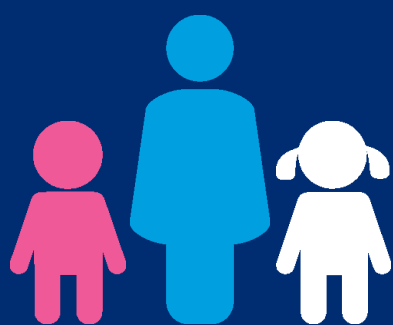


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# Insights outreach dataset 2020-21

## Adult outreach 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 3,211 unique individual cases at intake and 2,149 matched cases at exit, drawn from 11 Outreach 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

3,211 cases opened

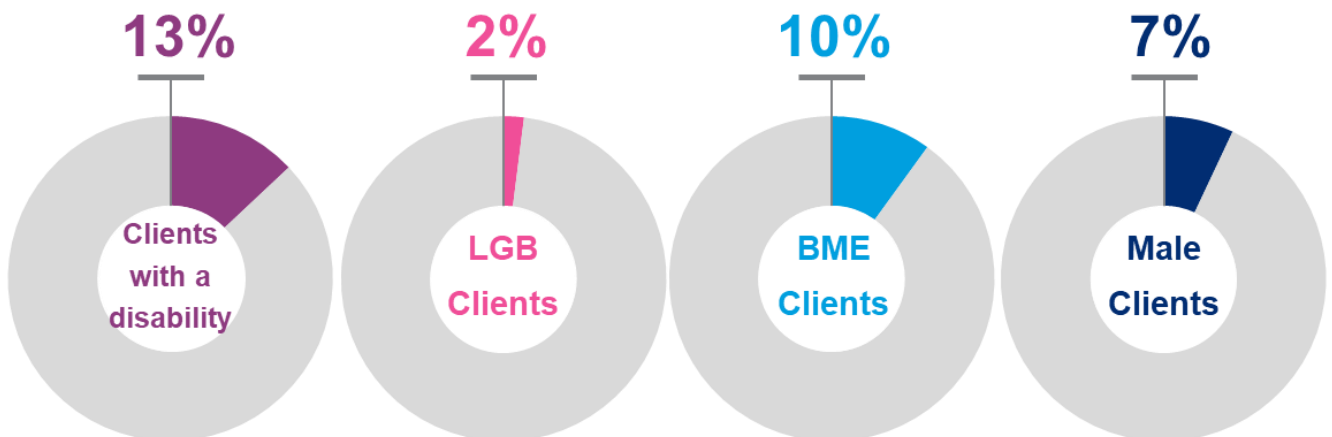
2,149 cases closed

93 clients supported with criminal or civil justice



Location of the services in the dataset

## Proportion of clients from diverse client groups





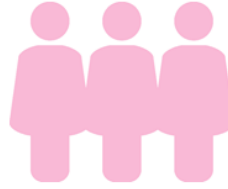
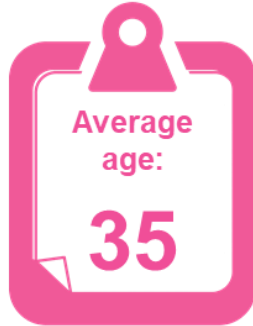
Ending domestic abuse

# Domestic Abuse Service

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



## Who are they?



42 will be unemployed

13 will have a disability



## Who else is involved?

85 have a male perpetrator

For 73 the perpetrator will be an ex-intimate partner



## What have they experienced?

10 will be at high risk of serious injury or death

Average length of abuse:



43 have experienced physical abuse  
14 have experienced sexual abuse  
47 have experienced harassment and / or stalking  
68 have experienced jealous and controlling behaviours





Ending domestic abuse

# Domestic Abuse Service

If an Outreach 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 11 direct contacts over a 18 week period



2 will be supported with criminal justice  
3 will be supported with civil justice



84 will be supported with safety



2 will be supported with alcohol misuse  
2 will be supported with drug misuse



18 will be supported with children and parenting



20 will be supported with housing



28 will be supported with their mental health

8 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



82 have an improved quality of life

80 will feel optimistic about the future



86 feel safer



84 have an improved sense of wellbeing

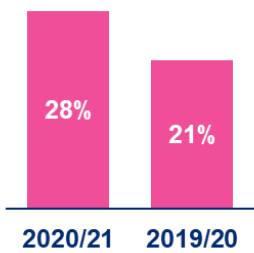
*"I am so grateful for the support I received and having someone to talk to"*

- a survivor



78 feel more confident

# Key findings



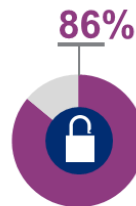
**28%** of those that experienced physical abuse at intake had suffered **strangulation or attempted strangulation**. This has **increased** from 21% the previous year

