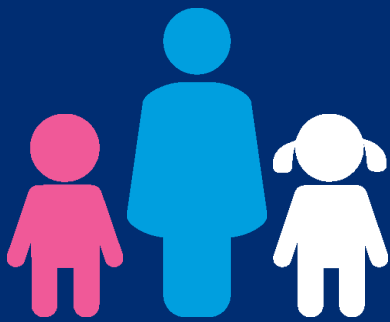


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# Insights Idva dataset 2020-21

## Adult Independent domestic violence advisor (Idva) services



**SafeLives**

**Ending  
domestic  
abuse**

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## About this dataset

This data report forms part of a series of publications from SafeLives' Adult Insights dataset. It contains 2,876 unique individual cases at intake and 2,360 matched cases at exit, drawn from 11 Idva services which used the SafeLives Insights outcome measurement service between April 2020 and March 2021.

SafeLives runs the largest database of domestic abuse cases in the UK. Our Insights database has records of more than 81,000 unique cases of adults experiencing domestic abuse from 2009 to date, and a further 6,000 unique cases of children in domestic abuse households from 2011 to date. These datasets give us an unparalleled overview of the picture of domestic abuse.

We hope that everyone working to stop domestic abuse will be able to use this data to improve their services so that victims and families get the right help sooner.

# At a glance

**11 services**

**2,876 cases opened**

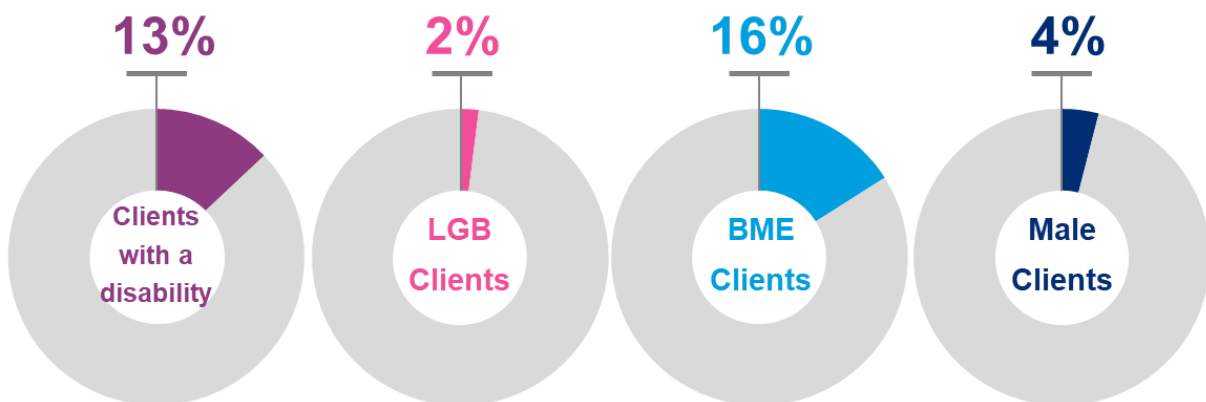
**2,360 cases closed**

**952 clients supported with criminal or civil justice**



Location of the services in the dataset

## Proportion of clients from diverse client groups



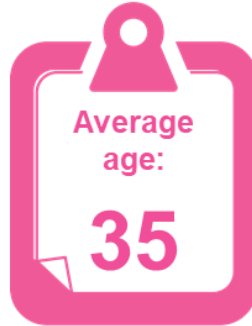


# Domestic Abuse Service

If an Idva service were to support 100 people across the year...



## Who are they?



45 will be unemployed  
13 will have a disability



## Who else is involved?

87 have a male perpetrator

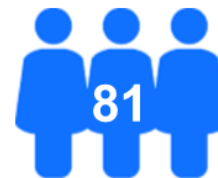
For 68 the perpetrator will be an ex-intimate partner



## What have they experienced?

78 will be at high risk of serious injury or death

Average length of abuse:



75 have experienced physical abuse  
30 have experienced sexual abuse  
65 have experienced harassment and / or stalking  
80 have experienced jealous and controlling behaviours





# Domestic Abuse Service

If an Idva service were to support 100 people across the year...



## What support did they receive?

Numbers below may not match the percentages in the data tables as not all people present with each need



They will receive 14 direct contacts over a 15 week period



34 will be supported with criminal justice  
14 will be supported with civil justice



will be supported with safety



5 will be supported with alcohol misuse  
5 will be supported with drug misuse



16 will be supported with children and parenting



will be supported with housing



will be supported with their mental health

7 will access children's support services

5 will access the freedom programme

## What did they say as they left the service?

Numbers below based on those clients who answered each question



80 have an improved quality of life

80 will feel optimistic about the future



feel safer



have an improved sense of wellbeing

*"It has helped me immensely to make peace with my past. I have gained confidence under your support. The information, material you have shared with me was life changing."*  
- a survivor

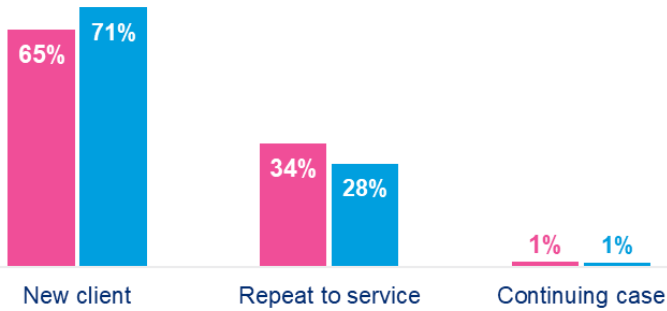


79 feel more confident

# Key findings

## Client Referral Status

■ 2021 ■ 2020

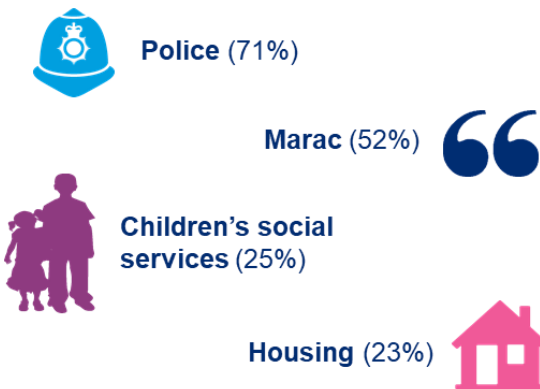


**Repeat cases have increased by 21% compared to last year**

The majority of clients saw a **cessation for each of the abuse types** after support from an Idva:



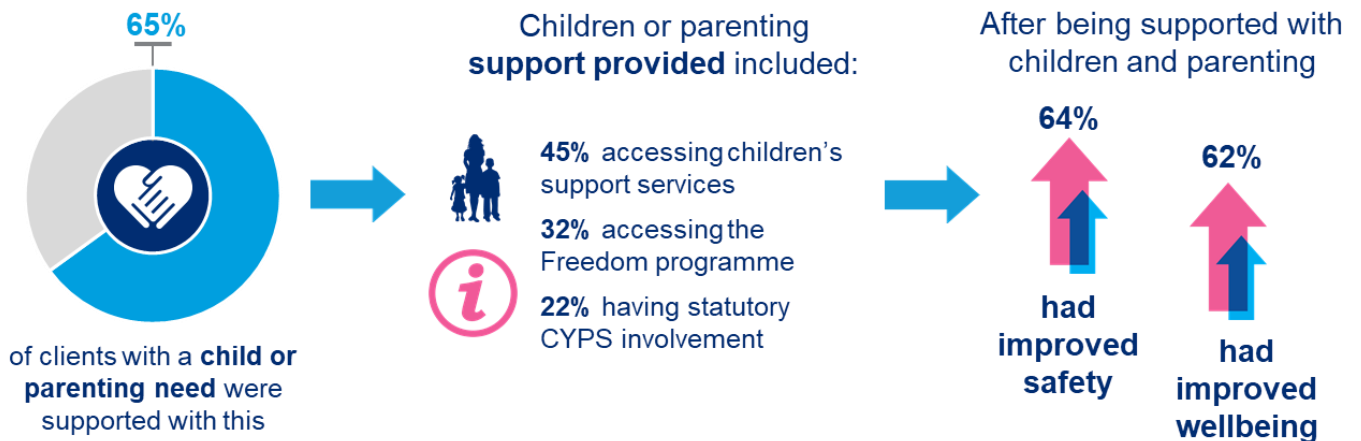
Clients felt that the following four agencies had made the **biggest difference** to their **safety and wellbeing**



**9 out of 10** clients at exit said they **felt safer\***



\*Of those clients who answered the question



## Service inputs

### Cases used in the analysis

**Intake forms** 2876

Caseworkers submitted 2,876 intake forms for clients engaged with Idva services for the period April 2020 to March 2021.

These forms are used to record further or previously undisclosed abuse.

For the period April 2019 to March 2020 there were 3,074 intake forms submitted, and for the period April 2018 to March 2019 there were 119 review forms submitted

**Review forms** 263

Caseworkers submitted 263 review forms for clients engaged with Idva services for the period April 2020 to March 2021.

These forms are used to record further or previously undisclosed abuse.

For the period April 2019 to March 2020 there were 153 review forms submitted and for the period April 2018 to March 2019 there were 119 review forms submitted

**Exit forms** 2,360

Caseworkers submitted 2,360 exit forms for clients leaving Idva services for the period April 2020 to March 2021.

These forms were then matched to their corresponding intake form to provide a picture of client outcomes at the point of exit compared to intake. They also contain information about what interventions the client accessed.

Intake dates may occur prior to the period April 2020 to March 2021.

For the period April 2019 to March 2020 there were 2,928 exit forms submitted and for the period April 2018 to March 2019 there were 2,407 exit forms submitted

### Criminal and civil justice forms

Caseworkers supporting clients with criminal and civil justice (CCJ) supported 794 clients with criminal justice and 330 with civil justice.

These forms provide information on the outcomes of any criminal and civil justice interventions at exit, as well as support provided by caseworkers during the criminal and civil justice process.

For the period April 2019 to March 2020 there were 792 criminal justice forms and 437 civil justice forms submitted and for the period April 2018 to March 2019 there were 705 criminal justice forms and 324 civil justice forms submitted.

Referral status	2021		2020	2019
	n=	2876	3074	3754
	Count	%	%	%
New client	1861	65%	71%	80%
Repeat to service	972	34%	28%	18%
Continuing case	43	1%	1%	1%
<b>Total</b>	<b>2876</b>			

Cases are deemed repeats if the client has returned to the service after their case was previously closed (or made inactive). Cases are marked as a 'Continuing case' if the case was transferred to a different team within the same service.

