

Domestic Abuse Service (DAS) Report 2007-08

Introduction

This report summarises the work of the Domestic Abuse Service Team over the past year and reports on progress to meet targets and feedback from customers.

Service Users and Partners

The DAS Team customers are primarily women and children who are experiencing or have experienced domestic abuse. Women and children engage in this service on a voluntary basis.

The DAS team comprises :- Manager, 3 Children's Workers, 1 Minority Population Women's Worker, Substance Misuse Women's Worker and a part-time Women's Worker, supported by 1 Administrative Assistant. In addition the service has a seconded Counsellor from Open Secret.

The DAS Team staff work alongside partner agencies from both the voluntary and statutory sectors including education, health, police, social work, housing, WLDAS, Women's Aid and Victim Support.

Summary of the services provided

Children and young people who have experienced domestic abuse can receive individual support, participate in a group-work programme and/or benefit from the support and advice offered to their mother/main carer. Referrals for children's work come from a variety of agencies including -Women's Aid, Health, Social Work, Education, and the Domestic Abuse Screening Group. After a successful awareness raising pilot programme on Domestic Abuse, a multi agency team, led by DAS and Education, are progressing towards delivering a preventative education programme on Domestic Abuse to all secondary schools in West Lothian.

DAS offers a range of services to women including safety planning and advocacy. The Minority Population Worker has a specific remit for development and to provide direct service to women from a variety of ethnic backgrounds in West Lothian. The Substance Misuse Worker works with women who experience domestic abuse and have additional issues arising from substance misuse.

The counsellor from Open Secret provides a service to adult survivors, both male and female, of child sexual abuse.

Service standards

We said we would:	07/08	Target 08/09
<ul style="list-style-type: none"> Acknowledge referrals within one week and advise you when a service will be available; 	94%	100%
<ul style="list-style-type: none"> Allocate a worker within one week of a service becoming available 	96%	100%
<ul style="list-style-type: none"> Arrange to meet with you within one week of your worker being allocated; 	85%	95%
<ul style="list-style-type: none"> Let you know, at the above meeting, what service we can offer 	100%	100%
<ul style="list-style-type: none"> Review your service regularly, usually after every three months 	95%	100%
<ul style="list-style-type: none"> Involve you in all reviews of your service 	100%	100%
<ul style="list-style-type: none"> Consult with you about plans for ending the service 	100%	100%
<ul style="list-style-type: none"> Ask for suggestions on how we can improve our service 	96%	100%
<ul style="list-style-type: none"> Ask you about how we are performing against these standards in our annual customer survey – we will also ask about your satisfaction with our services. 	95%	100%

We asked customers if they felt our Service Standards were still relevant. Of those who responded 91% agreed they were and 9% responded don't know. When asked if these standards were met 73% agreed, the remaining 27% answered 'don't know'.

Achievements/Report on previous years targets

The DAS team was set up in March 2007 and spent the initial months establishing the service, the basic policies and procedures and networking with partner agencies. Service Standards were formulated early in 2008 and therefore cannot be compared with previous years. The standards will be reviewed by the DAS team at our annual development day.

Feedback on customer satisfaction

Thirty children and their parent / carer were contacted and requested to provide information on the service received.

Our telephone survey of service user parents indicated that 100% (12) rated the DAS as very good as they believe that their confidentiality is maintained, that appointments are made at convenient times and that the services they receive are well co-ordinated. 92% (11) answered 'very good' for being 'treated fairly', a 'prompt and friendly response' and receiving 'helpful/appropriate information' and information that is 'easy to understand'. 10 of the 12 respondents indicated that 'reports/leaflets' are easy to understand. The remaining respondents answered 'not applicable', as not all will have had formal reports. 10 respondents answered 'very good' to indicate that the service was readily and reliably available. 10 also gave a very good rating for 'service within timescales' and 'timescales given for outstanding tasks'.

Eleven agencies we work with also provided useful information that we will use to improve our service.

All of them rated our service good, very good or excellent for timeliness, quality, sharing information, communication and staff attitudes. 10 rated our availability as good, very good or excellent. The one 'satisfactory' comment related to the limited availability of the Children's Workers which results from the high demand for the service. This could only be addressed by increase in staffing and/or consideration of the service delivery options, for example providing group work support.

A full report with the results of any consultation exercise is available from Susan Lawson, DAS Manager, on request.

Complaints/compliments report

A complaints procedure is established. There have been no complaints from customers.

Of our partner agencies 73% are aware of our complaints procedure, 27% are not, an issue which needs to be addressed.

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