



OXFORD GRADUATE?

PLAYS FOOTBALL ON WEEKENDS?

VICTIM OF FINANCIAL BLACKMAIL?

16 Days of Action—Stakeholder Event (29 November 2017)

Embedding an early intervention approach to support people impacted by domestic abuse

Summary of Group Discussions

Contents

1. Attendees	3
2. Topics for group discussions	4
3. Feedback from the discussions	5
4. Evaluation from the whole event	10

1. Attendees

See below for the range of organisations that participated at the event.

- Improvement Service
- London Metropolitan University
- NHS Health Scotland
- Trading Standards Scotland
- Scottish Women's Aid
- East Dunbartonshire Citizens Advice Bureau
- Musselburgh Citizens Advice Bureau
- Police Scotland
- Community Justice Scotland
- Citizens Advice Scotland
- Falkirk Council
- Argyll and Bute Council
- Big Lottery
- Glasgow City Council
- Rights Advice Scotland
- City of Edinburgh Council
- One Parent Families Scotland
- Glasgow East Women's Aid
- Greater Easterhouse Money Advice Service
- Department of Work and Pensions
- Scottish Social Security System, Scottish Government
- Scottish Fire and Rescue Service
- NHS Glasgow and Greater Clyde
- University of Glasgow
- Dundee Citizens Advice Bureau

2. Topics for Group Discussions

Participants worked in four groups to discuss four key topic areas focussed on:

- Early intervention approaches
- Partnership working
- Training
- Routine Enquiry

The discussions started with each member sharing details about their work. This was a knowledge sharing and networking session.

Participants were asked to then reflect on the presentations throughout the day. They were asked to give consideration for their own role, organisation and for the people who use the services they provide.

The purpose was to identify any improvement actions going forward around the key themes being discussed. To try to identify any barriers and challenges for clients or partners accessing advice services for people impacted by domestic abuse. This included awareness of services and existing channels, partnership working, referral pathways and any areas of early intervention good practice.

Participants were asked to think about the wide range of advice and financial inclusion services available and also to share what training existed or was perhaps required to drive further improvements across the sector.

Groups had a mix of professionals with a strategic and front-line focus.

Participants got to learn about the routine enquiry to domestic abuse for health care workers and were asked to have a discussion around the challenges and benefits to asking a routine enquiry across other sectors in Scotland and within each of their own organisations.

3. Actions and Feedback from the Group Discussions

Routine Enquiry

Which organisations do you think could be asking a routine enquiry on domestic abuse and money related matters?

- Hospitals – NHS
- Well woman clinic
- DWP: JCP
- Social Work/ police – be careful how you approach them (tick box exercise)
- Schools
- Link issues with soaps on TV
- Money advice services
- Holistic approach
- Medics against violence
- Link workers – housing/homeless
- Banks/financial institutions – do they recognise abuse

If a routine enquiry was to be considered within your own practice and organisation what things would you need to start to consider in the process?

- What we do with information
- Where to sign post
- Is person able to act on advice
- How to frame the question
- Need to understand what organisation can't/can do
- Confidence soft skills
- Guidance on how to respond care/referral pathways
- Appropriateness
- Individual judgement

What benefits and outcomes do you see could be achieved from asking a routine enquiry?

- Reporting leads to funding in what way
- Opening the door – even if don't disclose can come back, know support is available
- Better outcomes for individual
- Building the evidence – training, guidance, research
- Early intervention
- Understand someone's situation
- Providing a chance/space for person to speak out and access support

- Signpost – holistic approach – women’s aid, advice

What would you foresee as the challenges to asking a routine enquiry?

- Training issues
- Expectation that there will be advice on what to do and where to go
- Too many ask – overkill
- Data sharing of personal info
- Services not being available to refer onto
- Vicarious trauma
- Skills in knowledge and responding
- People don’t want to talk about everything
- Some organisations are very large—high turnover
- Time

Training

What training and awareness packages do people within your organisation currently access or deliver in relation to domestic abuse including financial abuse?

- Victim Support—criminal justice & domestic abuse
- One Parent Families Scotland—deliver GBV and financial abuse (Glasgow and Lanarkshire)
- Money advice Scotland—No GBV
- Training focuses on your organisational issue and not ‘linked’ issues—intersectionality i.e. Domestic violence and health, domestic violence and debt - identify these issues via policies/ strategies etc
- Build capacity—train the trainers

What training solutions could be enhanced or improved across the sector either locally or nationally co-ordinated? What is needed to achieve this improvement?

- Want more generic abuse—same sex relationships
- National VAW network
- Reflective practice
- Implementation groups
- Organisations to jointly develop training
- Need to know how to apply knowledge
- Joint training
- Need to develop confidence
- Training for others to let them know about other issues
- Examples of good practice
- On-going training
- Training for staff around burnout/vicarious trauma
- White ribbon Scotland

- Recognise where people go—train these i.e. GPs, (in rural areas)
- Standardise training—so it is delivered across local areas—share best practice (need funding)

What collaborative training or partnership events are you aware of that take place within the domestic abuse and advice services sector (mainly debt, benefits and housing)? Either on local or national level?