Referral route	2021		2020	2019
	n=	2876	3074	3754
	Count	%	%	%
Police	1021	35.5%	28%	36%
Marac	422	14.7%	17%	15%
Self	220	7.6%	8%	8%
Health	24	0.8%	3%	3%
Hospital - Emergency department	53	1.8%	3%	2%
Hospital - Maternity	13	0.5%	1%	1%
Community health	25	0.9%	0%	1%
Mental health	27	0.9%	2%	1%
Housing	22	0.8%	1%	1%
Drug services	2	0.1%	0%	0%
Alcohol services	5	0.2%	0%	0%
Education	18	0.6%	0%	0%
Children's social services	127	4.4%	3%	2%
Adult's social services	31	1.1%	0%	0%
Probation	22	0.8%	0%	0%
CRC	1	0.0%	0%	0%
Refuge	22	0.8%	1%	0%
Outreach	46	1.6%	1%	1%
DVA & SV services (internal)	62	2.2%	2%	3%
DVA & SV services (external)	48	1.7%	4%	5%
Helpline	111	3.9%	4%	5%
Specialist services	10	0.3%	0%	1%
MASH	458	15.9%	18%	14%
Domestic Violence Court	10	0.3%	0%	0%
Other	76	2.6%	2%	2%

For referrals received through a single-point of contact Initial referral route	2021		2020	2019
	n=	2876	3074	3754
	Count	%	%	%
Police	850	30%	32%	34%
Marac	166	6%	7%	7%
Self	176	6%	7%	4%
Health	22	1%	1%	1%
Hospital - A&E	28	1%	1%	1%
Hospital - Maternity	7	0%	1%	0%
Community health	18	1%	0%	0%
Mental health	11	0%	1%	1%
Housing	11	0%	1%	1%
Drug services	0	0%	0%	0%
Alcohol services	3	0%	0%	0%
Education	3	0%	0%	0%
Children's social services	71	2%	2%	1%
Adult's social services	13	0%	0%	0%
Probation	13	0%	0%	0%
CRC	1	0%	0%	0%
Refuge	11	0%	0%	0%
Outreach	0	0%	1%	0%
DVA & SV services (internal)	29	1%	0%	1%
DVA & SV services (external)	27	1%	1%	1%
Helpline	63	2%	3%	4%
Specialist services	8	0%	0%	1%
Other	61	2%	2%	1%
Don't know	2	0%	0%	0%
Missing	1192	41%	39%	40%



# Client profile

## Socio-demographic description of client accessing Idva services

(Information captured at intake, duplicates removed, number of individual clients (n) = 2,773)

	2021		2020	2019
Age of client	n=	2773	3000	3627
	Count	%	%	%
<18	33	1%	1%	1%
18-20	161	6%	6%	6%
21-30	937	34%	34%	37%
31-40	871	31%	31%	31%
41-50	470	17%	17%	16%
51-60	203	7%	6%	6%
61+	98	4%	4%	3%
<b>Average age</b>	<b>35</b>		<b>35</b>	<b>34</b>

	2021		2020	2019
Sex assigned at birth	n=	2773	3000	3627
	Count	%	%	%
Female	2661	96%	95%	95%
Male	109	4%	4%	4%
Intersex	2	0%	0%	0%
Not disclosed	0	0%	0%	0%
Don't know	1	0%	1%	1%

	2021		2020	2019
Which of the following describes how the client thinks of themselves?	n=	2773	3000	3627
	Count	%	%	%
Female	2629	95%	93%	92%
Male	112	4%	4%	3%
In another way	3	0%	0%	0%
Not disclosed	4	0%	0%	0%
Don't know	1	0%	0%	0%
<b>Not sex assigned at birth</b>	<b>16</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>
Missing	24	1%	2%	4%

	2021		2020	2019
Sexual Orientation	n=	2773	3000	3627
	Count	%	%	%
Heterosexual	2498	90%	91%	91%
<b>Total LBG+</b>	<b>64</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>
┆ Bisexual	37	1%	1%	1%
┆ Gay	7	0%	1%	0%
┆ Lesbian	19	1%	0%	1%
┆ Other	1	0%	0%	0%
Not disclosed	81	3%	2%	1%
Don't know	57	2%	3%	1%
Missing	73	3%	2%	4%

	2021	2020	2019
<b>Ethnicity</b>	<b>n= 2773</b>	<b>3000</b>	<b>3627</b>
	Count	%	%
<b>White</b>	2391	86%	85%
English/ Welsh / Scottish / Northern Irish / British	2218	80%	80%
Irish	11	0%	0%
Gypsy or Irish Traveller	9	0%	0%
Any other White background	153	6%	5%
<b>Mixed / Multiple ethnic groups</b>	47	2%	2%
White and Black Caribbean	14	1%	1%
White and Black African	4	0%	0%
White and Asian	9	0%	0%
Any other Mixed/ Multiple ethnic background	20	1%	1%
<b>Asian / Asian British</b>	160	6%	6%
Indian	76	3%	3%
Pakistani	46	2%	2%
Bangladeshi	7	0%	1%
Chinese	0	0%	0%
Any other Asian background	31	1%	1%
<b>Black / African / Caribbean / Black British</b>	47	2%	1%
African	21	1%	1%
Caribbean	17	1%	0%
Any other Black / African / Caribbean background	9	0%	0%
<b>Other ethnic group</b>	24	1%	1%
Arab	7	0%	0%
Any other ethnic group	17	1%	0%
<b>Total Black, Asian and racially minoritised people</b>	440	16%	15%
Not disclosed	8	0%	0%
Don't know	10	0%	1%
Missing	86	3%	3%

	2021	2020	2019
<b>Is the client pregnant?</b>	<b>n= 2773</b>	<b>3000</b>	<b>3627</b>
	Count	%	%
Yes	165	6%	7%
No	2429	88%	85%
Don't know	33	1%	1%
Missing	146	5%	7%

	2021	2020	2019
<b>How many children or young people are involved with this case?</b>	<b>n= 2773</b>	<b>3000</b>	<b>3627</b>
	Count	%	%
0	1037	37%	38%
1	674	24%	25%
2	620	22%	21%
3	266	10%	10%
4	115	4%	4%
5+	61	2%	2%
<b>Average number of children</b>	<b>2.0</b>	<b>2.0</b>	<b>2.1</b>

Average number of children (mean) is for cases where there is at least one (1) child involved

	2021	2020	2019
<b>Ages of children</b>	<b>n= 3350</b>	<b>3478</b>	<b>4600</b>
	Count	%	%
0 - 12 months	232	7%	8%
1 - 3 years	709	21%	19%
4 - 11 years	1545	46%	48%
12 - 16 years	639	19%	17%
17 - 18 years	94	3%	3%
18 - 24 years	90	3%	2%
24+ years	21	1%	1%
Don't know	20	1%	1%

	2021		2020	2019
<b>CYPS involvement (of those cases with children or young people involved)</b>	<b>n=</b>	<b>1736</b>	<b>1854</b>	<b>2409</b>
	Count	%	%	%
None	421	24%	26%	30%
Concern raised - NFA	227	13%	10%	11%
Concern raised - contacts/follow up	185	11%	8%	9%
Early help	154	9%	7%	6%
Priority families	2	0%	0%	0%
Targeted families	5	0%	0%	0%
Initial assessment	206	12%	12%	10%
S17 - Child in need	136	8%	8%	9%
S47 - Child protection	199	11%	11%	12%
S31 - Care or supervision order	90	5%	6%	4%
Child protection plan	80	5%	4%	4%
Common assessment framework (Caf/Taf)	39	2%	2%	2%
Personal advisor	1	0%	0%	0%
Transitions team	1	0%	0%	0%
Other	37	2%	3%	4%
Don't know	33	2%	3%	3%
Missing	24	1%	4%	2%

	2021		2020	2019
<b>Does the client have a disability?</b>	<b>n=</b>	<b>2773</b>	<b>3000</b>	<b>3627</b>
	Count	%	%	%
Yes	374	13%	14%	12%
No	2255	81%	79%	82%
Don't know	82	3%	4%	2%
Missing	62	2%	3%	4%

	2021		2020	2019
<b>If yes, what type?</b>	<b>n=</b>	<b>374</b>	<b>410</b>	<b>427</b>
	Count	%	%	%
Physical	146	39%	39%	41%
Learning disability	30	8%	5%	10%
Learning difficulty	29	8%	7%	7%
Neurological condition	30	8%	8%	8%
Progressive illness	27	7%	8%	7%
Organ specific	16	4%	3%	2%
Mental health impairment	162	43%	47%	41%
Sensory disability	15	4%	5%	3%
Frailty	29	8%	8%	9%
Other	19	5%	6%	0%
Don't know	2	1%	1%	0%
Missing	2	1%	1%	0%

	2021		2020	2019
<b>Current employment situation</b>	<b>n=</b>	<b>2773</b>	<b>3000</b>	<b>3627</b>
	Count	%	%	%
Unemployed	1251	45%	46%	50%
Retired	80	3%	3%	2%
Part-time employment	329	12%	14%	14%
In education or training	109	4%	4%	4%
Full-time employment	579	21%	20%	18%
Self-employed	56	2%	2%	2%
Volunteering	6	0%	0%	0%
Stay at home parent	277	10%	6%	1%
Other	81	3%	2%	3%
Not disclosed	9	0%	1%	1%
Don't know	70	3%	3%	3%
Missing	41	1%	2%	2%

	2021	2020	2019
<b>Current financial situation</b>	<b>n= 2876</b>	<b>3074</b>	<b>3754</b>
	Count	%	%
Significant financial problems	139	5%	6%
Reliant on others	182	6%	5%
Unable to pay for essentials	181	6%	5%
Managing essentials but nothing left over	984	34%	33%
Comfortably managing	579	20%	18%
No financial concerns	524	18%	20%
Don't know	99	3%	6%
Missing	188	7%	8%

	2021	2020	2019
<b>Has the client experienced an Adverse Childhood Experience (ACE)?</b>	<b>n= 2876</b>	<b>3074</b>	<b>3754</b>
	Count	%	%
Yes	503	17%	17%
No	701	24%	31%
Don't know	1247	43%	36%
Missing	431	15%	16%

	2021	2020	2019
<b>Adverse Childhood Experiences (ACEs)</b>	<b>n= 503</b>	<b>510</b>	<b>665</b>
	Count	%	%
Verbal abuse	123	24%	33%
Direct physical abuse	115	23%	23%
Sexual abuse	108	21%	21%
Parental separation	258	51%	45%
Domestic abuse (exposure)	227	45%	49%
Mental illness	132	26%	21%
Alcohol abuse	89	18%	17%
Drug abuse	51	10%	12%
Incarceration of adults within household	19	4%	3%
<b>Average number experienced</b>	<b>2.2</b>	<b>2.2</b>	<b>2.3</b>
<b>Number experiencing four or more</b>	<b>89</b>	<b>18%</b>	<b>18%</b>

Average number experienced (mean) refers to cases where at least one ACE was recorded

## History of abuse at intake (Information captured at intake, n = 2,876)

	2021	2020	2019
<b>Number of ticks on the Dash</b>	<b>n= 2876</b>	<b>3074</b>	<b>3754</b>
	Count	%	%
Standard Risk (1 - 5)	175	6%	5%
Medium Risk (6 - 9)	425	15%	14%
High Risk (10+)	1987	69%	65%
<b>Average number of ticks</b>	<b>13</b>	<b>12</b>	<b>13</b>
Missing	289	10%	16%

	2021	2020	2019
<b>High risk?</b>	<b>n= 2876</b>	<b>3074</b>	<b>3754</b>
	Count	%	%
Yes	2233	78%	72%
No	570	20%	25%
Don't know	16	1%	1%
Missing	57	2%	3%

	2021	2020	2019
<b>On what basis is the client high risk?</b>	<b>n= 2233</b>	<b>2204</b>	<b>2913</b>
	Count	%	%
Actuarial	1369	61%	61%
Professional judgment	737	33%	29%
Escalation	98	4%	8%
Missing	29	1%	2%

	2021	2020	2019
<b>Has the case been discussed at Marac?</b>	<b>n= 2876</b>	<b>3074</b>	<b>3754</b>
	Count	%	%
Yes	2018	70%	66%
No	786	27%	31%
Don't know	9	0%	1%
Missing	63	2%	3%

	2021	2020	2019
<b>Abuse experienced in the past 12 months</b>	<b>n= 2876</b>	<b>3074</b>	<b>3754</b>
<b>Clients experiencing each abuse type</b>	Count	%	%
Physical	2143	75%	74%
Sexual	869	30%	26%
Harassment and stalking	1880	65%	63%
Jealous and controlling	2314	80%	79%
Forced marriage	19	1%	1%
'Honour'-based violence/abuse	59	2%	2%
Female Genital Mutilation	17	1%	0%

2021										
Level of abuse	n= 2876									
	High		Moderate		Standard		None		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%
Physical	1572	55%	411	14%	160	6%	647	22%	45	2%
Sexual	440	15%	240	8%	189	7%	1769	62%	189	7%
Harassment and stalking	1154	40%	505	18%	221	8%	825	29%	122	4%
Jealous and controlling	1562	54%	529	18%	223	8%	405	14%	110	4%

2020					
Level of abuse	n= 3074				
	High	Moderate	Standard	None	Don't know
	%	%	%	%	%
Physical	52%	15%	7%	23%	2%
Sexual	12%	7%	6%	65%	8%
Harassment and stalking	37%	18%	8%	31%	4%
Jealous and controlling	49%	21%	9%	15%	5%

2021						
Level of abuse (continued)	n= 2876					
	Yes		No		Don't know	
	Count	%	Count	%	Count	%
Forced marriage	19	1%	2697	94%	11	0%
'Honour'-based violence/abuse	59	2%	2636	92%	31	1%
Female Genital Mutilation (FGM)	17	1%	2666	93%	21	1%

These types of domestic abuse not split out in severity or by individual behaviours.