Clients were **supported** for an average of

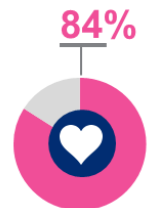


With an average of **11 contacts**, up from seven last year

The majority of clients saw a reduction for **each of the abuse types** after support from an Outreach caseworker:

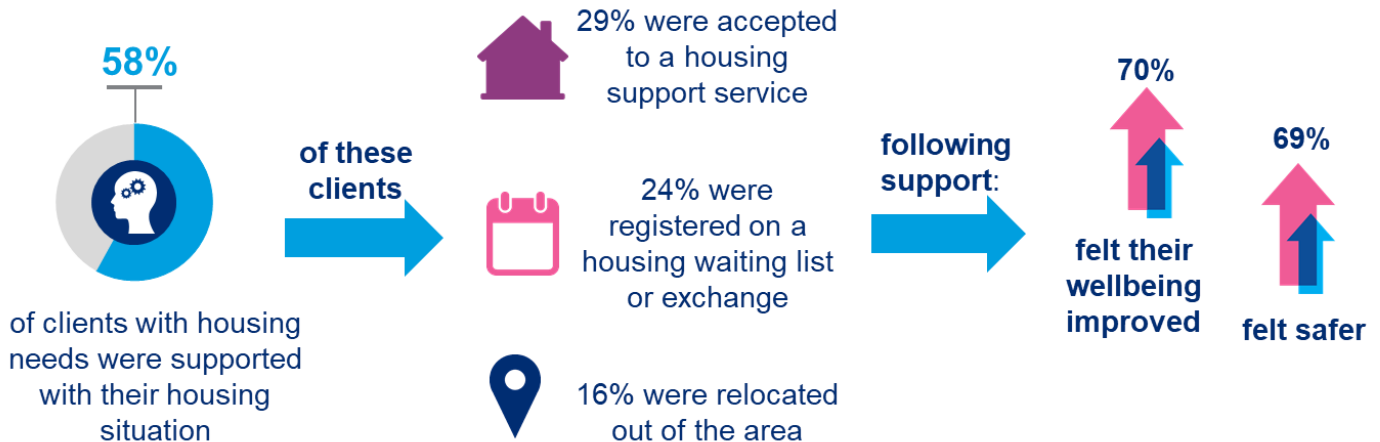


The majority of clients\* at exit said they **felt safer**



The majority of clients\* at exit said their **wellbeing had improved**

\*Of those adult clients who completed the question



## Service inputs

### Cases used in the analysis

Intake forms 3,211

In the period April 2020 to March 2021, caseworkers submitted 3,211 intake forms for clients entering Outreach services.

These forms contain information about client demographics, and the characteristics of the abuse that clients accessing Outreach services are experiencing.

For the period April 2019 to March 2020 there were 1,940 forms submitted and for the period April 2018 to March 2019 there were 1,867 forms submitted.

### Review forms

240

Caseworkers submitted 240 review forms for clients engaged with Outreach 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 84 review forms submitted and for the period April 2018 to March 2019 there were 21 review forms submitted

### Exit forms

2,149

Caseworkers submitted 2,149 exit forms for clients leaving Outreach 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 1,196 exit forms submitted and for the period April 2018 to March 2019 there were 1,063 exit forms submitted.

### Criminal and civil justice forms

Caseworkers supporting clients with criminal and civil justice (CCJ) supported 43 clients with criminal justice and 59 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 35 criminal justice forms and 42 civil justice forms submitted.

Referral status	2021		2020	2019
	n=	3211	1940	1867
	Count	%	%	%
New client	2128	66%	73%	74%
Repeat to service	1026	32%	25%	22%
Continuing case	57	2%	2%	4%
<b>Total</b>	<b>3211</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
	Count	n=	1940	1867
Police	803	3211	15%	11%
Marac	17	3211	0%	2%
Self	1075	3211	35%	40%
Health	31	3211	2%	2%
Hospital - Emergency department	4	3211	0%	0%
Hospital - Maternity	5	3211	0%	0%
Community health	24	3211	1%	1%
Mental health	62	3211	3%	2%
Housing	50	3211	2%	1%
Drug services	7	3211	0%	0%
Alcohol services	2	3211	0%	0%
Education	15	3211	1%	1%
Children's social services	514	3211	15%	12%
Adult's social services	54	3211	2%	2%
Probation	13	3211	0%	0%
CRC	0	3211	0%	0%
Refuge	19	3211	1%	1%
Outreach	92	3211	3%	3%
DVA & SV services (internal)	110	3211	4%	4%
DVA & SV services (external)	77	3211	2%	4%
Helpline	117	3211	8%	6%
Specialist services	26	3211	1%	2%
MASH	17	3211	1%	0%
Domestic Violence Court	0	3211	0%	0%
Other	77	3211	3%	5%