- GBV Network—multi-agency across NHSGGC which is focused on GBV but offers opportunity to introduce money advice/money worry across into survivor support services
- Scottish Women’s Aid
- CPAG training
- Illegal money lending unit
- DWP, JCP
- NHS can attend events on routine enquiry
- Training within own organisations—ongoing in-house training
- Different partnerships come together at local level
- Basic awareness and VAW

Early Intervention

How can we achieve improved outcomes for women and children subject to domestic abuse or your clients in general? What’s needed to make this happen, what early intervention?

- More staff
- Better links between funders
- Use local hubs
- Awareness of benefit/advice/services
- Concrete referral pathways
- More in education and schools
- Role of advocacy could be strengthened/widened
- Joint working and projects
- Role for Violence Against Women Partnerships
- Training for front line workers on basic benefits and for advice staff on dealing with abuse

What works well? Highlight any areas of good practice and early interventions which help engage the client early in the process within your organisation or elsewhere that you are aware of?

- Dundee—prevention work in school (secondary) – curriculum financial capability
- Raising awareness
- Routine enquiry
- Glasgow—school supporting clean-up of Women’s Aid projects and in return Women’s Aid delivering awareness session to S1/S2

What doesn't work so well? What barriers do you feel your client experiences in the sector when trying to engage and access advice and wider financial inclusion services?

- Links between agencies need improved and projects within agencies
- Resourcing advice services
- The future of Brexit on European Social Fund funding
- Thresholds (high)
- Danger of isolating youngsters when talking about finances if only from a 'poor' background
- Change of staff particularly transitions stage

Partnership Working

What improvement actions can you take away from today and start to implement to help strengthen the partnership working?

- Phone number for workers to call for advice or where to sign post women
- Establish/learn who is local contact for relevant partner org
- Making links from today and signpost them
- Multi agency worker in Scottish Women's Aid
- Join practice. Healthier Wealthier Children and GBV in NHS GGC
- Financial inclusion plan in city wide VAWP Strategy
- Mapping exercise—yearly questionnaire for those on it
- Link to health
- Event to share operational guidance e.g. domestic violence
- If it does not work gather evidence and influence policy

What does partnership work look like within your organisation and the domestic abuse and advice services sector (money, benefits, housing) etc?

- Mid/East Lothian and WA—financial capabilities post (not GBV Exclusive)
- Lots of financial capability across Glasgow
- Glasgow East Women's Aid (2-year project) linked to Gemap (NHS funded) for financial inclusion—findings reactive as opposed to forward planning. Welfare advocacy health, housing key issue woman in work unable to afford refuge. Individual page of support
- Money advice linked into local VAWP
- Dundee cab working with Scottish Women's Aid—local VAW, police, housing, health, JCP, key element 1-2-1

What barriers and challenges exist for partnership working?

- Pre-conceived ideas of partner organisations working together to build trust is key
- Knowing what is out there
- Resources or lack of reduced capacity
- Postcode lottery
- Limited contact between advice services and woman's services

- Different organisations cover part of area and change then leave the area
- Change of staff can undo the building blocks
- Resources limited
- Funding
- People can't get away to meet others
- Stealing ideas
- Organisations/sectors differ in pace of change/engagement

Evaluation from the Whole Event

Evaluation Feedback

36 people registered to attend which was the maximum capacity of the venue.

28 managed to attend on the day (78% response).

21 feedback forms were completed (75% response).

Participants were asked to score between 1–5 for the presentations and whether they were useful and informative with 1 scoring low and 5 high.

Evaluation Feedback Summary

Participants were asked to circle one box to rate the extent to which they agreed with the undernoted statements (*1 = Disagree strongly; 5 = Agree strongly*)

1. The presentations were useful and informative

	1	2	3	4	5
Results				5	16

Comments

- I found all the presentations very useful and underpinned my thinking and work that as a team we could take forward
- At times, it was grim listening because the statistics were so awful. I have taken away a number of actions
- Very useful to my role, informative and relevant
- Very useful and spot on. Would have loved to hear from police about how they plan on dealing with financial abuse
- Found all of them extremely useful
- Found research report on financial abuse particularly interesting
- All presentations were very informative and have increased my knowledge
- Great to hear what is going on, best practice
- Great event, good location
- Especially Nicolas presentation learnt about economic abuse
- Excellent speakers, very informative

2. The group discussions were generally useful and informative

	1	2	3	4	5
Results			1	5	13

Comments

- Found insight from other teams very useful and will certainly use this in current practice
- Great chance to network
- Again, incredibly useful and gave a great overview of everyone's jobs. Fantastic for networking
- Was good to hear from other organisations/individuals on their practices etc
- Useful in principle but difficult to maintain engaged as too long
- Good to know what other services are currently delivering to specific client group
- Generally, but a big long

2 out of the 21 participants did not complete this feedback as they had to leave the session prior to the group discussions.