2020			
Level of abuse (continued)	n= 3074		
	Yes	No	Don't know
	%	%	%
Forced marriage	1%	93%	1%
'Honour'-based violence/abuse	2%	92%	1%
Female Genital Mutilation (FGM)	0%	93%	1%

	2021	2020	2019
<b>Multiple types of abuse</b>	<b>n= 2876</b>	<b>3074</b>	<b>3754</b>
	Count	%	%
Clients experiencing multiple types of abuse	2332	81%	80%
Clients experiencing multiple types of high severity abuse	1528	53%	49%
Clients experiencing at least one type of high severity abuse	2215	77%	73%

Forced marriage, 'honour'-based violence/abuse and FGM are only included in the 'clients experiencing multiple types of abuse' calculation.

	2021	2020	2019	
<b>Physical abuse</b>				
<b>Details of physical abuse</b>	<b>n=</b>	<b>2143</b>	<b>2265</b>	<b>2865</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Slapped/pushed/shoved	1578	74%	73%	72%
Kicked/punched	1025	48%	47%	43%
Restrained/held down	746	35%	34%	34%
Physically threatened	1171	55%	52%	49%
Attempted/strangulation	922	43%	41%	36%
Threats/use of weapons	774	36%	37%	30%
Scratches/shallow cuts	291	14%	13%	12%
Burning	40	2%	2%	2%
Other	307	14%	13%	17%
Don't know	34	2%	2%	1%
Missing	21	1%	3%	3%

	2021	2020	2019	
<b>Sexual abuse</b>				
<b>Details of sexual abuse</b>	<b>n=</b>	<b>869</b>	<b>787</b>	<b>1008</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Use of threats/force to obtain sex	209	24%	26%	27%
Rape	282	32%	32%	29%
Serious sexual assaults	92	11%	9%	10%
Deliberate infliction of pain during sex	61	7%	6%	6%
Use of weapons during sex	14	2%	2%	2%
Sexual abuse of children	11	1%	1%	1%
Enforced prostitution	6	1%	1%	2%
Intentional transmission of STIs	5	1%	1%	0%
Unwanted touching	242	28%	21%	27%
Made to feel uncomfortable about sex/gender identity	66	8%	6%	8%
Forced to perform sexual acts	106	12%	13%	13%
Use of sexual insults	251	29%	26%	37%
Revenge porn	35	4%	5%	5%
Other	208	24%	19%	26%
Don't know	23	3%	2%	3%
Missing	13	1%	5%	2%

	2021	2020	2019	
<b>Harassment and stalking</b>				
<b>Details of harassment and stalking</b>	<b>n=</b>	<b>1880</b>	<b>1937</b>	<b>2480</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Constant calls/texts/emails	1442	77%	69%	73%
Uninvited visits to home/workplace	1044	56%	55%	56%
Destroyed/vandalised property	610	32%	30%	26%
Stalking	542	29%	26%	29%
Stalking involving others	228	12%	12%	10%
Homicide/familiacide threats	384	20%	18%	17%
Other	206	11%	11%	14%
Don't know	13	1%	1%	0%
Missing	17	1%	6%	2%

	2021	2020	2019	
<b>Jealous and controlling behaviour</b>				
<b>Details of jealous and controlling behaviour</b>	<b>n=</b>	<b>2314</b>	<b>2434</b>	<b>2965</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Extreme jealousy/possessiveness	1561	67%	59%	60%
Threats to harm victim	1307	56%	51%	51%
Control of victim/s daily activities	994	43%	39%	40%
Isolation from family/friends	1403	61%	54%	52%
Intercepting calls/messages/social media	563	24%	21%	19%
Controls how finances are spent	659	28%	25%	26%
Controls access to money	491	21%	19%	19%
Humiliated/embarrassed victim in front of others	555	24%	21%	21%
Prevention from accessing care needs/medication	90	4%	4%	3%
Locks victim up	150	6%	6%	6%
Severely restricts movements	380	16%	14%	12%
Threats to take children	354	15%	15%	17%
Suicide/homicide/familicide threats	796	34%	30%	26%
Irrational accusations of infidelity	831	36%	32%	28%
Control of victim/s appearance	385	17%	16%	18%
Pet abuse	199	9%	7%	0%
Other	250	11%	9%	14%
Don't know	22	1%	1%	1%
Missing	17	1%	6%	3%

	2021	2020	2019	
<b>For how long has the abuse been occurring?</b>	<b>n=</b>	<b>2876</b>	<b>3074</b>	<b>3754</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
1-11 months	440	15%	14%	12%
1-2 years	798	28%	32%	29%
3-5 years	593	21%	22%	21%
6-10 years	392	14%	13%	14%
11 years +	338	12%	10%	12%
<b>Average length of abuse</b>	<b>3 years</b>	<b>2 years</b>	<b>3 years</b>	
Missing	315	11%	9%	11%

	2021	2020	2019	
<b>Has the client been exposed to domestic abuse previously?</b>	<b>n=</b>	<b>2876</b>	<b>3074</b>	<b>3754</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
<b>Yes</b>	<b>1453</b>	<b>51%</b>	<b>44%</b>	<b>44%</b>
└ Yes, DA by the same partner in an earlier relationship	895	31%	23%	24%
└ Yes, DA by previous intimate partner	596	21%	21%	17%
└ Yes, DA perpetrated by a family member	112	4%	3%	4%
└ Yes, direct abuse as a CYP	93	3%	3%	3%
└ Yes, exposure as a CYP	115	4%	4%	5%
└ Yes, other	22	1%	1%	2%
No	782	27%	33%	29%
Don't know	456	16%	16%	20%
Missing	185	6%	7%	7%

	2021	2020	2019
<b>Relationship to primary perpetrator</b>	<b>n= 2876</b>	<b>3074</b>	<b>3754</b>
	Count	%	%
Current intimate partner	651	23%	22%
Ex-intimate partner	1961	68%	70%
Mother	97	3%	3%
Step-mother	0	0%	0%
Father	19	1%	1%
Step-father	4	0%	0%
Grandmother	4	0%	0%
Grandfather	0	0%	0%
Child (under 18) biological	7	0%	0%
Child (under 18) step-child	0	0%	0%
Child (18 or over) biological	24	1%	1%
Child (18 or over) step-child	2	0%	0%
Brother	13	0%	0%
Sister	5	0%	0%
Step-brother	0	0%	0%
Step-sister	0	0%	0%
Other family member	12	0%	0%
Other known person/associate	18	1%	0%
Don't know	6	0%	0%
Missing	51	2%	1%

	2021	2020	2019
<b>Is the client living with the perpetrator of abuse?</b>	<b>n= 2876</b>	<b>3074</b>	<b>3754</b>
	Count	%	%
Living together	505	18%	16%
Living together intermittently	99	3%	4%
Not living together	2202	77%	78%
Don't know	19	1%	0%
Missing	51	2%	1%

	2021	2020	2019
<b>Reason for not living together</b>	<b>n= 2202</b>	<b>2396</b>	<b>2898</b>
	Count	%	%
Perpetrator deceased	3	0%	0%
Perpetrator in jail	190	9%	9%
Client in refuge	42	2%	2%
Other	1110	50%	44%
Missing	866	39%	45%

	2021	2020	2019
<b>Typology of abuse</b>	<b>n= 2876</b>	<b>3074</b>	<b>3754</b>
	Count	%	%
Intimate terrorism/coercive control	1811	63%	52%
Situational couple violence	359	12%	19%
Violent resistance	21	1%	2%
Mutual couple violence	9	0%	1%
Don't know	118	4%	3%
Missing	558	19%	23%



	2021		2020	2019
<b>Are there multiple perpetrators?</b>	<b>n=</b>	<b>2876</b>	<b>3074</b>	<b>3754</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Yes	203	7%	7%	8%
No	2454	85%	85%	82%
Don't know	79	3%	2%	2%
Missing	140	5%	6%	8%

	2021		2020	2019
<b>Relationship to additional perpetrators</b>	<b>n=</b>	<b>203</b>	<b>219</b>	<b>293</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Current intimate partner	20	10%	12%	8%
Ex-intimate partner	77	38%	41%	32%
Mother	15	7%	9%	8%
Step-mother	3	1%	0%	1%
Father	5	2%	5%	6%
Step-father	5	2%	1%	2%
Grandmother	0	0%	1%	1%
Grandfather	0	0%	0%	1%
Child (under 18) biological	1	0%	1%	2%
Child (under 18) step-child	0	0%	1%	0%
Child (18 or over) biological	13	6%	6%	3%
Child (18 or over) step-child	1	0%	2%	1%
Brother	8	4%	5%	4%
Sister	3	1%	3%	5%
Step-brother	0	0%	0%	0%
Step-sister	1	0%	0%	0%
Other family member	52	26%	20%	36%
Other known person/associate	76	37%	33%	45%
Don't know	1	0%	0%	1%
Missing	1	0%	0%	1%

2021		
<b>Within the past 12 months...</b>	<b>n=</b>	<b>2876</b>
	<b>Count</b>	<b>%</b>
<b>The client has visited A&amp;E</b>	<b>539</b>	<b>19%</b>
↳ Average number of visits		1.4
<b>The client has gone to the police</b>	<b>2179</b>	<b>76%</b>
↳ Average number of times		2.1
<b>The client has engaged with another DVA service or been in refuge</b>	<b>450</b>	<b>16%</b>
↳ Average number of times		1.5
<b>The client has attempted to end the abusive relationship</b>	<b>1966</b>	<b>68%</b>
↳ Average number of attempts		2.4

2020		
<b>Within the past 12 months...</b>	<b>n=</b>	<b>3074</b>
<b>The client has visited A&amp;E</b>		<b>19%</b>
↳ Average number of visits	1.5	
<b>The client has gone to the police</b>		<b>72%</b>
↳ Average number of times	2.2	
<b>The client has engaged with another DVA service or been in refuge</b>		<b>17%</b>
↳ Average number of times	1.6	
<b>The client has attempted to end the abusive relationship</b>		<b>69%</b>
↳ Average number of attempts	2.2	

	2021	2020	2019	
<b>Primary perpetrator information</b>				
<b>Sex assigned at birth</b>	<b>n=</b>	<b>2876</b>	<b>3074</b>	<b>3754</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Male	2653	92%	91%	90%
Female	160	6%	6%	5%
Intersex	0	0%	0%	0%
Don't know	10	0%	1%	2%
Not disclosed	4	0%	1%	0%
Missing	49	2%	1%	3%

	2021	2020	2019	
<b>Which of the following describes how the perpetrator thinks of themselves?</b>				
	<b>n=</b>	<b>2876</b>	<b>3074</b>	<b>3754</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Male	2507	87%	86%	83%
Female	141	5%	5%	5%
In another way	1	0%	0%	0%
Not disclosed	161	6%	5%	3%
<b>Not sex assigned at birth</b>	<b>29</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>
Missing	66	2%	3%	9%

	2021	2020	2019	
<b>Does the perpetrator have multiple victims?</b>				
	<b>n=</b>	<b>2876</b>	<b>3074</b>	<b>3754</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Yes	701	24%	23%	22%
No	1212	42%	43%	42%
Don't know	823	29%	29%	26%
Missing	140	5%	5%	10%