For referrals received through a single-point of contact Initial referral route	2021		2020	2019
	Count	n=	1940	1867
Police	281	3211	8%	7%
Marac	11	3211	1%	1%
Self	365	3211	12%	15%
Health	23	3211	1%	2%
Hospital - A&E	4	3211	0%	0%
Hospital - Maternity	1	3211	0%	0%
Community health	13	3211	1%	1%
Mental health	27	3211	1%	1%
Housing	9	3211	1%	1%
Drug services	0	3211	0%	1%
Alcohol services	3	3211	0%	0%
Education	11	3211	1%	1%
Children's social services	138	3211	5%	4%
Adult's social services	10	3211	1%	1%
Probation	5	3211	0%	0%
CRC	0	3211	0%	0%
Refuge	8	3211	0%	0%
Outreach	0	3211	0%	0%
DVA & SV services (internal)	34	3211	1%	1%
DVA & SV services (external)	29	3211	1%	1%
Helpline	24	3211	1%	2%
Specialist services	10	3211	1%	1%
Other	23	3211	1%	2%
Don't know	13	3211	0%	1%
Missing	2150	3211	64%	58%



# Client profile

## Socio-demographic description of client accessing Outreach services

(Information captured at intake, duplicates removed, number of individual clients (n) = 3,111)

Age of client	2021		2020	2019
	Count	n= 3111	1907	1842
<18	36	1%	2%	2%
18-20	171	5%	5%	6%
21-30	991	32%	30%	29%
31-40	1092	35%	34%	34%
41-50	500	16%	21%	18%
51-60	224	7%	6%	8%
61+	97	3%	3%	3%
<b>Average age</b>	<b>35</b>		<b>36</b>	<b>36</b>

Sex assigned at birth	2021		2020	2019
	Count	n= 3111	1907	1842
Female	2878	93%	94%	95%
Male	224	7%	6%	5%
Intersex	3	0%	0%	0%
Not disclosed	5	0%	0%	0%
Don't know	1	0%	0%	0%

Which of the following describes how the client thinks of themselves?	2021		2020	2019
	Count	n= 3111	1907	1842
Female	2816	91%	91%	90%
Male	225	7%	5%	5%
In another way	5	0%	0%	0%
Not disclosed	11	0%	1%	0%
Don't know	7	0%	1%	0%
<b>Not sex assigned at birth</b>	<b>30</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>
Missing	47	2%	2%	5%

Sexual Orientation	2021		2020	2019
	Count	n= 3111	1907	1842
Heterosexual	2724	88%	90%	90%
<b>Total LBG+</b>	<b>71</b>	<b>2.3%</b>	<b>3%</b>	<b>2%</b>
┆ Bisexual	28	1%	2%	1%
┆ Gay	16	1%	1%	0%
┆ Lesbian	22	1%	1%	1%
┆ Other	5	0%	0%	0%
Not disclosed	85	3%	2%	2%
Don't know	95	3%	2%	2%
Missing	136	4%	4%	5%

Ethnicity	2021	2020	2019
	n= 3111	1907	1842
	Count	%	%
<b>White</b>	2519	81%	83%
English/ Welsh / Scottish / Northern Irish / British	2427	78%	80%
Irish	9	0%	0%
Gypsy or Irish Traveller	4	0%	0%
Any other White background	79	3%	3%
<b>Mixed / Multiple ethnic groups</b>	33	1%	2%
White and Black Caribbean	14	0%	1%
White and Black African	4	0%	0%
White and Asian	5	0%	0%
Any other Mixed/ Multiple ethnic background	10	0%	1%
<b>Asian / Asian British</b>	141	5%	6%
Indian	83	3%	3%
Pakistani	24	1%	2%
Bangladeshi	8	0%	0%
Chinese	3	0%	0%
Any other Asian background	23	1%	1%
<b>Black / African / Caribbean / Black British</b>	42	1%	2%
African	28	1%	2%
Caribbean	5	0%	0%
Any other Black / African / Caribbean background	9	0%	0%
<b>Other ethnic group</b>	10	0%	1%
Arab	3	0%	0%
Any other ethnic group	7	0%	1%
<b>Total Black, Asian and racially minoritised people</b>	309	10%	14%
Not disclosed	71	2%	0%
Don't know	39	1%	1%
Missing	256	8%	5%

Is the client pregnant?	2021	2020	2019
	n= 3111	1907	1842
	Count	%	%
Yes	157	5%	5%
No	2565	82%	84%
Don't know	60	2%	1%
Missing	329	11%	9%

How many children or young people are involved with this case?	2021	2020	2019
	n= 3111	1907	1842
	Count	%	%
0	892	29%	31%
1	863	28%	25%
2	789	25%	26%
3	337	11%	11%
4	160	5%	5%
5+	70	2%	2%
<b>Average number of children</b>	<b>2.0</b>	<b>2.1</b>	<b>2.0</b>

