



1.0 Introduction

1.1 The Kent Integrated Domestic Abuse Service (KIDAS) was commissioned through pooled funding from a variety of partners including KCC Adult Social Care, KCC Public Health, Office of the Police and Crime Commissioner, Kent Fire and Rescue Service and nine District and Borough councils. **Appendix 1** shows a summary of partner funding.

1.2 The approach brought together disparately commissioned services into a flexible, holistic service model, designed to create clear client pathways and outcomes, offer greater consistency to victims, deliver operational efficiencies and facilitate improved strategic oversight of the sector and consistency in data collection and analysis to inform future strategic, tactical and operational decision-making.

2.0 Context

2.1 Contracts were awarded **to run from** 1 April 2017 – 31 March 2022, with two possible extensions of 2 years each.

2.2 KIDAS is delivered county wide and comprises three elements:

a) Referral Assessment and Triage (RAT) Service.

Delivered by Victim Support across the county, providing a single point of access for Kent via its countywide telephone number 0808 168 9111, creating a referral and response pathway for all victims of Domestic Abuse. Victim Support directly deliver support to victims who are assessed as Standard (low) risk ensuring early intervention and prevention of escalation. Those assessed as High and Medium risk are supported by the lead providers of the core community contract.

b) Core Community Contract.

Delivered in four geographical areas by three Lead Providers. Look Ahead hold the West Kent contract covering Tonbridge and Malling, Sevenoaks and Tunbridge Wells local authority areas.

The core community contract comprises:

- support in a variety of accommodation settings including refuge (there are 3 refuges in west Kent)
- resettlement provision
- Support of qualified Independent Domestic Violence Advisors (IDVA) for high risk victims
- Coordinated, multi-agency access points (currently One Stop Shops)
- Access to Sanctuary Scheme
- Private Sector Rented Access Scheme
- Emergency Welfare Assistance offer – offering food, household items and utilities for those in need
- Therapeutic Programmes such as Freedom

c) Training, Education and Awareness (TEA) Service.

Delivered by all three commissioned KIDAS providers and includes:

- training provided to professionals, victims and communities,
- working with employers across the private, public and voluntary sector to implement workplace policies,
- raising awareness through publicity campaigns

2.3 Within west Kent the arrangements are different to the rest of the county. The three District and Borough councils chose to not pool their budgets when KIDAS was commissioned and instead have a separate arrangement for community support for medium risk with DAVSS.

The KIDAS Core Community Contract is supplied by Look Ahead in the area, providing a range of support to high risk victims such as those in the three refuges in west Kent.

2.4 Access to the KIDAS Referral Assessment and Triage service and Training Education and awareness service is available to all residents and businesses in these areas.

3.0 Building Capacity

3.1 The KIDAS contract has provided a strong platform from which applications for additional funding can be applied. To date an additional £815k has been successfully added to complement the core service and fill identified gaps including

a) Hospital IDVA project

- Home Office awarded £387k funding over 2 years
- Funds Specialist Independent Domestic Violence Advisers in two hospital settings William Harvey and Darent Valley Hospital
- Identification of and support to patients presenting across ward within the hospitals including Accident and Emergency, Paediatrics etc.
- HIDVA service has delivered good outcomes:
 - 416 individuals to benefit from specialist domestic abuse advice in 2019-2020 (620 since the start of the project)
 - 93.5% of those referred to the, engaged either directly with the HIDVA or indirectly via NHS staff
 - reached 'hidden' victims of domestic abuse including male victims (8%)
- As a result of success, additional 12 months funding agreed from NHS to continue delivery until end March 2021
- Working in partnership with CCGs to explore future business model and sustainable funding

b) Specialist IDVA Service

- Funding awarded £352k from the Ministry of Housing, Communities and Local Government for 2-year pilot.
- Specialist support for male victims, those from LGBT communities and victims with complex needs (including substance / alcohol misuse, Mental Health)