3. I am now more informed of the wider issues and responsibility for tackling inequalities.

	1	2	3	4	5
Results			1	6	14

Comments

- Great to hear and understand the wider issues within the sector
- Placed a number of ideas in my head to take back to my service
- Presentation from Nicola was particularly helpful and have more understanding of the financial and emotional abuse that clients are going through
- Scored 3 only because I feel I came with a good level of knowledge already
- Encouraging disclosure

4. I am now more likely to take some form of action within my own organisation or as an individual to improve current practice, share knowledge and strengthen partnership working.

	1	2	3	4	5
Results			1	3	17

Comments

- We will look at this as part of future safe and well visits
- Will be contacting other delegates with information that can assist with client group
- Share knowledge and partnership working
- Yes—I will report back to colleagues at Community Justice Scotland
- Encouraging disclosure—collate information so this can be reported on

5. How could the IS improve similar workshops in the future?

Comments

- This was excellent and exactly as described

- More of the same, good facilitation
- Invite academics and young persons. The more you can reach the better
- More discussion on this issue—first time this subject appears to have been focussed on in such depth
- Have such meetings more often through the year
- Break up discussion session—charter sessions in morning and afternoon
- Less time with knowledge sharing ‘less than an hour’ and group discussion as this has taken place throughout the day
- Outside space
- Good mix of agencies, possibly pass out contact/email addresses so that people can contact each other should advice be required
- Tips on how to phrase questions and improve

6. Do you have any other comments?

Comments

- Great event! Fantastic for networking
- Enjoyed it, good learning experience
- Very stimulating day and good networking. Great bringing these agencies together
- The workshop was very informative and useful within the service and the learning outcome has been very beneficial
- Thank you to Sandra for organising
- It would be good to take the issues forward to keep things going
- Useful coordinated and interactive
- Very informative and useful sessions
- Great location and lunch

Further Testimonies

Marc Kelly, Detective Constable, Domestic Abuse Task Force, Police Scotland to Gordon McCreadie, Detective Superintendent

‘Sir, I had the opportunity to attend the Stakeholder Workshop and Learning Event yesterday as part of the 16 days of action.

It was a well organised event with powerful and knowledgeable speakers from the domestic/ financial abuse field. It was a great opportunity to meet other stakeholders from our field of work and to understand the importance of partnership working.

The event highlighted the importance of looking for the signs of financial abuse /coercive control which are generally the precursor to physical and sexual abuse of women. Albeit, as a department we are generally targeting historical partners/victims who have found the courage to escape their abuse, I hope that I was able to provide them with some insight into our field and share some of our good practice.

Credit to Sandra Sankey for putting the event on and inviting such a diverse audience.’

Update from Police Scotland – to share with stakeholders

Police Scotland works to a nationally agreed definition of domestic abuse which has been adopted by the Crown Office Procurator Fiscal Service.

“Any form of physical, verbal, sexual, psychological or financial abuse which might amount to criminal conduct and which takes place within the context of a relationship.

“The relationship will be between partners (married, cohabiting, civil partnership or otherwise) or ex-partners. The abuse can be committed in the home or elsewhere including online.”

Currently, at every Domestic Incident that the Police attend or deal with they will ask the question:

Are there any financial issues e.g. are you dependant on the suspect/accused for money?

Officers will then probe the victims answer in order to obtain a full understanding of exactly the financial dynamics. This answer will be documented on a Police database with the information shared with support agencies such as ASSIST or Local Authority Social Work, if the victim agrees.

Officers will also signpost victims to support agencies such as Citizens Advice Bureau.

Going forward, the Domestic Abuse (Scotland) Bill that is currently progressing through the Scottish Parliament should provide Police Scotland with the ability to report perpetrators of financial/coercive domestic abuse to the Procurator Fiscal. This act will create a specific offence which will target perpetrators who make their victims; dependant on them; isolate them from their friends, relatives or other sources of support; control, regulate or monitor their day to day activities; deprive them or restrict their freedom of action and frighten, humiliate, degrade or punish them.

Message sent to key stakeholders

‘Hi there all, it was lovely to meet you at the event focused on domestic abuse and money advice services last week.

I would like to offer an opportunity to meet with our Partnership Manager and Community Partners, should you wish to find out more about the Community Partner project and any DWP information. Our Partnership Manager can provide short presentations in relation to any benefit/benefit changes if you feel that this would be beneficial to you and your team. We can tailor information to your specific needs.

The team can also provide wider support in relation to anything you feel may improve support for individuals that may access your services.

Please let me know if I can link you with any relevant service internally. We cannot answer specific enquiries in relation to individuals but can support you with information sessions and any changes to benefits’.

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