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

Ages of children	2021	2020	2019
	n= 4266	2777	2412
	Count	%	%
0 - 12 months	325	8%	7%
1 - 3 years	808	19%	19%
4 - 11 years	2026	47%	48%
12 - 16 years	747	18%	18%
17 - 18 years	136	3%	3%
18 - 24 years	133	3%	3%
24+ years	54	1%	1%
Don't know	37	1%	1%

	2021		2020	2019
<b>CYPs involvement (of those cases with children or young people involved)</b>	n=	2219	1371	1271
	Count	%	%	%
None	976	44%	45%	43%
Concern raised - NFA	115	5%	5%	8%
Concern raised - contacts/follow up	107	5%	4%	7%
Early help	197	9%	12%	9%
Priority families	1	0%	0%	0%
Targeted families	4	0%	0%	0%
Initial assessment	60	3%	3%	3%
S17 - Child in need	164	7%	10%	8%
S47 - Child protection	262	12%	12%	11%
S31 - Care or supervision order	115	5%	3%	3%
Child protection plan	107	5%	3%	4%
Common assessment framework (Caf/Taf)	13	1%	0%	1%
Personal advisor	3	0%	0%	0%
Transitions team	0	0%	0%	0%
Other	62	3%	2%	3%
Don't know	85	4%	2%	3%
Missing	33	1%	1%	3%

	2021		2020	2019
<b>Does the client have a disability?</b>	n=	3111	1907	1842
	Count	%	%	%
Yes	392	13%	16%	14%
No	2401	77%	79%	77%
Don't know	165	5%	2%	3%
Missing	153	5%	4%	5%

	2021		2020	2019
<b>If yes, what type?</b>	n=	392	299	261
	Count	%	%	%
Physical	167	43%	39%	43%
Learning disability	40	10%	15%	13%
Learning difficulty	38	10%	8%	11%
Neurological condition	41	10%	11%	6%
Progressive illness	27	7%	6%	7%
Organ specific	15	4%	3%	2%
Mental health impairment	158	40%	42%	43%
Sensory disability	15	4%	7%	4%
Frailty	39	10%	7%	10%
Other	12	3%	3%	0%
Don't know	2	1%	1%	0%
Missing	2	1%	1%	0%

	2021		2020	2019
<b>Current employment situation</b>	n=	3111	1907	1842
	Count	%	%	%
Unemployed	1297	42%	44%	46%
Retired	60	2%	2%	3%
Part-time employment	403	13%	17%	16%
In education or training	118	4%	5%	4%
Full-time employment	598	19%	16%	17%
Self-employed	68	2%	3%	3%
Volunteering	7	0%	0%	1%
Stay at home parent	265	9%	8%	2%
Other	59	2%	2%	2%
Not disclosed	38	1%	0%	1%
Don't know	183	6%	2%	3%
Missing	94	3%	2%	4%

	2021	2020	2019
<b>Current financial situation</b>	<b>n= 3211</b>	<b>1940</b>	<b>1867</b>
	Count	%	%
Significant financial problems	100	3%	5%
Reliant on others	364	11%	9%
Unable to pay for essentials	75	2%	4%
Managing essentials but nothing left over	814	25%	34%
Comfortably managing	861	27%	18%
No financial concerns	664	21%	19%
Don't know	84	3%	5%
Missing	249	8%	10%

	2021	2020	2019
<b>Has the client experienced an Adverse Childhood Experience (ACE)?</b>	<b>n= 3211</b>	<b>1940</b>	<b>1867</b>
	Count	%	%
Yes	468	15%	19%
No	453	14%	24%
Don't know	1804	56%	46%
Missing	500	16%	14%

	2021	2020	2019
<b>Adverse Childhood Experiences (ACEs)</b>	<b>n= 468</b>	<b>366</b>	<b>429</b>
	Count	%	%
Verbal abuse	191	41%	38%
Direct physical abuse	139	30%	31%
Sexual abuse	138	29%	33%
Parental separation	161	34%	31%
Domestic abuse (exposure)	233	50%	52%
Mental illness	118	25%	24%
Alcohol abuse	89	19%	17%
Drug abuse	38	8%	9%
Incarceration of adults within household	15	3%	2%
<b>Average number experienced</b>	<b>2.4</b>	<b>2.4</b>	<b>2.6</b>
<b>Number experiencing four or more</b>	<b>103</b>	<b>22%</b>	<b>23%</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 = 3,211)

	2021	2020	2019
<b>Number of ticks on the Dash</b>	<b>n= 3211</b>	<b>1940</b>	<b>1867</b>
	Count	%	%
Standard Risk (1 - 5)	672	21%	15%
Medium Risk (6 - 9)	1107	34%	36%
High Risk (10+)	1131	35%	39%
<b>Average number of ticks</b>	<b>9</b>	<b>9</b>	<b>9</b>
Missing	301	9%	11%

	2021	2020	2019
<b>High risk?</b>	<b>n= 3211</b>	<b>1940</b>	<b>1867</b>
	Count	%	%
Yes	334	10%	13%
No	2569	80%	81%
Don't know	93	3%	1%
Missing	215	7%	5%