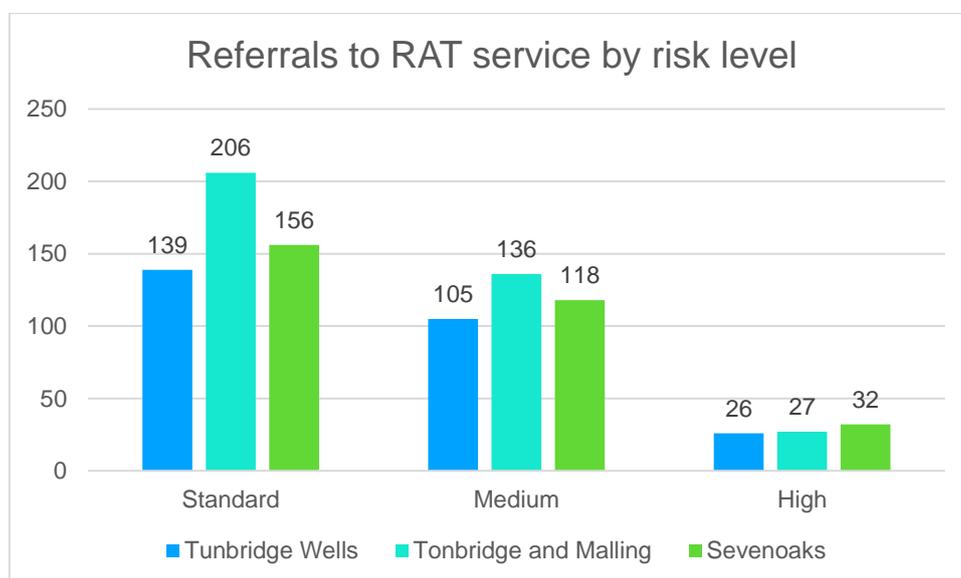
c) Behavioural Insights Team

- KCC were successful in obtaining £76k grant funding from the Local Government Association to run a project utilising the skills of the Behavioural Insights Team to explore approaches and early communication with victims of DA to improve early engagement in support and criminal justice services.
- The findings of this project informed the design of a two-sided business card (see below) for front line police officers to provide to victims to;
 - Explain the next steps,
 - Suggest that the victim had already taken the first step and was closer to accessing support.
 - Set out Kent's support offer in simple language without mention of 'domestic abuse'
 - Provide social proof by highlighting that receiving support is common

4.0 Contracting and Performance Monitoring

4.1 Kent County Council's Strategic Commissioning division manage this contract, monitoring and sharing performance information on behalf of all partners. Data from performance returns are shared and discussed at regular quarterly meetings attended by representatives of all three districts and boroughs. The RAT service is contract managed by the Office of The Police and Crime Commissioner, in conjunction with KCC. The service is performing to its specification and no contractual sanctions have been issued.

4.2 The KIDAS RAT service received 5902 referrals in 2019/20. Of these 16% originated from west Kent. Of the 16%, 501 referrals were assessed as Standard risk where support was offered by Victim Support, including around safety planning.



4.3 There were 85 high risk referrals that were passported to Look Ahead to be supported by a qualified IDVA. The referrals were discussed at Multi Agency Risk Assessment Conference (MARAC) where the information on highest risk cases are shared, discussed and planned for. MARAC is attended by representatives of local police, health, child protection, housing practitioners, Independent Domestic Violence Advisors (IDVAs), probation and other specialists from the statutory and voluntary sectors

4.4 In 2019/20 there were 31 new adult entrants in the refuges operated by Look Ahead in west Kent. This figure does not include those already living at refuge or a count of the children in those families.

4.5 82 individuals in west Kent engaged in community IDVA support provided by Look Ahead. This number is significantly lower than in other local authority areas where the KIDAS provider is the sole community provider. Of those that gave feedback, 77% reported that their abuse had reduced, 92% reported that they felt safer and 90% reported an improvement in their quality of life.

4.6 Look Ahead have been operating from the One Stop Shop in Tonbridge and the fortnightly single agency drop-in at Sevenoaks library. Look Ahead are also leading plans to open One Stop Shops in Tunbridge Wells and Cranbrook.

4.7 One Stop Shop data is collected and collated by Kent Community Safety team and annual reports run from June – July. The latest available published report ran from 2018/19 and showed 104 visitors to Tonbridge OSS, an increase of 65% on the previous year. 100% of those who attended T&M OSS reported they found the OSS helpful.

5.0 COVID Response

5.1 Service delivery by the KIDAS providers continued throughout the pandemic with providers adapting quickly to providing support remotely.

5.2 KIDAS providers were swiftly able to activate their business continuity plans and were proactive in raising awareness of DA during lockdown including:

- Implementing a communication plan which works across providers and partners.
- Updating information available on the DA website and referral pathway.
- Poster campaign – awareness raising posters were developed, highlighting DA and how to seek support.
- Training video – the providers worked together to roll out a bite sized training video to raise awareness of DA and instil knowledge on the referral pathway and signposting with the target audience being supermarket staff, pharmacy staff and community volunteers.

5.3 During the COVID pandemic, concern was raised at national level that, due to 'lock down', limited social contact and social distancing people domestic abuse levels may increase, but also that it might become more difficult to seek support.

5.4 Monitoring activity reveals that the monthly average vacancy rate in refuges has reduced from 11.5% at the start of COVID to 6% for August 2020, an indication of increased demand.