2021						
<b>Perpetrator needs</b>						
	Mental health		Drugs		Alcohol	
	Count	%	Count	%	Count	%
Yes	1170	41%	1350	47%	1223	43%
No	907	32%	900	31%	971	34%
Don't know	600	21%	442	15%	479	17%
Missing	199	7%	184	6%	203	7%

2020			
<b>Perpetrator needs</b>			
	n=		
	Mental health	Drugs	Alcohol
	%	%	%
Yes	36%	44%	40%
No	34%	32%	34%
Don't know	23%	18%	20%
Missing	7%	6%	7%

## Client needs at intake

(Information captured at intake, n = 2,876)

2021									
Summary of client needs at intake								n=	2876
	Yes		No		Don't know		Missing		
	Count	%	Count	%	Count	%	Count	%	
Alcohol misuse	284	10%	2280	79%	108	4%	204	7%	
Children and parenting	667	23%	1957	68%	54	2%	198	7%	
Drug misuse	225	8%	2377	83%	74	3%	200	7%	
Employment, education and training	235	8%	2319	81%	95	3%	227	8%	
Finance, benefits and debt	763	27%	1828	64%	98	3%	187	7%	
Housing	1514	53%	1188	41%	38	1%	136	5%	
Immigration	90	3%	2538	88%	39	1%	209	7%	
Mental health	1465	51%	1127	39%	128	4%	156	5%	
Physical health	349	12%	2249	78%	64	2%	214	7%	
Social and community support	776	27%	1765	61%	104	4%	231	8%	

2020					
Summary of client needs at intake				n=	3074
	Yes	No	Don't know	Missing	
	%	%	%	%	
Alcohol misuse	10%	79%	4%	7%	
Children and parenting	24%	66%	3%	7%	
Drug misuse	8%	82%	3%	7%	
Employment, education and training	11%	78%	3%	8%	
Finance, benefits and debt	26%	62%	4%	8%	
Housing	52%	41%	2%	6%	
Immigration	2%	89%	1%	8%	
Mental health	44%	46%	4%	7%	
Physical health	13%	76%	3%	8%	
Social and community support	28%	61%	3%	8%	

	2021	2020	2019	
<b>Mental health needs</b>				
Is the client experiencing any of the following?	n=	1465	1349	1632
	Count	%	%	%
Depression	1134	77%	80%	79%
Anxiety	1039	71%	69%	63%
Stress	142	10%	10%	12%
Self harm	273	19%	19%	16%
Suicidal thoughts/behaviour	105	7%	6%	6%
Emotional instability	165	11%	13%	15%
Trouble sleeping	266	18%	14%	18%
Problems with eating	72	5%	4%	5%
Flashbacks	119	8%	8%	9%
Other	94	6%	5%	7%
Don't know	19	1%	1%	1%
Missing	37	3%	4%	1%

	2021	2020	2019	
<b>Does the client have a diagnosed mental health condition?</b>				
	n=	1465	1349	1632
	Count	%	%	%
Yes	836	57%	58%	56%
No	340	23%	23%	28%
Don't know	135	9%	7%	8%
Missing	154	11%	11%	8%

	2021	2020	2019
<b>Diagnosed mental health conditions</b>	<b>n= 836</b>	<b>784</b>	<b>910</b>
	Count	%	%
Anxiety disorder	450	54%	54%
Bipolar disorder	74	9%	8%
Autistic spectrum disorder	9	1%	1%
Depression	573	69%	74%
Eating disorder	17	2%	2%
Obsessive compulsive disorder	14	2%	3%
Personality disorders	130	16%	14%
PTSD	85	10%	11%
Complex PTSD	13	2%	1%
Schizophrenia	12	1%	2%
Psychosis	20	2%	3%
Other	53	6%	4%
Don't know	5	1%	1%
Missing	13	2%	1%

	2021	2020	2019
<b>Does the client have access to public funds?</b>	<b>n= 763</b>	<b>798</b>	<b>1025</b>
	Count	%	%
Yes	633	83%	81%
No	106	14%	15%
Don't know	16	2%	2%
Missing	8	1%	1%

	2021	2020	2019
<b>Does the client need to apply for indefinite leave to remain?</b>	<b>n= 90</b>	<b>74</b>	<b>111</b>
	Count	%	%
Yes	51	57%	65%
No	31	34%	23%
Don't know	8	9%	7%
Missing	0	0%	5%

	2021	2020	2019
<b>Is the client dependent on the perpetrator for a visa?</b>	<b>n= 90</b>	<b>74</b>	<b>111</b>
	Count	%	%
Yes	40	44%	59%
No	36	40%	28%
Don't know	6	7%	5%
Missing	8	9%	7%

## Case review data

The following is an analysis of cases where a review form was completed. A review form is used to record further or previously undisclosed abuse. Owing to the low level of review data, it is not considered in the Client Outcomes section.

	2021		2020	2019
Review point	n=	2360	2928	2407
	Count			
Yes	263	11%	5%	5%
No	2097	89%	95%	95%
<b>Average length of time from case opened to last review point (median)</b>		<b>80 days</b>	<b>72 days</b>	<b>60 days</b>

	2021		2020	2019
Since intake, has further abuse occurred?	n=	263	153	119
	Count	%	%	%
Yes, DA by the same perpetrator	121	46%	31%	38%
Yes, DA by a different perpetrator	12	5%	3%	2%
Yes, DA by multiple perpetrators	6	2%	1%	0%
Yes, DA perpetrated by a family member	2	1%	3%	0%
No	132	50%	52%	50%
Missing	20	8%	10%	11%

	2021		2020	2019
Multiple types of abuse	n=	122	53	43
	Count	%	%	%
Clients experiencing multiple types of abuse	76	62%	55%	65%
Clients experiencing multiple types of high severity abuse	31	25%	23%	37%
Clients experiencing at least one type of high severity abuse	57	47%	40%	56%

	2021		2020	2019
Since intake, has further abuse been disclosed?	n=	263	153	119
	Count	%	%	%
Yes, DA by the same perpetrator	64	24%	23%	22%
Yes, DA by a different perpetrator	14	5%	3%	3%
Yes, DA by multiple perpetrators	4	2%	1%	0%
Yes, DA perpetrated by a family member	0	0%	6%	0%
Yes, historic abuse	13	5%	3%	3%
No	155	59%	48%	53%

# Client outcomes

## Outcomes and profile of abuse at exit (Information captured at exit, n = 2,360)

The following is an analysis of cases where an exit form was completed during the reporting period. Cases have been matched with their corresponding intake forms, and intake data here relates only to the cases which also have exit data, so will vary from the number of cases in the intake dataset.

	2021	2020	2019
Case status at exit	n= 2360	2928	2407
	Count	%	%
Planned closure	1871	79%	77%
Unplanned closure	489	21%	23%
<b>Total</b>	<b>2360</b>		

	2021	2020	2019
Reason for unplanned closures	n= 489	672	627
	Count	%	%
Client disengaged	430	88%	87%
Client moved out of area	24	5%	5%
Client in prison	3	1%	0%
Client in care of mental health services	2	0%	1%
Client fatality	2	0%	0%
Other	27	6%	5%
Missing	1	0%	1%

	2021	2020	2019
Case length	n= 2360	2928	2407
	Count	%	%
0 - 1 month	551	23%	29%
2 months to 3 months	788	33%	33%
4 months to 5 months	458	19%	17%
6 months to 7 months	234	10%	9%
8 months +	328	14%	12%
<b>Average case length (median)</b>	<b>15 weeks</b>	<b>14 weeks</b>	<b>12 weeks</b>
Errors	1	0%	0%

Average case length is displayed in weeks as it is a more representative average than months. 'Errors' indicate cases where the Intake date was recorded as being after the case closed date.

	2021	2020	2019
How many contacts did the client receive?	n= 2360	2928	2407
	Count	%	%
1 to 5	412	17%	28%
6 to 10	515	22%	27%
11 to 20	656	28%	23%
21 to 34	361	15%	12%
35+	416	18%	9%
<b>Average number of contacts (median)</b>	<b>14</b>	<b>10</b>	<b>9</b>

## Domestic abuse context at exit

(Information collected at exit, n = 2,360)

2021					
Number of ticks on the Dash				n=	1690
		Intake		Exit	
		Count	%	Count	%
Standard Risk (1 - 5)		92	5%	306	18%
Medium Risk (6 - 9)		289	17%	719	43%
High Risk (10+)		1309	77%	665	39%
Cases where Dash score reduced between Intake and Exit		1245		74%	

2020			
Number of ticks on the Dash		n=	1653
		Intake	Exit
		%	%
Standard Risk (1 - 5)		7%	19%
Medium Risk (6 - 9)		18%	37%
High Risk (10+)		74%	44%
Cases where Dash score reduced between Intake and Exit		59%	

					2021	2020	2019
Abuse reported at exit				n=	2302	2824	2309
				Count	%	%	%
No abuse experienced since intake				968	42%	42%	43%
No abuse experienced since last review point				149	6%	3%	2%
No abuse experienced since intake or last review				1117	49%	45%	45%

2021				
Multiple types of abuse		n=	2360	2360
		Intake		Exit
		Count	%	Count
			%	%
Clients experiencing multiple types of abuse		1934	82%	545
Clients experiencing multiple types of high severity abuse		1269	54%	144
Clients experiencing at least one type of high severity abuse		1853	79%	259

2020			
Multiple types of abuse		n=	2928
		Intake	Exit
		%	%
Clients experiencing multiple types of abuse		79%	23%
Clients experiencing multiple types of high severity abuse		46%	6%
Clients experiencing at least one type of high severity abuse		71%	11%

2021									
Change in levels of abuse									
		Physical		Sexual		Harassment and Stalking		Jealous and Controlling	
		Count	%	Count	%	Count	%	Count	%
Reduced from Intake to Exit		1392	89%	534	88%	1139	82%	1384	84%
┆ Reduced from High to None		969	83%	236	83%	508	60%	729	67%
┆ Reduced to None		1316	84%	516	85%	828	60%	1052	64%
Unchanged from Intake to Exit		169	11%	61	10%	213	15%	239	14%
Increased from Intake to Exit		34	2%	37	2%	93	5%	59	3%

2020					
Change in levels of abuse					
		Physical	Sexual	Harassment and Stalking	Jealous and Controlling
		%	%	%	%
Reduced from Intake to Exit		86%	91%	81%	81%
┆ Reduced from High to None		79%	82%	59%	63%
┆ Reduced to None		79%	87%	61%	62%
Unchanged from Intake to Exit		13%	8%	16%	17%
Increased from Intake to Exit		2%	1%	6%	4%

Escalation of abuse	2021	2020	2019	
	n=	2360	2928	2407
	Count	%	%	%
Any escalation in severity of abuse	39	2%	2%	2%
Any escalation in frequency of abuse	40	2%	2%	2%
Any escalation in severity or frequency of abuse	45	2%	2%	3%
At least one form of high severity abuse which is escalating in frequency or severity	24	1%	1%	2%

### Physical abuse

2021					
Level of abuse	n=	2360		2360	
		Intake		Exit	
		Count	%	Count	%
High		1340	57%	155	7%
Moderate		331	14%	56	2%
Standard		131	6%	69	3%
None		511	22%	1778	75%
Don't know		40	2%	286	12%
Missing		7	0%	16	1%

2020			
Level of abuse	n=	2928	2928
		Intake	Exit
		%	%
High		49%	6%
Moderate		17%	5%
Standard		7%	4%
None		24%	71%
Don't know		2%	12%
Missing		1%	2%

### Sexual abuse

2021					
Level of abuse	n=	2360		2360	
		Intake		Exit	
		Count	%	Count	%
High		334	14%	50	2%
Moderate		220	9%	27	1%
Standard		154	7%	42	2%
None		1487	63%	1912	81%
Don't know		155	7%	313	13%
Missing		10	0%	16	1%