	2021	2020	2019
<b>On what basis is the client high risk?</b>	<b>n= 334</b>	<b>250</b>	<b>284</b>
	Count	%	%
Actuarial	156	47%	48%
Professional judgment	140	42%	37%
Escalation	33	10%	15%
Missing	5	1%	2%

	2021	2020	2019
<b>Has the case been discussed at Marac?</b>	<b>n= 3211</b>	<b>1940</b>	<b>1867</b>
	Count	%	%
Yes	257	8%	12%
No	2603	81%	80%
Don't know	131	4%	4%
Missing	220	7%	7%

	2021	2020	2019
<b>Abuse experienced in the past 12 months</b>	<b>n= 3211</b>	<b>1940</b>	<b>1867</b>
<b>Clients experiencing each abuse type</b>	Count	%	%
Physical	1373	43%	48%
Sexual	439	14%	18%
Harassment and stalking	1525	47%	49%
Jealous and controlling	2168	68%	68%
Forced marriage	16	0%	0%
'Honour'-based violence/abuse	48	1%	2%
Female Genital Mutilation	13	0%	0%

2021										
Level of abuse	High		Moderate		Standard		None		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%
Physical	304	9%	473	15%	596	19%	1649	51%	120	4%
Sexual	80	2%	117	4%	242	8%	2465	77%	231	7%
Harassment and stalking	261	8%	510	16%	754	23%	1423	44%	186	6%
Jealous and controlling	333	10%	762	24%	1073	33%	819	26%	151	5%

2020					
Level of abuse	n= 1940				
	High	Moderate	Standard	None	Don't know
	%	%	%	%	%
Physical	10%	14%	24%	46%	1%
Sexual	3%	5%	9%	74%	3%
Harassment and stalking	9%	16%	24%	45%	2%
Jealous and controlling	11%	23%	34%	26%	2%

2021						
Level of abuse (continued)	Yes		No		Don't know	
	Count	%	Count	%	Count	%
Forced marriage	16	0%	2820	88%	49	2%
'Honour'-based violence/abuse	48	1%	2772	86%	61	2%
Female Genital Mutilation (FGM)	13	0%	2769	86%	60	2%

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

2020			
Level of abuse (continued)	n= 1940		
	Yes	No	Don't know
	%	%	%
Forced marriage	0%	92%	1%
'Honour'-based violence/abuse	1%	91%	1%
Female Genital Mutilation (FGM)	0%	92%	1%

	2021	2020	2019
<b>Multiple types of abuse</b>	<b>n= 3211</b>	<b>1940</b>	<b>1867</b>
	Count	%	%
Clients experiencing multiple types of abuse	1820	57%	61%
Clients experiencing multiple types of high severity abuse	271	8%	9%
Clients experiencing at least one type of high severity abuse	614	19%	21%

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= 1373</b>	<b>940</b>	<b>874</b>
	Count	%	%
Slapped/pushed/shoved	895	65%	71%
Kicked/punched	461	34%	34%
Restrained/held down	357	26%	29%
Physically threatened	473	34%	34%
Attempted/strangulation	381	28%	21%
Threats/use of weapons	319	23%	19%
Scratches/shallow cuts	98	7%	9%
Burning	16	1%	1%
Other	261	19%	16%
Don't know	29	2%	2%
Missing	20	1%	2%

	2021	2020	2019
<b>Sexual abuse</b>			
<b>Details of sexual abuse</b>	<b>n= 439</b>	<b>348</b>	<b>333</b>
	Count	%	%
Use of threats/force to obtain sex	88	20%	22%
Rape	92	21%	21%
Serious sexual assaults	36	8%	7%
Deliberate infliction of pain during sex	17	4%	8%
Use of weapons during sex	4	1%	2%
Sexual abuse of children	8	2%	2%
Enforced prostitution	5	1%	0%
Intentional transmission of STIs	4	1%	1%
Unwanted touching	156	36%	35%
Made to feel uncomfortable about sex/gender identity	65	15%	13%
Forced to perform sexual acts	46	10%	14%
Use of sexual insults	109	25%	24%
Revenge porn	20	5%	5%
Other	149	34%	30%
Don't know	9	2%	2%
Missing	7	2%	3%

	2021	2020	2019
<b>Harassment and stalking</b>			
<b>Details of harassment and stalking</b>	<b>n= 1525</b>	<b>955</b>	<b>955</b>
	Count	%	%
Constant calls/texts/emails	1093	72%	73%
Uninvited visits to home/workplace	698	46%	48%
Destroyed/vandalised property	283	19%	19%
Stalking	300	20%	23%
Stalking involving others	150	10%	10%
Homicide/familiacide threats	152	10%	8%
Other	244	16%	13%
Don't know	15	1%	1%
Missing	11	1%	0%

