

APPENDIX 3

Current Domestic Abuse Provision

1. The contract the Council had with Solace came to a natural end in late 2022. In February 2023, the council awarded a contract to deliver all standalone Domestic Abuse commissioned specialist support services to Refuge, commencing on 6 February 2023 until 6 August 2024 ahead of the commencement of a transformation programme to review existing provision.
2. This is in addition to the pre-existing single-sex refuge accommodation contract, which provides 31 single-sex refuge bed spaces and specialist support for single Women and Women with Children, including boys up to the age of 14 years, fleeing domestic abuse. Referrals are primarily made to the service through various national voluntary bodies such as the National Domestic Violence Helpline, and local social services and the police. Women may also self-refer for support.
3. All support provided aims to empower women, help with the recovery from being abused, increase survivor confidence and knowledge to move on, successfully resettle and maintain independence. The service also helps survivors to find alternative accommodation, and provides support to set up and maintain the home or tenancy.
4. Risk levels are interchangeable and the service provider is required to work across all levels of risk. The service provider aims to have an Independent Gender Violence Advisor (IGVA) contact as the first step attempted within 24 hours of referral and risk assessed in line with national standards. IGVA and the crisis support / duty system enables survivors to access initial support and advice when they contact the service.
5. Duty IGVAs deliver immediate crisis support, including referral to refuge accommodation where eligible, information about other safe accommodation options; guidance regarding civil and criminal legal options; safety planning (in relation to leaving safely, or remaining in the relationship) and support to safeguard vulnerable adults and children. Service managers are always available to provide support regarding safeguarding or other concerns.
6. An individual needs assessment and support plan is completed within five working days. Refuge also refer people not eligible for their service to other specialist providers, not funded by the Council such as Galop and Sign Health to meet needs of survivors with protected characteristics. The provider is responsible for delivery of the following:
 - Survivor Advocacy and Support Service, eight IGVA's annual caseload of 112.5 (based on 1500 referrals per year, and 60% of survivors referred taking up the service).
 - Sanctuary Schemes @ Part 4 Safe Accommodation Duty activates eligibility to access to pan-London floating support as opposed to the eight IGVA's mentioned above.
 - Perpetrator Programme

- Child Therapeutic Programme
- Adult Survivors Counselling Programme
- Training programme
- Service User Group work programme
- Iris Programme – General Practice, (GP) Training
- Homelessness Independent Domestic Violence Advocacy (IDVA)
Homelessness IDVA:
- The Homelessness IDVAs is embedded Southwark Housing Solutions Team to ensure that survivors' safety and housing needs are met.
- Southwark Refuge provides 31 single sex accommodation bed spaces. Survivors with boys aged 14+ are not eligible for refuge accommodation, this is national standard practice.

7. As of February 2023, the specialist service provision metrics provided by the Refuge Southwark Domestic Abuse Service (SDAS) contract are as follows:

- a. Survivor Advocacy and Support – no target set but anticipated will receive 1,500 referrals per year, 60% to take up service offer (900)
- b. Survivor Counselling Service – 53 individuals to complete course
- c. Survivor Group Programmes – 3 programmes delivered, 40 participants per year
- d. Child Therapeutic Programme – no target set but anticipated 20-25 cases per year
- e. Sanctuary Scheme – no target set but 150-200 individuals expected to be supported.
- f. Iris Programme – 100 referrals from IRIS trained surgeries
- g. Homelessness IDVA Service – no expected number
- h. Training Programme – 20 awareness raising sessions delivered
- i. Perpetrator Programme – 20-25 individuals to engage
- j. Supported Accommodation – 45 adults to commence residence