2020			
Level of abuse	n=	2928	2928
		Intake	Exit
		%	%
High		11%	1%
Moderate		7%	1%
Standard		6%	1%
None		67%	80%
Don't know		8%	14%
Missing		1%	3%



**Harassment and stalking**

2021					
Level of abuse	n=	2360		2360	
		Intake		Exit	
		Count	%	Count	%
High		977	41%	131	6%
Moderate		431	18%	177	8%
Standard		179	8%	318	13%
None		668	28%	1382	59%
Don't know		94	4%	336	14%
Missing		11	0%	16	1%

2020			
Level of abuse	n=	2928	2928
		Intake	Exit
		%	%
High		36%	6%
Moderate		18%	8%
Standard		9%	12%
None		32%	58%
Don't know		4%	14%
Missing		1%	2%

**Jealous and controlling behaviours**

2021					
Level of abuse	n=	2360		2360	
		Intake		Exit	
		Count	%	Count	%
High		1284	54%	146	6%
Moderate		458	19%	185	8%
Standard		176	7%	308	13%
None		328	14%	1355	57%
Don't know		102	4%	349	15%
Missing		12	1%	17	1%

2020			
Level of abuse	n=	2928	2928
		Intake	Exit
		%	%
High		46%	7%
Moderate		23%	7%
Standard		10%	14%
None		16%	54%
Don't know		4%	15%
Missing		1%	2%

	2021	2020	2019
<b>Change in relationship between client and perpetrator</b>			
	Count	%	%
Current intimate partner to ex-intimate partner	293	53%	50%
Ex-intimate partner to current intimate partner	71	4%	3%

Percentage is calculated based on number who were reported as either current or ex-intimate partner at Intake respectively

2021				
Living arrangement at exit	Intake		Exit	
	Count	%	Count	%
Living together	398	17%	228	10%
Living together intermittently	104	4%	43	2%
Not living together	1832	78%	1929	82%
Don't know	14	1%	145	6%
Missing	12	1%	15	1%

2020		
Living arrangement at exit	n= 2928	
	Intake	Exit
	%	%
Living together	15%	8%
Living together intermittently	5%	2%
Not living together	79%	80%
Don't know	1%	8%
Missing	1%	2%

	2021	2020	2019
<b>Is there any ongoing contact with the perpetrator?</b>	<b>n= 2360</b>	<b>2928</b>	<b>2407</b>
	Count	%	%
Yes	789	33%	33%
No	1257	53%	50%
Don't know	296	13%	15%
Missing	18	1%	2%

	2021	2020	2019
<b>If yes, why is there ongoing contact?</b>	<b>n= 789</b>	<b>960</b>	<b>767</b>
	Count	%	%
Children	366	46%	53%
Family and social network	57	7%	9%
Legal proceedings	96	12%	13%
Financial arrangements	40	5%	6%
Ongoing abuse	82	10%	10%
Ongoing relationship	297	38%	31%
Dependent of perpetrator for visa	3	0%	0%
Other	83	11%	6%
Don't know	8	1%	1%
Missing	6	1%	2%

	2021	2020	2019
<b>Is there ongoing conflict around child contact arrangements?</b>	<b>n= 366</b>	<b>511</b>	<b>385</b>
	Count	%	%
Yes	148	40%	49%
No	175	48%	41%
Don't know	22	6%	6%
Missing	21	6%	5%

	2021	2020	2019
<b>Does the perpetrator use child contact arrangements to continue abuse?</b>	<b>n= 366</b>	<b>511</b>	<b>385</b>
	Count	%	%
Yes	123	34%	47%
No	174	48%	38%
Don't know	42	11%	10%
Missing	27	7%	6%

Client reported outcomes										
2021										
	n= 1617		n= 1602		n= 1594		n= 1589		n= 1587	
	Feel safer		Improved wellbeing		Quality of life improved		Optimistic about the future		Feel more confident	
	Count	%	Count	%	Count	%	Count	%	Count	%
Strongly agree	743	46%	641	40%	604	38%	575	36%	509	32%
Agree	682	42%	699	44%	665	42%	695	44%	750	47%
Not certain	167	10%	224	14%	270	17%	285	18%	293	18%
Disagree	21	1%	32	2%	46	3%	31	2%	30	2%
Disagree strongly	4	0%	6	0%	9	1%	3	0%	5	0%
<b>Total Agree</b>	<b>1425</b>	<b>88%</b>	<b>1340</b>	<b>84%</b>	<b>1269</b>	<b>80%</b>	<b>1270</b>	<b>80%</b>	<b>1259</b>	<b>79%</b>

2020					
	n= 1871	1857	1851	1845	1843
	Feel safer	Improved wellbeing	Quality of life improved	Optimistic about the future	Feel more confident
	%	%	%	%	%
Strongly agree	34%	28%	27%	25%	23%
Agree	48%	50%	46%	46%	49%
Not certain	16%	20%	24%	26%	25%
Disagree	2%	3%	4%	2%	3%
Disagree strongly	0%	0%	0%	0%	0%
<b>Total Agree</b>	<b>83%</b>	<b>78%</b>	<b>72%</b>	<b>71%</b>	<b>72%</b>

Percentages in the above two tables are calculated based on those service users answering the 'client reported outcome' questions. Missing data is excluded and presented separately below.

2021										
Client reported outcomes (Missing)										n= 2360
	Feel safer		Improved wellbeing		Quality of life improved		Optimistic about the future		Feel more confident	
	Count	%	Count	%	Count	%	Count	%	Count	%
Missing	743	31%	758	32%	766	32%	771	33%	773	33%

2020					
Client reported outcomes (Missing)					n= 2928
	Feel safer	Improved wellbeing	Quality of life improved	Optimistic about the future	Feel more confident
	%	%	%	%	%
Missing	36%	37%	37%	37%	37%

	2021	2020	2019
<b>Which agencies do you feel have made the difference to your safety and wellbeing?</b>	<b>n= 1458</b>	<b>1697</b>	<b>1504</b>
	<b>Count</b>	<b>%</b>	<b>%</b>
Police	1032	71%	67%
Marac	761	52%	49%
Health	141	10%	9%
Hospital - A&E	34	2%	4%
Hospital - Maternity	33	2%	2%
Community health	64	4%	3%
Mental health	195	13%	10%
Housing	332	23%	20%
Drug services	54	4%	3%
Alcohol services	45	3%	3%
Education	69	5%	2%
Children's social services	360	25%	18%
Adult's social services	63	4%	3%
Probation	78	5%	3%
CRC	1	0%	0%
Refuge	82	6%	5%
Outreach	120	8%	12%
Other DVA & SV services	95	7%	14%
Helpline	20	1%	1%
Specialist services	145	10%	9%
Other	106	7%	7%
Missing	902	38%	42%

	2021	2020	2019
<b>Caseworker reported outcomes</b>			
<b>Which agencies have worked well to promote safety and wellbeing on this case?</b>	<b>n= 2360</b>	<b>2928</b>	<b>2407</b>
	<b>Count</b>	<b>%</b>	<b>%</b>
Police	1535	65%	55%
Marac	1390	59%	52%
Health	166	7%	6%
Hospital - A&E	44	2%	2%
Hospital - Maternity	50	2%	2%
Community health	86	4%	2%
Mental health	245	10%	8%
Housing	486	21%	16%
Drug services	71	3%	2%
Alcohol services	72	3%	2%
Education	89	4%	2%
Children's social services	605	26%	17%
Adult's social services	100	4%	3%
Probation	156	7%	4%
CRC	11	0%	1%
Refuge	113	5%	4%
Outreach	121	5%	8%
Other DVA & SV services	177	8%	10%
Helpline	26	1%	1%
Specialist services	192	8%	7%
Other	155	7%	6%
Missing	369	16%	23%

	2021	2020	2019	
Which agencies have presented challenges to promoting safety and wellbeing on this case?	n=	2360	2928	2407
	Count	%	%	%
Police	247	10%	9%	10%
Marac	57	2%	2%	3%
Health	8	0%	0%	1%
Hospital - A&E	3	0%	0%	0%
Hospital - Maternity	1	0%	0%	0%
Community health	10	0%	0%	0%
Mental health	43	2%	1%	1%
Housing	139	6%	5%	4%
Drug services	7	0%	0%	0%
Alcohol services	3	0%	0%	0%
Education	6	0%	0%	0%
Children's social services	90	4%	5%	4%
Adult's social services	12	1%	0%	1%
Probation	10	0%	0%	0%
CRC	0	0%	0%	0%
Refuge	19	1%	1%	0%
Outreach	19	1%	1%	0%
Other DVA & SV services	4	0%	0%	1%
Helpline	0	0%	0%	0%
Specialist services	17	1%	0%	1%
Other	38	2%	2%	3%
Missing	1858	79%	79%	78%

# Service Outputs

## Support and Interventions

(Information captured at exit, n = 2,360)

2021								
Needs & Support matrix								
Areas of need	Needs		Support		Impact			
	Clients identified with needs		Support provided		Improved safety		Improved wellbeing	
	Count	%	Count	%	Count	%	Count	%
Safety			2264	96%	1811	80%	1727	76%
Housing	1271	54%	962	76%	630	65%	646	67%
Physical health	286	12%	122	43%	83	68%	95	78%
Mental health	1205	51%	741	61%	466	63%	527	71%
Drug misuse	212	9%	110	52%	69	63%	70	64%
Alcohol misuse	239	10%	109	46%	66	61%	69	63%
Children/parenting	573	24%	371	65%	239	64%	229	62%
Finance, benefits and debt	634	27%	365	58%	221	61%	248	68%
Employment, education and training	200	8%	66	33%	48	73%	56	85%
Social and community support	647	27%	311	48%	146	47%	202	65%
Immigration	62	3%	28	45%	17	61%	17	61%

2020				
Needs & Support matrix				
Areas of need	Needs	Support	Impact	
	Clients identified with needs	Support provided	Improved safety	Improved wellbeing
	%	%	%	%
Safety		90%	71%	69%
Housing	49%	71%	65%	66%
Physical health	13%	41%	61%	70%
Mental health	43%	54%	58%	63%
Drug misuse	7%	46%	64%	65%
Alcohol misuse	10%	46%	57%	56%
Children/parenting	25%	64%	55%	54%
Finance, benefits and debt	25%	61%	62%	65%
Employment, education and training	10%	38%	57%	66%
Social and community support	27%	44%	54%	61%
Immigration	2%	58%	66%	66%

In the above two matrix grids, 'Support provided' percentages reflect the percentage of those with an identified need at intake who were supported. 'Impact' percentages relate to those supported and figures are caseworker reported.