	2021	2020	2019	
<b>Jealous and controlling behaviour</b>				
<b>Details of jealous and controlling behaviour</b>	<b>n=</b>	<b>2168</b>	<b>1317</b>	<b>1265</b>
	Count	%	%	%
Extreme jealousy/possessiveness	1089	50%	48%	49%
Threats to harm victim	630	29%	30%	33%
Control of victim/s daily activities	836	39%	39%	41%
Isolation from family/friends	952	44%	46%	48%
Intercepting calls/messages/social media	344	16%	14%	17%
Controls how finances are spent	526	24%	27%	26%
Controls access to money	382	18%	22%	18%
Humiliated/embarrassed victim in front of others	444	20%	23%	25%
Prevention from accessing care needs/medication	43	2%	3%	3%
Locks victim up	70	3%	4%	4%
Severely restricts movements	184	8%	9%	9%
Threats to take children	394	18%	18%	19%
Suicide/homicide/familicide threats	355	16%	14%	14%
Irrational accusations of infidelity	389	18%	17%	19%
Control of victim/s appearance	223	10%	10%	13%
Pet abuse	88	4%	3%	0%
Other	440	20%	15%	13%
Don't know	23	1%	1%	1%
Missing	20	1%	1%	2%

	2021	2020	2019	
<b>For how long has the abuse been occurring?</b>				
	<b>n=</b>	<b>3211</b>	<b>1940</b>	<b>1867</b>
	Count	%	%	%
1-11 months	295	9%	8%	6%
1-2 years	740	23%	23%	24%
3-5 years	653	20%	22%	23%
6-10 years	479	15%	19%	18%
11 years +	436	14%	17%	17%
<b>Average length of abuse</b>	<b>3 years 6 months</b>	<b>4 years</b>	<b>4 years 1 month</b>	
Missing	608	19%	11%	13%

	2021	2020	2019	
<b>Has the client been exposed to domestic abuse previously?</b>				
	<b>n=</b>	<b>3211</b>	<b>1940</b>	<b>1867</b>
	Count	%	%	%
<b>Yes</b>	<b>1145</b>	<b>36%</b>	<b>39%</b>	<b>38%</b>
└ Yes, DA by the same partner in an earlier relationship	439	14%	14%	13%
└ Yes, DA by previous intimate partner	615	19%	21%	19%
└ Yes, DA perpetrated by a family member	106	3%	4%	6%
└ Yes, direct abuse as a CYP	87	3%	4%	6%
└ Yes, exposure as a CYP	120	4%	4%	6%
└ Yes, other	37	1%	1%	1%
No	815	25%	35%	36%
Don't know	976	30%	20%	19%
Missing	275	9%	6%	8%

	2021		2020	2019
Relationship to primary perpetrator	n=	3211	1940	1867
	Count	%	%	%
Current intimate partner	506	16%	18%	18%
Ex-intimate partner	2348	73%	71%	71%
Mother	86	3%	3%	3%
Step-mother	1	0%	0%	0%
Father	34	1%	1%	1%
Step-father	9	0%	0%	0%
Grandmother	8	0%	0%	0%
Grandfather	4	0%	0%	0%
Child (under 18) biological	9	0%	0%	0%
Child (under 18) step-child	0	0%	0%	0%
Child (18 or over) biological	44	1%	1%	1%
Child (18 or over) step-child	2	0%	0%	0%
Brother	15	0%	0%	0%
Sister	15	0%	0%	0%
Step-brother	0	0%	0%	0%
Step-sister	0	0%	0%	0%
Other family member	12	0%	0%	0%
Other known person/associate	15	0%	1%	1%
Don't know	13	0%	0%	0%
Missing	84	3%	3%	4%

	2021		2020	2019
Is the client living with the perpetrator of abuse?	n=	3211	1940	1867
	Count	%	%	%
Living together	475	15%	17%	15%
Living together intermittently	63	2%	2%	2%
Not living together	2543	79%	76%	77%
Don't know	34	1%	1%	1%
Missing	96	3%	4%	5%

	2021		2020	2019
Reason for not living together	n=	2543	1483	1432
	Count	%	%	%
Perpetrator deceased	9	0%	0%	0%
Perpetrator in jail	113	4%	5%	1%
Client in refuge	21	1%	1%	0%
Other	1743	69%	54%	6%
Missing	661	26%	40%	93%

	2021		2020	2019
Typology of abuse	n=	3211	1940	1867
	Count	%	%	%
Intimate terrorism/coercive control	877	27%	26%	38%
Situational couple violence	201	6%	9%	8%
Violent resistance	26	1%	2%	1%
Mutual couple violence	36	1%	1%	1%
Don't know	616	19%	19%	13%
Missing	1455	45%	44%	39%



	2021		2020	2019
Are there multiple perpetrators?	n=	3211	1940	1867
	Count	%	%	%
Yes	285	9%	9%	10%
No	2342	73%	79%	74%
Don't know	250	8%	5%	6%
Missing	334	10%	7%	9%