5.5 Demand for outreach support has steadily increased since March by 48% when compared to the same quarter in 2019/20. The KIDAS contract is outcome focussed rather than specifying output. Providers have been able to successfully flex their models to manage increases in demand.

5.6 The three lead KIDAS providers collaborated and submitted a joint bid in July 2020 for COVID-19: Home Office Extraordinary Funding for Domestic Abuse Support Services funding and a further bid for MHCLG Domestic abuse safe accommodation: COVID-19 emergency support fund.

5.7 These bids have been successful; providers having been granted £130,463 from the Home Office and £77,433 from MHCLG. The funds have been used to enhance the core contract offer across the county during the pandemic, including:

- Improvements to Wi fi within refuge buildings to provide better access to remote support.
- Development of virtual delivery of the Phoenix programme including upskilling facilitators.
- iPads, to be used at One Stop Shops across the county, to enhance the remote support offer and develop virtual engagement of partner agencies. Thirteen are available in west Kent.
- Additional bed spaces for victims of domestic abuse should the current level of capacity be exceeded.
- Strengthen the ability to maintain a COVID secure environment within refuge for now and in preparation of a second wave.
- Deliver Trauma Counselling for victims of domestic abuse to support recovery.

5.8 While the funding gained is helpful to support the current COVID response, short term funding opportunities are unable to support staff recruitment This issue has been raised to the Domestic Abuse Executive group and options for national lobbying are being sought.

5.9 Providers are capturing and applying the learning from Covid 19 to ensure they have robust business continuity plans in line with a potential local lockdown, winter pressures and EU Transition.

5.20 Within west Kent Look Ahead have also undertaken specific additional work on:

a) Cyber Clinic

Look Ahead have partnered with Protection Against Stalking and The Cyber Helpline to provide a unique cyberstalking clinic service.

<https://www.thecyberhelpline.com/cyberstalking-clinic>

This will be held in the Tonbridge area. Experts will support victims of cyberstalking to understand and recognise stalking, identify risk, produce a safety plan and provide immediate advice on how to improve their cyber security.

b) Male Awareness raising Campaign

KIDAS are about to launch a male victim campaign. Look Ahead are leading on the launch, alongside a press release.

c) Community Programmes

Within West Kent, 'Own My Life' and 'Recovery Toolkit' are due to start virtually from September over Zoom. Look Ahead staff are due to be trained on facilitating remote

delivery of the 'Phoenix programme' to enable this to be rolled out to victims from October.

d) One Stop Shop (OSS)

Domestic Abuse One Stop Shops offer free advice, information and support from a range of agencies under one roof to help victims of domestic abuse. During COVID, OSS has been offered remotely due to the closure of public facing buildings.

The One Stop Shop Steering group is continuing to look for alternative venues to allow this intervention to return to face to face delivery. Through MOJ funding, Look Ahead have purchased three further iPads to improve the virtual offer available at OSS to victims in West Kent.

e) Children's programmes

Look Ahead are sourcing external funding to enable facilitators to run ACE and DAY children's programmes across West Kent.

f) Training

Look Ahead are currently offering MARAC training to partners and will resume their offer of tailored DA training to partners including Kent Police and Housing Departments.

Look Ahead are working to deliver training to other health partners and local businesses to raise awareness of DA.

7.0 KIDAS Conference.

7.1 KIDAS providers are holding a virtual conference during the Sixteen Days of Action starting on 25 November 2020.

7.2 Each day will have an event including speakers, presentations, workshops, a theatre performance and Q&A sessions. Nicole Jacobs (DA Commissioner) is opening the conference and Matthew Scott (Police & Crime Commissioner) is closing the event. Save the date emails will shortly be sent out to partners.

Further information is available from

Donna Pearson, Head of Operations, Kent Look Ahead
DonnaPearson@lookahead.org.uk

Rachel Westlake, Commissioner, Kent County Council rachel.westlake@kent.gov.uk



Appendix 1 Funding Summary

FUNDING PARTNER	ANNUAL CONTRIBUTION
Kent County Council Adult Social Care	£1,740,900
Public Health / CCG Contributions. (KCC Public Health (community safety) £109,000. KCC Public Health CCG £186,900)	£295,000
District and Borough Councils	
Thanet	£22,865
Ashford	£15,294
Canterbury	£18,530
Dartford	£13,799
Dover	£14,051
Gravesend	£14,737
Maidstone	£19,453
Shepway	£12,891.60
Swale	£21,043.38
Office of The Police and Crime Commissioner	£150,000
Kent Fire and Rescue	£20,000
TOTAL ANNUAL CONTRIBUTIONS	£2,358,698.98