	2021	2020	2019	
<b>Safety</b>				
<b>Have you supported the client with safety?</b>	<b>n=</b>	<b>2360</b>	<b>2928</b>	<b>2407</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Yes	2264	96%	90%	88%
No	54	2%	4%	5%
Missing	42	2%	6%	6%

	2021	2020	2019	
<b>What outcomes were achieved in this support area?</b>	<b>n=</b>	<b>2264</b>	<b>2635</b>	<b>2126</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Anti-social behaviour order issued	1	0%	0%	0%
Cocoon watch	74	3%	1%	2%
Contact order	33	1%	4%	3%
Domestic violence disclosure scheme (DVDS) accessed	9	0%	1%	1%
Domestic violence prevention order (DVPO) issued	13	1%	1%	1%
Domestic violence protection notice (DVPO) issued	18	1%	1%	2%
Established digital/tech safety plan	657	29%	17%	17%
Established personal safety plan	2179	96%	91%	92%
FGM protection order	0	0%	0%	0%
Forced Marriage protection order	1	0%	0%	0%
Gazetteer warning in place	16	1%	1%	2%
Has personal alarm (e.g. grenade alarm)	409	18%	22%	25%
Increased LPT visits	23	1%	0%	1%
Non-molestation order	313	14%	10%	12%
Occupation order	41	2%	1%	1%
Pattern changing course	130	6%	5%	5%
Perpetrator accessing direct 1-1 intervention	31	1%	2%	1%
Perpetrator accessing group programme	21	1%	1%	1%
Referral to Marac	810	36%	29%	32%
Referred DV & SV service (external)	101	4%	3%	4%
Referred DV & SV service (internal)	139	6%	7%	8%
Referred to Outreach	152	7%	3%	6%
Relocated to safety	449	20%	15%	16%
Restraining order	334	15%	15%	16%
Target hardening	518	23%	22%	23%
Other	251	11%	9%	10%
Missing	7	0%	2%	1%

2021				
<b>What impact did this have on client safety and wellbeing?</b>	<b>Safety</b>		<b>Wellbeing</b>	
	<b>Count</b>	<b>%</b>	<b>Count</b>	<b>%</b>
Improved greatly	1201	53%	1041	46%
Improved slightly	610	27%	686	30%
Decreased slightly	1	0%	1	0%
Decreased greatly	0	0%	4	0%
No change	90	4%	136	6%
Don't know	130	6%	154	7%
<b>Total Improved</b>	<b>1811</b>	<b>80%</b>	<b>1727</b>	<b>76%</b>
Missing	232	10%	242	11%

2020		
<b>What impact did this have on client safety and wellbeing?</b>	<b>n=</b>	<b>2635</b>
	<b>Safety</b>	<b>Wellbeing</b>
	<b>%</b>	<b>%</b>
Improved greatly	43%	37%
Improved slightly	29%	32%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
No change	7%	8%
Don't know	6%	7%
<b>Total Improved</b>	<b>71%</b>	<b>69%</b>
Missing	16%	16%



	2021	2020	2019	
<b>Housing</b>				
<b>Have you supported the client with housing?</b>	<b>n=</b>	<b>2360</b>	<b>2928</b>	<b>2407</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Yes	962	41%	34%	37%
No	281	12%	26%	51%
Missing	1117	47%	40%	12%

	2021	2020	2019	
<b>What outcomes were achieved in this support area?</b>				
	<b>n=</b>	<b>962</b>	<b>1004</b>	<b>887</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Accepted to housing support service	247	26%	25%	25%
Accessed housing funds	51	5%	3%	3%
Accessed Refuge	97	10%	10%	11%
Accessed sanctuary scheme	118	12%	14%	18%
Accessed settled housing	106	11%	8%	10%
Relocated out of area	136	14%	13%	13%
Accessed statutory housing (LA or HA tenancy)	93	10%	9%	9%
Accessed online support services	23	2%	1%	1%
Accessed temporary housing	49	5%	5%	6%
Not housed	40	4%	4%	3%
Registered on housing waiting list / exchange	214	22%	18%	20%
Sustained existing accommodation	105	11%	8%	9%
Tenancy support provided (reporting repairs, budgeting)	55	6%	8%	9%
Other	225	23%	24%	25%
Missing	8	1%	3%	2%

2021				
<b>What impact did this have on client safety and wellbeing?</b>	<b>n=</b>		<b>962</b>	
	<b>Safety</b>		<b>Wellbeing</b>	
	<b>Count</b>	<b>%</b>	<b>Count</b>	<b>%</b>
Improved greatly	457	48%	414	43%
Improved slightly	173	18%	232	24%
No change	174	18%	139	14%
Decreased slightly	8	1%	11	1%
Decreased greatly	6	1%	10	1%
Don't know	52	5%	59	6%
<b>Total Improved</b>	<b>630</b>	<b>65%</b>	<b>646</b>	<b>67%</b>
Missing	92	10%	97	10%

2020		
<b>What impact did this have on client safety and wellbeing?</b>	<b>n=</b>	<b>1004</b>
	<b>Safety</b>	<b>Wellbeing</b>
	<b>%</b>	<b>%</b>
Improved greatly	40%	37%
Improved slightly	25%	29%
No change	17%	15%
Decreased slightly	0%	1%
Decreased greatly	0%	0%
Don't know	5%	5%
<b>Total Improved</b>	<b>65%</b>	<b>66%</b>
Missing	12%	12%

	2021	2020	2019	
<b>Physical health</b>				
<b>Have you supported the client with physical health?</b>	<b>n=</b>	<b>2360</b>	<b>2928</b>	<b>2407</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Yes	122	5%	5%	5%
No	147	6%	32%	80%
Missing	2091	89%	63%	14%

	2021	2020	2019	
<b>What outcomes were achieved in this support area?</b>				
	<b>n=</b>	<b>122</b>	<b>161</b>	<b>127</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Accessed disability services	7	6%	6%	0%
Accessed counselling for physical health	7	6%	2%	5%
Accessed medication for physical health	18	15%	11%	14%
Accessed physical support services	10	8%	7%	3%
Accessing self help	30	25%	11%	17%
Admitted into rehabilitative facilities	0	0%	1%	5%
Discharged from physical health services	2	2%	2%	0%
Physical condition identified and receiving treatment	8	7%	7%	17%
Physical condition rehabilitated	1	1%	1%	4%
Accessed online support services	3	2%	0%	0%
Accessed GP services	73	60%	64%	67%
Referral adult social services	20	16%	13%	7%
Referral rehabilitative facility	1	1%	2%	0%
Referral other health services	9	7%	6%	16%
Smoking cessation support	1	1%	1%	0%
Increased exercise	4	3%	12%	24%
Other	23	19%	1%	0%
Missing	0	0%	7%	2%

2021					
<b>What impact did this have on client safety and wellbeing?</b>				<b>n=</b>	<b>122</b>
	<b>Safety</b>		<b>Wellbeing</b>		
	<b>Count</b>	<b>%</b>	<b>Count</b>	<b>%</b>	
Improved greatly	30	25%	39	32%	
Improved slightly	53	43%	56	46%	
No change	28	23%	14	11%	
Decreased slightly	0	0%	1	1%	
Decreased greatly	0	0%	0	0%	
Don't know	6	5%	6	5%	
<b>Total Improved</b>	<b>83</b>	<b>68%</b>	<b>95</b>	<b>78%</b>	
Missing	5	4%	6	5%	

2020			
<b>What impact did this have on client safety and wellbeing?</b>		<b>n=</b>	<b>161</b>
	<b>Safety</b>	<b>Wellbeing</b>	
	<b>%</b>	<b>%</b>	
Improved greatly	24%	25%	
Improved slightly	37%	45%	
No change	20%	11%	
Decreased slightly	1%	1%	
Decreased greatly	0%	0%	
Don't know	2%	2%	
<b>Total Improved</b>	<b>61%</b>	<b>70%</b>	
Missing	16%	16%	

	2021	2020	2019	
<b>Mental health</b>				
<b>Have you supported the client with mental health?</b>	<b>n=</b>	<b>2360</b>	<b>2928</b>	<b>2407</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Yes	741	31%	23%	21%
No	398	17%	32%	65%
Missing	1221	52%	44%	14%

	2021	2020	2019	
<b>What outcomes were achieved in this support area?</b>				
	<b>n=</b>	<b>741</b>	<b>686</b>	<b>515</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Accessing medication for mental health condition	234	32%	23%	23%
Accessing mental health services	249	34%	30%	31%
Disengaged from mental health services	27	4%	2%	1%
Discharged from mental health services	14	2%	1%	1%
In care of mental health services	48	6%	7%	4%
Accessing counselling	197	27%	15%	21%
Accessed online support services	73	10%	2%	1%
Accessing self help	110	15%	13%	9%
Referral counselling services	181	24%	22%	26%
Referral mental health	76	10%	9%	9%
Referral other specialist health provider	13	2%	4%	4%
Other	169	23%	23%	30%
Missing	1	0%	4%	1%

<b>2021</b>				
<b>What impact did this have on client safety and wellbeing?</b>	<b>Safety</b>		<b>Wellbeing</b>	
	<b>Count</b>	<b>%</b>	<b>Count</b>	<b>%</b>
Improved greatly	207	28%	237	32%
Improved slightly	259	35%	290	39%
No change	140	19%	79	11%
Decreased slightly	2	0%	2	0%
Decreased greatly	1	0%	1	0%
Don't know	58	8%	57	8%
<b>Total Improved</b>	<b>466</b>	<b>63%</b>	<b>527</b>	<b>71%</b>
Missing	74	10%	75	10%

<b>2020</b>		
<b>What impact did this have on client safety and wellbeing?</b>	<b>Safety</b>	<b>Wellbeing</b>
	<b>%</b>	<b>%</b>
Improved greatly	24%	26%
Improved slightly	35%	37%
No change	16%	10%
Decreased slightly	0%	1%
Decreased greatly	0%	0%
Don't know	12%	13%
<b>Total Improved</b>	<b>58%</b>	<b>63%</b>
Missing	14%	14%

	2021	2020	2019	
<b>Drug misuse</b>				
<b>Have you supported the client with drug misuse?</b>	<b>n=</b>	<b>2360</b>	<b>2928</b>	<b>2407</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Yes	110	5%	3%	3%
No	92	4%	30%	82%
Missing	2158	91%	67%	15%

	2021	2020	2019	
<b>What outcomes were achieved in this support area?</b>				
	<b>n=</b>	<b>110</b>	<b>91</b>	<b>70</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Accessing drug support services	67	61%	49%	63%
Accessing medication for drug reduction	17	15%	13%	11%
Accessing drug misuse support group	9	8%	10%	17%
Accessing counselling	4	4%	5%	3%
Accessing peer support group	3	3%	10%	11%
Accessing self help	18	16%	9%	9%
Recovery programme in place	11	10%	11%	11%
Accessed online support services	3	3%	0%	0%
Admitted to rehabilitative facility	3	3%	1%	4%
No change in drug misuse issue	7	6%	11%	11%
Disengaged from drug misuse services	4	4%	2%	3%
Proven abstinence drugs	13	12%	7%	3%
Reduced frequency drugs	25	23%	14%	10%
Referral to drug services	19	17%	18%	11%
Other	13	12%	12%	13%
Missing	0	0%	2%	0%

<b>2021</b>				
<b>What impact did this have on client safety and wellbeing?</b>	<b>n=</b>		<b>110</b>	
	<b>Safety</b>		<b>Wellbeing</b>	
	<b>Count</b>	<b>%</b>	<b>Count</b>	<b>%</b>
Improved greatly	30	27%	32	29%
Improved slightly	39	35%	38	35%
No change	22	20%	19	17%
Decreased slightly	0	0%	0	0%
Decreased greatly	0	0%	0	0%
Don't know	8	7%	10	9%
<b>Total Improved</b>	<b>69</b>	<b>63%</b>	<b>70</b>	<b>64%</b>
Missing	11	10%	11	10%

<b>2020</b>			
<b>What impact did this have on client safety and wellbeing?</b>	<b>n=</b>		<b>91</b>
	<b>Safety</b>	<b>Wellbeing</b>	
	<b>%</b>	<b>%</b>	
Improved greatly	25%	29%	
Improved slightly	38%	36%	
No change	16%	15%	
Decreased slightly	1%	1%	
Decreased greatly	1%	1%	
Don't know	11%	11%	
<b>Total Improved</b>	<b>64%</b>	<b>65%</b>	
Missing	7%	7%	

	2021	2020	2019	
<b>Alcohol misuse</b>				
<b>Have you supported the client with alcohol misuse?</b>	<b>n=</b>	<b>2360</b>	<b>2928</b>	<b>2407</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Yes	109	5%	4%	4%
No	106	4%	30%	81%
Missing	2145	91%	66%	14%

	2021	2020	2019	
<b>What outcomes were achieved in this support area?</b>				
	<b>n=</b>	<b>109</b>	<b>129</b>	<b>100</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Accessing alcohol support services	66	61%	55%	67%
Accessing medication for alcohol reduction	6	6%	3%	3%
Accessing alcohol misuse support group	8	7%	13%	17%
Accessing counselling	8	7%	5%	3%
Admitted to rehabilitative facility	7	6%	2%	2%
Accessed online support services	6	6%	1%	0%
No change to alcohol misuse issue	14	13%	9%	12%
Disengaged from alcohol misuse services	10	9%	12%	5%
Proven abstinence alcohol	5	5%	4%	3%
Reduced frequency alcohol	36	33%	25%	24%
Other	9	8%	11%	17%
Missing	0	0%	2%	0%