	2021		2020	2019
Relationship to additional perpetrators	n=	285	182	193
	Count	%	%	%
Current intimate partner	19	7%	7%	7%
Ex-intimate partner	159	56%	57%	56%
Mother	18	6%	11%	12%
Step-mother	3	1%	2%	1%
Father	10	4%	7%	8%
Step-father	9	3%	5%	2%
Grandmother	3	1%	0%	1%
Grandfather	2	1%	1%	1%
Child (under 18) biological	7	2%	5%	3%
Child (under 18) step-child	4	1%	1%	0%
Child (18 or over) biological	8	3%	3%	6%
Child (18 or over) step-child	2	1%	1%	1%
Brother	12	4%	2%	0%
Sister	8	3%	2%	3%
Step-brother	1	0%	2%	0%
Step-sister	1	0%	1%	1%
Other family member	32	11%	14%	13%
Other known person/associate	65	23%	24%	22%
Don't know	0	0%	0%	2%
Missing	3	1%	0%	0%

2021		
Within the past 12 months...	n=	3211
	Count	%
<b>The client has visited A&amp;E</b>	<b>193</b>	<b>6%</b>
↳ Average number of visits		1.4
<b>The client has gone to the police</b>	<b>1691</b>	<b>53%</b>
↳ Average number of times		2.2
<b>The client has engaged with another DVA service or been in refuge</b>	<b>347</b>	<b>11%</b>
↳ Average number of times		2.2
<b>The client has attempted to end the abusive relationship</b>	<b>1681</b>	<b>52%</b>
↳ Average number of attempts		2.3

2020		
Within the past 12 months...	n=	1940
		%
<b>The client has attempted to end the abusive relationship</b>		<b>8%</b>
↳ Average number of attempts	1.7	
<b>The client has attempted to end the abusive relationship</b>		<b>52%</b>
↳ Average number of attempts	2.4	
<b>The client has attempted to end the abusive relationship</b>		<b>12%</b>
↳ Average number of attempts	1.9	
<b>The client has attempted to end the abusive relationship</b>		<b>54%</b>
↳ Average number of attempts	2.2	

	2021		2020	2019
<b>Primary perpetrator information</b>				
<b>Sex assigned at birth</b>	n=	3211	1940	1867
	Count	%	%	%
Male	2799	87%	87%	87%
Female	314	10%	7%	8%
Intersex	0	0%	0%	0%
Don't know	13	0%	1%	0%
Not disclosed	4	0%	0%	0%
Missing	81	3%	5%	5%

	2021		2020	2019
<b>Which of the following describes how the perpetrator thinks of themselves?</b>				
	n=	3211	1940	1867
	Count	%	%	%
Male	2735	85%	83%	81%
Female	293	9%	6%	6%
In another way	4	0%	0%	0%
Not disclosed	80	2%	5%	5%
<b>Not sex assigned at birth</b>	37	1%	1%	1%
Missing	99	3%	6%	7%

	2021		2020	2019
<b>Does the perpetrator have multiple victims?</b>				
	n=	3211	1940	1867
	Count	%	%	%
Yes	538	17%	16%	16%
No	1155	36%	40%	35%
Don't know	1333	42%	37%	41%
Missing	185	6%	7%	8%

2021						
Perpetrator needs	Mental health		Drugs		Alcohol	
	Count	%	Count	%	Count	%
	Yes	1031	32%	975	30%	899
No	1063	33%	1300	40%	1338	42%
Don't know	866	27%	678	21%	704	22%
Missing	251	8%	258	8%	270	8%

2020			
Perpetrator needs	n= 1940		
	Mental health	Drugs	Alcohol
	%	%	%
Yes	30%	32%	31%
No	38%	42%	42%
Don't know	22%	17%	17%
Missing	9%	9%	9%

**Client needs at intake**  
(Information captured at intake, n = 3,211)

2021								
Summary of client needs at intake							n=	3211
	Yes		No		Don't know		Missing	
	Count	%	Count	%	Count	%	Count	%
Alcohol misuse	192	6%	2613	81%	127	4%	279	9%
Children and parenting	891	28%	1941	60%	135	4%	244	8%
Drug misuse	150	5%	2648	82%	129	4%	284	9%
Employment, education and training	300	9%	2497	78%	121	4%	293	9%
Finance, benefits and debt	649	20%	2121	66%	182	6%	259	8%
Housing	1019	32%	1851	58%	99	3%	242	8%
Immigration	53	2%	2793	87%	58	2%	307	10%
Mental health	1499	47%	1356	42%	142	4%	214	7%
Physical health	314	10%	2480	77%	127	4%	290	9%
Social and community support	1032	32%	1831	57%	115	4%	233	7%

