes.</p> <p>The availability of resources including finance necessary to deliver and administer (including appropriate data collection and recording for the purpose of monitoring and evaluation) the process.</p> <p>Reduction in repeat victimisation by offenders who</p>	<p>1 – Medium/high – identification completed</p> <p>2 – Medium/high – lack of commitment to funding</p>

					have attended program - availability of resources including finance necessary to deliver and administer (including appropriate data collection and recording for the purpose of monitoring and evaluation) the process	
8.6.3	All involved in delivering perpetrator programmes will have an awareness of diversity issues.	Mar 09	Chair, Bristol & S Glos DVA Perpetrators Programmes Partnership	Included in above	Data collected above shows similar success levels for participants regardless of diversity situation.	1 – Medium – can learn from programmes elsewhere (e.g. DVIP, London) 2 – Low
<i>No funding forthcoming. Statutory support needed to progress.</i>						
8.6.4	The different	Mar 10	Chair, Bristol & S Glos DVA	Officer time – implementation	Data collected above shows similar success	1 - High – this issue considered at national

management requirements of same sex & female perpetrators will be addressed.		Perpetrators Programmes Partnership	costs depend on outcome of considerations	levels for same sex & female participants, where appropriate.	level 2 – Medium – that difficulties with male heterosexual perpetrators' programme will overshadow
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Delay in implementing voluntary programme may delay this action

Objective 9

Professionals are trained and supported in challenging perpetrators when working with individuals and families in all settings, prioritising always the safety of service users and professionals.

Objective 9.1

Professionals who have a direct or indirect role in delivering services to those affected by domestic abuse are aware of the dynamics of domestic abuse. They do not collude with perpetrators (wittingly or unwittingly) and are aware of available services.

By April 2011 we aim to achieve consistent identification of perpetrators in non-specialist family support work agencies, with use of risk assessment, early intervention and referral procedures to perpetrators' programme.

Ref	Action	Time-scale	Lead responsibility	Resources	Performance / outcome measures	1. Confidence level 2. Risks
	A comprehensive, appropriate, tiered system of delivering and maintaining required training and awareness for all those who come into	Mar 10	DA Strategy Co-ordinator	Part of voluntary perpetrators' programme funding	The preparedness of organisations and agencies to recognise the value of such training and development and ensure the attendance of staff.	1 – Medium/high – identification completed 2 – Medium – plans in place to upgrade awareness training

	contact with those affected by domestic abuse.				The ability of agencies to provide sufficient training of sufficient calibre.	
	Systems that regularly audit, check and test the actions of all relevant professionals to ensure that levels of awareness are being maintained.	Mar 09	Chair, Bristol & S Glos DVA Perpetrators Programmes Partnership	Officer time	The ability of organisations and agencies to identify relevant posts and ensure the appropriate development/maintenance of knowledge and awareness in them.	1 – Medium/low – lack of officer time 2 – High – lack of officer time
<i>No funding forthcoming to start main programme of which this training is part – may delay timescale</i>						

Objective 10

Victim's rights and needs are supported throughout the criminal and civil justice processes.

Objective 10.1

Victims are aware of and have faith in multi-agency reporting/response systems. They report the incidents to police, social care and other relevant agencies.

By April 2011 we aim to have increased reporting to police and other relevant agencies by 30%.

Ref	Action	Time-scale	Lead responsibility	Resources	Performance / outcome measures	1. Confidence level 2. Risks
10.1.1	Services need to be appropriately publicised & delivered professionally and sensitively so that the experiences of those accessing them will be predominantly positive.	Mar 09	Chair, Safer Bristol DVA Strategy Group	Within Communications budget	Effective performance management systems that develop processes so that individual experience of service delivery is positive. Credible and transparent complaint processes exist that deal with complaints sensitively and effectively so that service-	1 – Medium/high 2 – Medium

					users have faith in them.	
Police reports have decreased 06-07 to 07-08						
10.1.3	Multi-agency engagement must include all discriminated against communities.	Mar 09	Chair, Safer Bristol DVA Strategy Group	???	Monitoring data shows take-up of services by discriminated against groups.	1 – Medium/low – representative agencies have little funding to participate in this work 2 – High

Objective 10.2

Appropriate, informed and co-ordinated use is made of all available criminal sanctions and civil remedies to the victim.

By April 2011 we aim to have increased support by victims of criminal prosecutions and use of civil legal remedies by 30%.

Ref	Action	Time-scale	Lead responsibility	Resources	Performance / outcome measures	1. Confidence level 2. Risks
10.2.1	CPS progresses all criminal prosecutions and prosecuting lawyers apply for/prompt the court to make maximum use of restraining and	Sept 08	CPS DV co-ordinator	Officer time	Existence of Specialist Domestic Violence Court Performance reports of SDVC	1 – 2 – CPS to complete

	anti-social behaviour orders and other sanctions, where these remedies are available.					
<i>SDVC started 1 Apr 08 – 1s quarter's reporting awaited. CPS to complete confidence level/risk column</i>						
10.2.2	DART and support agencies will signpost victims to civil remedies where criminal sanctions do not meet identified needs.	Jun 08	Head of PPU	Officer time	Increase in number of Occupation and Non-Molestation Orders issued. The extent to which relevant agencies and organisations co-ordinate and share information, specifically, the effectiveness of DART and MARAC processes	1 – High – support agencies/DART already doing 2 – Low
10.2.3	All relevant agency staff will have an understanding of the additional	Mar 09	???	Officer time + training costs	???	1 – Medium/low – difficult issue 2 – Lack of officer time/commitment?

	diversity issues that might apply in relation to dealing with domestically abusive situations in diverse households.					
<i>Lead responsibility and performance measures need to be completed</i>						