<b>2021</b>				
<b>What impact did this have on client safety and wellbeing?</b>	<b>Safety</b>		<b>Wellbeing</b>	
	<b>Count</b>	<b>%</b>	<b>Count</b>	<b>%</b>
Improved greatly	30	28%	32	29%
Improved slightly	36	33%	37	34%
No change	25	23%	20	18%
Decreased slightly	3	3%	2	2%
Decreased greatly	0	0%	1	1%
Don't know	12	11%	11	10%
<b>Total Improved</b>	<b>66</b>	<b>61%</b>	<b>69</b>	<b>63%</b>
Missing	3	3%	6	6%

<b>2020</b>		
<b>What impact did this have on client safety and wellbeing?</b>	<b>n=</b>	<b>129</b>
	<b>Safety</b>	<b>Wellbeing</b>
	<b>%</b>	<b>%</b>
Improved greatly	28%	28%
Improved slightly	29%	28%
No change	17%	16%
Decreased slightly	0%	1%
Decreased greatly	1%	1%
Don't know	10%	10%
<b>Total Improved</b>	<b>57%</b>	<b>56%</b>
Missing	16%	16%

	2021	2020	2019	
<b>Children and parenting</b>				
<b>Have you supported the client with parenting?</b>	<b>n=</b>	<b>2360</b>	<b>2928</b>	<b>2407</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Yes	371	16%	16%	15%
No	175	7%	27%	70%
Missing	1814	77%	57%	14%

2021				
<b>Indicate ongoing CYPS involvement with the family</b>	<b>n=</b>	<b>1480</b>	<b>n=</b>	<b>371</b>
		<b>Intake</b>		<b>Exit</b>
	<b>Count</b>	<b>%</b>	<b>Count</b>	<b>%</b>
None	368	25%	63	17%
Concern raised - NFA	198	13%	25	7%
Concern raised - contacts/follow up	127	9%	8	2%
Early help	127	9%	40	11%
Priority families	2	0%	1	0%
Targeted families	2	0%	1	0%
Initial assessment	159	11%	18	5%
S17 - Child in need	136	9%	46	12%
S47 - Child protection	174	12%	69	19%
S31 - Care or supervision order	93	6%	44	12%
Child protection plan	61	4%	27	7%
Common assessment framework (Caf/Taf)	36	2%	17	5%
Other	41	3%	20	5%
Don't know	24	2%	3	1%

2020			
<b>Indicate ongoing CYPS involvement with the family</b>	<b>n=</b>	<b>1869</b>	<b>457</b>
		<b>Intake</b>	<b>Exit</b>
		<b>%</b>	<b>%</b>
None		30%	28%
Concern raised - NFA		10%	7%
Concern raised - contacts/follow up		8%	3%
Early help		6%	9%
Priority families		0%	0%
Targeted families		0%	0%
Initial assessment		12%	4%
S17 - Child in need		8%	12%
S47 - Child protection		11%	14%
S31 - Care or supervision order		5%	5%
Child protection plan		4%	6%
Common assessment framework (Caf/Taf)		2%	2%
Other		4%	4%
Don't know		3%	1%

	2021	2020	2019	
<b>What outcomes were achieved in this support area?</b>	<b>n=</b>	<b>371</b>	<b>457</b>	<b>371</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Accessing children's support services	168	45%	30%	37%
Accessed parenting course	28	8%	5%	9%
Child(ren) accessing support services	63	17%	12%	17%
Child(ren) living with other family member	19	5%	2%	2%
Child(ren) living with perpetrator	5	1%	2%	1%
Child(ren) removed from client's care	18	5%	2%	3%
Disengaged from support in this area	15	4%	2%	1%
Accessing voluntary parenting support	9	2%	4%	7%
Accessing peer support group	9	2%	3%	6%
Accessed online support services	11	3%	1%	2%
Improved access to childcare	14	4%	1%	4%
Improved family mediation skills	13	4%	3%	3%
Improved parenting skills	44	12%	9%	13%
Accessed Freedom programme	119	32%	12%	18%
Accessed legal support for CYP arrangements	28	8%	7%	11%
Secured child contact arrangements	31	8%	13%	11%
Statutory CYPS involvement	80	22%	19%	29%
Referral to child social services	67	18%	12%	14%
Referral to adult social services	1	0%	0%	0%
Other	58	16%	15%	20%
Missing	5	1%	9%	4%

2021				
What impact did this have on client safety and wellbeing?	n= 371			
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	124	33%	115	31%
Improved slightly	115	31%	114	31%
No change	58	16%	46	12%
Decreased slightly	1	0%	13	4%
Decreased greatly	1	0%	9	2%
Don't know	25	7%	27	7%
<b>Total Improved</b>	<b>239</b>	<b>64%</b>	<b>229</b>	<b>62%</b>
Missing	47	13%	47	13%

2020		
What impact did this have on client safety and wellbeing?	n= 457	
	Safety	Wellbeing
	%	%
Improved greatly	24%	22%
Improved slightly	31%	32%
No change	18%	13%
Decreased slightly	1%	4%
Decreased greatly	0%	1%
Don't know	4%	5%
<b>Total Improved</b>	<b>55%</b>	<b>54%</b>
Missing	22%	23%

	2021	2020	2019	
<b>Finance, benefits and debt</b>				
<b>Have you supported the client with finance, benefits and debt?</b>	<b>n=</b>	<b>2360</b>	<b>2928</b>	<b>2407</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Yes	365	15%	15%	16%
No	234	10%	30%	70%
Missing	1761	75%	55%	14%

	2021	2020	2019	
<b>What outcomes were achieved in this support area?</b>				
	<b>n=</b>	<b>365</b>	<b>452</b>	<b>380</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Accessing full benefit entitlement	143	39%	38%	41%
Accessing partial benefit entitlement	11	3%	3%	4%
Accessing financial support services	71	19%	15%	19%
Disengaged from support in this area	19	5%	4%	3%
Financial stability obtained and maintained	39	11%	8%	10%
Accessed online support services	23	6%	3%	5%
Established financial independence from perpetrator	59	16%	15%	14%
Continued financial abuse	7	2%	3%	2%
Accessed legal aid	64	18%	15%	16%
Referral financial support services	75	21%	22%	21%
Other	105	29%	26%	32%
Missing	3	1%	5%	1%

2021				
<b>What impact did this have on client safety and wellbeing?</b>	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	131	36%	139	38%
Improved slightly	90	25%	109	30%
No change	79	22%	48	13%
Decreased slightly	0	0%	1	0%
Decreased greatly	1	0%	1	0%
Don't know	31	8%	33	9%
<b>Total Improved</b>	<b>221</b>	<b>61%</b>	<b>248</b>	<b>68%</b>
Missing	33	9%	34	9%

2020		
<b>What impact did this have on client safety and wellbeing?</b>	n= 452	
	Safety	Wellbeing
	%	%
Improved greatly	31%	31%
Improved slightly	32%	35%
No change	15%	11%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	7%	7%
<b>Total Improved</b>	<b>62%</b>	<b>65%</b>
Missing	15%	15%



	2021	2020	2019	
<b>Employment, education and training</b>				
<b>Have you supported the client with employment, education and training?</b>	<b>n=</b>	<b>2360</b>	<b>2928</b>	<b>2407</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Yes	66	3%	4%	4%
No	120	5%	31%	81%
Missing	2174	92%	65%	14%

	2021	2020	2019	
<b>What outcomes were achieved in this support area?</b>				
	<b>n=</b>	<b>66</b>	<b>108</b>	<b>107</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Accessing training	17	26%	14%	32%
Accessing education	10	15%	7%	25%
Attended workshops	8	12%	19%	32%
Accessing online support services	4	6%	6%	5%
Disengaged from support in this area	1	2%	9%	2%
Engaged in volunteering	0	0%	4%	9%
Found full-time employment	13	20%	1%	6%
Found part-time employment	2	3%	6%	8%
Found flexible employment	6	9%	5%	3%
Other	24	36%	39%	53%
Missing	1	2%	5%	0%

2021				
<b>What impact did this have on client safety and wellbeing?</b>		<b>n= 66</b>		
	<b>Safety</b>		<b>Wellbeing</b>	
	<b>Count</b>	<b>%</b>	<b>Count</b>	<b>%</b>
Improved greatly	28	42%	37	56%
Improved slightly	20	30%	19	29%
No change	11	17%	3	5%
Decreased slightly	0	0%	0	0%
Decreased greatly	0	0%	0	0%
Don't know	1	2%	1	2%
<b>Total Improved</b>	<b>48</b>	<b>73%</b>	<b>56</b>	<b>85%</b>
Missing	6	9%	6	9%

2020		
<b>What impact did this have on client safety and wellbeing?</b>		<b>n= 108</b>
	<b>Safety</b>	<b>Wellbeing</b>
	<b>%</b>	<b>%</b>
Improved greatly	29%	33%
Improved slightly	29%	32%
No change	20%	12%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	5%	5%
<b>Total Improved</b>	<b>57%</b>	<b>66%</b>
Missing	18%	18%

	2021	2020	2019	
<b>Social and community support</b>				
<b>Have you supported the client with social and community support?</b>	<b>n=</b>	<b>2360</b>	<b>2928</b>	<b>2407</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Yes	311	13%	12%	10%
No	294	12%	33%	76%
Missing	1755	74%	55%	14%

	2021	2020	2019	
<b>What outcomes were achieved in this support area?</b>				
	<b>n=</b>	<b>311</b>	<b>347</b>	<b>246</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Disengaged from support in this area	49	16%	16%	6%
Engaged with cultural/leisure activities	18	6%	9%	17%
Engaged with local community group	69	22%	22%	27%
Engaged with faith group	8	3%	1%	4%
Engaged with drop-in sessions	26	8%	13%	20%
Engaged with peer support group	65	21%	17%	26%
Engaged with self help media	46	15%	5%	1%
Engaged with digital communities	27	9%	1%	1%
Client referral to CYPS	15	5%	7%	1%
Other	113	36%	31%	48%
Missing	4	1%	7%	2%

2021				
What impact did this have on client safety and wellbeing?	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	62	20%	87	28%
Improved slightly	84	27%	115	37%
No change	70	23%	51	16%
Decreased slightly	1	0%	2	1%
Decreased greatly	1	0%	0	0%
Don't know	19	6%	23	7%
<b>Total Improved</b>	<b>146</b>	<b>47%</b>	<b>202</b>	<b>65%</b>
Missing	74	24%	33	11%

2020		
What impact did this have on client safety and wellbeing?	n= 347	
	Safety	Wellbeing
	%	%
Improved greatly	24%	27%
Improved slightly	30%	33%
No change	16%	13%
Decreased slightly	1%	1%
Decreased greatly	0%	0%
Don't know	5%	7%
<b>Total Improved</b>	<b>54%</b>	<b>61%</b>
Missing	26%	18%

	2021	2020	2019	
<b>Immigration</b>				
<b>Have you supported the client with immigration?</b>	<b>n=</b>	<b>2360</b>	<b>2928</b>	<b>2407</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Yes	28	1%	1%	2%
No	31	1%	29%	83%
Missing	2301	98%	70%	15%

	2021	2020	2019	
<b>What outcomes were achieved in this support area?</b>				
	<b>n=</b>	<b>28</b>	<b>32</b>	<b>52</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Accessing public funds	11	39%	34%	44%
Awaiting ILR application	8	29%	22%	46%
Disengaged from support in this area	3	11%	13%	0%
Engaged with specialist services	7	25%	34%	29%
Granted ILR	2	7%	9%	12%
Accessed online support services	3	11%	3%	0%
Access to ID documents	3	11%	13%	25%
Referral to specialist service	11	39%	25%	33%
Applied to Destitute Domestic Violence Concession	6	21%	19%	0%
Other	5	18%	31%	38%
Missing	0	0%	0%	6%

2021				
<b>What impact did this have on client safety and wellbeing?</b>		<b>n= 28</b>		
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	12	43%	13	46%
Improved slightly	5	18%	4	14%
No change	7	25%	7	25%
Decreased slightly	1	4%	0	0%
Decreased greatly	0	0%	1	4%
Don't know	2	7%	2	7%
<b>Total Improved</b>	<b>17</b>	<b>61%</b>	<b>17</b>	<b>61%</b>
Missing	1	4%	1	4%

2020		
<b>What impact did this have on client safety and wellbeing?</b>		<b>n= 32</b>
	Safety	Wellbeing
	%	%
Improved greatly	41%	38%
Improved slightly	25%	28%
No change	9%	9%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	13%	13%
<b>Total Improved</b>	<b>66%</b>	<b>66%</b>
Missing	13%	13%

	2021	2020	2019	
<b>Step down and recovery</b>				
<b>Have you supported the client with step down and recovery?</b>	<b>n=</b>	<b>2360</b>	<b>2928</b>	<b>2407</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Yes	811	34%	21%	10%
No	1375	58%	62%	50%
Missing	174	7%	17%	40%

	2021	2020	2019	
<b>What outcomes were achieved in this support area?</b>				
	<b>n=</b>	<b>811</b>	<b>610</b>	<b>239</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Accessed groupwork	324	40%	39%	43%
Accessed 121 peer mentoring	55	7%	7%	13%
Accessed online counselling	65	8%	6%	6%
Accessed online information	164	20%	12%	10%
Accessed therapeutic intervention	136	17%	18%	28%
Support with or to friends / family	414	51%	43%	38%
Missing	32	4%	5%	2%

2021				
<b>What impact did this have on client safety and wellbeing?</b>				
	<b>n=</b>		<b>811</b>	
	<b>Safety</b>		<b>Wellbeing</b>	
	<b>Count</b>	<b>%</b>	<b>Count</b>	<b>%</b>
Improved greatly	308	38%	339	42%
Improved slightly	237	29%	234	29%
No change	91	11%	56	7%
Decreased slightly	1	0%	3	0%
Decreased greatly	1	0%	1	0%
Don't know	83	10%	86	11%
<b>Total Improved</b>	<b>545</b>	<b>67%</b>	<b>573</b>	<b>71%</b>
Missing	90	11%	92	11%

2020			
<b>What impact did this have on client safety and wellbeing?</b>			
	<b>n=</b>		<b>610</b>
	<b>Safety</b>	<b>Wellbeing</b>	
	<b>%</b>	<b>%</b>	
Improved greatly	34%	37%	
Improved slightly	31%	32%	
No change	14%	10%	
Decreased slightly	0%	0%	
Decreased greatly	0%	0%	
Don't know	9%	9%	
<b>Total Improved</b>	<b>65%</b>	<b>69%</b>	
Missing	11%	12%	

# Criminal and civil justice outcomes

## Criminal justice system outcomes (Information captured at exit, n = 2,360)

	2021		2020	2019
Clients supported with criminal justice	n=	2360	2928	2407
	Count	%	%	%
Yes	794	34%	27%	29%
No	1566	66%	73%	71%

	2021		2020	2019
When was the report made to the police?	Number of police reports =	784	781	724
	Count	%	%	%
Before engagement with service	445	57%	65%	68%
After engagement with service	145	18%	16%	15%
Both before and after engagement with service	43	5%	5%	4%
Missing	151	19%	14%	13%

	2021	2020	2019
Average number of reports made to police per case	1.0	1.0	1.0
Average number of incidents per report	1.3	1.4	1.3
Proportion of incidents resulting in conviction (either found/pled)	39%	46%	42%

	2021		2020	2019
Incidents	Number of police reports =	784	781	724
	Count	%	%	%
Assault - Beating/battery (Section 39)	224	29%	40%	43%
Assault - Actual Bodily Harm (Section 47)	141	18%	16%	15%
Assault - Grievous Bodily Harm with intent (Section 18)	53	7%	4%	2%
Assault – Grievous Bodily Harm - without intent (Section 20)	15	2%	2%	1%
Harassment (Section 2)	88	11%	14%	15%
Harassment (Section 4)	18	2%	3%	4%
Criminal Damage	79	10%	11%	14%
Threats to Kill	35	4%	5%	6%
Coercive Control	41	5%	5%	4%
Malicious Communication	14	2%	2%	2%
Breach of Restraining Order	44	6%	10%	8%
Breach of Non-Molestation	29	4%	5%	5%
Rape (Section 1)	45	6%	4%	4%
Sexual Assault (Section 3)	16	2%	2%	2%
Kidnapping or False Imprisonment	17	2%	1%	1%
Perverting the course of justice ( Common Law)	0	0%	0%	0%
Witness Intimidation (Section 51)	6	1%	0%	1%
Crimes against property	13	2%	1%	0%
Perjury	0	0%	0%	0%
Fraud	0	0%	0%	0%
Breach of bail	14	2%	1%	0%
Common assault	53	7%	2%	0%
Revenge Porn	4	1%	0%	0%
Arson	4	1%	1%	0%
Stalking	34	4%	3%	0%
Other	50	6%	6%	0%
Don't know	2	0%	0%	0%

Consequences	2021		2020	2019
	Count	%	%	%
<b>Number of incidents =</b>	<b>1040</b>		<b>1065</b>	<b>919</b>
Police report - NFA (no further action)	263	25%	18%	19%
Arrested - on bail	41	4%	2%	3%
Arrested - in custody	21	2%	3%	3%
Charged	98	9%	9%	15%
Charge dropped	48	5%	3%	5%
Pled guilty	292	28%	33%	31%
Pled guilty (lesser charge)	52	5%	5%	5%
Pled innocent-found guilty	58	6%	7%	6%
Pled innocent-found guilty (lesser charge)	5	0%	1%	0%
Not proven	25	2%	4%	3%
Acquitted	26	3%	3%	3%
Missing	111	11%	11%	7%

Reason for NFA (no further action)	2021		2020	2019
	Count	%	%	%
<b>Number of NFA =</b>	<b>263</b>		<b>193</b>	<b>171</b>
Victim withdrew	90	34%	38%	33%
Police withdrawal of case	85	32%	24%	30%
CPS withdrawal of case	29	11%	14%	16%
Other	25	10%	11%	8%
Don't know	8	3%	3%	5%
Missing	26	10%	10%	9%

Were special measures granted in this case?	2021		2020	2019
	Count	%	%	%
<b>Number of police reports =</b>	<b>784</b>		<b>781</b>	<b>724</b>
Granted	156	20%	30%	27%
Denied	1	0%	1%	1%
Not yet confirmed	33	4%	3%	0%
Not requested	189	24%	24%	34%
Don't know	27	3%	3%	6%
Missing	378	48%	40%	32%

Perpetrator penalties	2021		2020	2019
	Count	%	%	%
<b>Number of police reports =</b>	<b>784</b>		<b>781</b>	<b>724</b>
Community order - DV-related specified activity order	70	9%	13%	11%
Community order - other requirements	33	4%	7%	9%
Suspended sentence - with DV-related specified order	27	3%	4%	5%
Suspended sentence - with other requirements	18	2%	3%	2%
Custodial sentence - up to 12 months	80	10%	11%	10%
Custodial sentence - 12 months or more	52	7%	7%	8%
Restraining order - up to 12 months	39	5%	10%	9%
Restraining order - up to 24 months	87	11%	12%	17%
Restraining order - 5 years	58	7%	4%	0%
Restraining order - indefinite	34	4%	6%	9%
Bindover	4	1%	0%	0%
Fine	46	6%	9%	11%
Caution	9	1%	1%	1%
Compensation	29	4%	8%	9%
Conditional discharge	3	0%	2%	0%
Other	58	7%	5%	10%

Percentages above are calculated from total number of reports and include incidents where the perpetrator wasn't penalised.

What support did you provide the client in this area?	2021		2020	2019
	Count	%	%	%
<b>Number of police reports =</b>	<b>784</b>		<b>781</b>	<b>724</b>
Helped client report incident to police	147	19%	17%	16%
Explained criminal justice process	590	75%	76%	71%
Supported client through criminal justice processes	363	46%	50%	52%
Supported client to access legal support	48	6%	5%	6%
Attended court with client	75	10%	23%	21%
Attended court without client	49	6%	12%	10%
Provided updates about court outcomes	344	44%	49%	49%
Advocated for client during proceedings	111	14%	18%	19%
Supported client with their own charge/conviction	8	1%	1%	0%
Helped client to access compensation	16	2%	3%	2%
Supported client to make an anonymous report	2	0%	0%	0%
Other	108	14%	11%	12%
Missing	137	17%	17%	20%

**Civil justice system outcomes**  
(Information captured at exit, n = 2,360)

		2021	2020	2019
<b>Clients supported with civil justice</b>	<b>n=</b>	<b>2360</b>	<b>2928</b>	<b>2407</b>
	Count	%	%	%
Yes	330	14%	15%	13%
No	2030	86%	85%	87%

		2021	2020	2019
<b>Did the client qualify for legal aid?</b>	<b>n=</b>	<b>330</b>	<b>437</b>	<b>324</b>
	Count	%	%	%
Yes	191	58%	42%	48%
No	50	15%	29%	20%
Don't know	49	15%	8%	11%
Missing	40	12%	21%	20%

2021								
Civil orders applied for	Applied for		Granted		Not granted		Breached	
	Count	%	Count	%	Count	%	Count	%
Non-molestation order	67	20%	124	38%	11	3%	1	0%
Occupation order with power of arrest	4	1%	17	5%	6	2%	0	0%
Order under Protection from Harassment Act	2	1%	3	1%	3	1%	0	0%
Injunction under Forced Marriage Act with power of arrest	0	0%	1	0%	2	1%	0	0%
Child arrangements order	40	12%	18	5%	4	1%	0	0%
Prohibited steps order	13	4%	23	7%	2	1%	0	0%
Specific issue order	1	0%	2	1%	2	1%	0	0%
Other orders under the Children's Act	3	1%	4	1%	2	1%	0	0%

2020				
Civil orders applied for	n= 437			
	Applied for	Granted	Not granted	Breached
	%	%	%	%
Non-molestation order	9%	33%	4%	1%
Occupation order with power of arrest	1%	4%	1%	0%
Order under Protection from Harassment Act	0%	2%	1%	0%
Injunction under Forced Marriage Act with power of arrest	0%	0%	0%	0%
Child arrangements order	19%	15%	2%	0%
Prohibited steps order	2%	5%	0%	0%
Specific issue order	1%	0%	0%	0%
Other orders under the Children's Act	2%	1%	0%	0%

Applied for' indicates that the outcomes was not known by the time the case was closed. 'Breached' indicates orders that were granted and then subsequently breached.

		2021	2020	2019
<b>What support did you provide the client in this area?</b>	<b>n=</b>	<b>330</b>	<b>437</b>	<b>324</b>
	Count	%	%	%
Supported client to apply for legal aid	135	41%	32%	34%
Arranged a pre-court visit	8	2%	4%	11%
Referred client for legal advice	214	65%	52%	58%
Supported client with self application of orders	38	12%	21%	20%
Supported client to complete documents	33	10%	24%	26%
Attended court with client	29	9%	34%	38%
Provided updates about civil justice outcomes	39	12%	12%	23%
Advocated for client during proceedings	27	8%	14%	16%
Provided legal support at court	5	2%	1%	2%
Presented evidence at court	3	1%	1%	6%
Helped client report a breach	33	10%	9%	11%
Support with defence against cross applications	3	1%	3%	5%
Supported client with distribution of orders	2	1%	0%	2%
Other	104	32%	28%	29%
Missing	18	5%	8%	3%