2020					
Summary of client needs at intake				n=	1940
	Yes	No	Don't know	Missing	
	%	%	%	%	
Alcohol misuse	7%	85%	2%	5%	
Children and parenting	33%	61%	1%	4%	
Drug misuse	5%	88%	2%	6%	
Employment, education and training	14%	79%	2%	6%	
Finance, benefits and debt	28%	65%	2%	5%	
Housing	33%	60%	1%	5%	
Immigration	2%	92%	1%	5%	
Mental health	52%	43%	1%	3%	
Physical health	12%	81%	1%	6%	
Social and community support	39%	54%	1%	5%	

	2021	2020	2019
<b>Mental health needs</b>			
<b>Is the client experiencing any of the following?</b>	<b>n=</b>	<b>1499</b>	<b>1016</b>
	<b>Count</b>	<b>%</b>	<b>%</b>
Depression	1171	78%	77%
Anxiety	1013	68%	67%
Stress	119	8%	10%
Self harm	240	16%	17%
Suicidal thoughts/behaviour	87	6%	7%
Emotional instability	197	13%	17%
Trouble sleeping	198	13%	19%
Problems with eating	50	3%	4%
Flashbacks	140	9%	11%
Other	90	6%	7%
Don't know	19	1%	1%
Missing	18	1%	1%

	2021	2020	2019
<b>Does the client have a diagnosed mental health condition?</b>			
	<b>n=</b>	<b>1499</b>	<b>1016</b>
	<b>Count</b>	<b>%</b>	<b>%</b>
Yes	843	56%	56%
No	308	21%	21%
Don't know	208	14%	9%
Missing	140	9%	13%

	2021		2020	2019
<b>Diagnosed mental health conditions</b>	<b>n=</b>	<b>843</b>	<b>570</b>	<b>485</b>
	Count	%	%	%
Anxiety disorder	390	46%	46%	45%
Bipolar disorder	42	5%	4%	6%
Autistic spectrum disorder	13	2%	2%	1%
Depression	600	71%	74%	73%
Eating disorder	13	2%	3%	3%
Obsessive compulsive disorder	14	2%	1%	1%
Personality disorders	89	11%	9%	13%
PTSD	85	10%	11%	10%
Complex PTSD	7	1%	3%	0%
Schizophrenia	8	1%	1%	1%
Psychosis	8	1%	3%	0%
Other	52	6%	5%	4%
Don't know	10	1%	1%	1%
Missing	14	2%	1%	1%

	2021		2020	2019
<b>Does the client have access to public funds?</b>	<b>n=</b>	<b>649</b>	<b>537</b>	<b>532</b>
	Count	%	%	%
Yes	563	87%	83%	85%
No	54	8%	10%	10%
Don't know	24	4%	6%	5%
Missing	8	1%	0%	1%

	2021		2020	2019
<b>Does the client need to apply for indefinite leave to remain?</b>	<b>n=</b>	<b>53</b>	<b>44</b>	<b>52</b>
	Count	%	%	%
Yes	33	62%	80%	79%
No	11	21%	14%	15%
Don't know	5	9%	5%	4%
Missing	4	8%	2%	2%

	2021		2020	2019
<b>Is the client dependent on the perpetrator for a visa?</b>	<b>n=</b>	<b>53</b>	<b>44</b>	<b>52</b>
	Count	%	%	%
Yes	21	40%	43%	50%
No	23	43%	48%	44%
Don't know	3	6%	2%	6%
Missing	6	11%	7%	0%

## 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
<b>Review point</b>	<b>n= 2149</b>	<b>1196</b>	<b>1063</b>
	<b>Count</b>		
Yes	240	11%	7%
No	1909	89%	93%
<b>Average length of time from case opened to last review point (median)</b>	<b>139 days</b>	<b>148 days</b>	<b>19.5 days</b>

	2021	2020	2019
<b>Since intake, has further abuse occurred?</b>	<b>n= 240</b>	<b>84</b>	<b>21</b>
	<b>Count</b>	<b>%</b>	<b>%</b>
Yes, DA by the same perpetrator	107	45%	38%
Yes, DA by a different perpetrator	7	3%	2%
Yes, DA by multiple perpetrators	0	0%	2%
Yes, DA perpetrated by a family member	2	1%	0%
No	123	51%	33%
Missing	20	8%	24%

	2021	2020	2019
<b>Multiple types of abuse</b>	<b>n= 105</b>	<b>33</b>	<b>10</b>
	<b>Count</b>	<b>%</b>	<b>%</b>
Clients experiencing multiple types of abuse	52	50%	61%
Clients experiencing multiple types of high severity abuse	10	10%	12%
Clients experiencing at least one type of high severity abuse	23	22%	40%

	2021	2020	2019
<b>Since intake, has further abuse been disclosed?</b>	<b>n= 240</b>	<b>84</b>	<b>21</b>
	<b>Count</b>	<b>%</b>	<b>%</b>
Yes, DA by the same perpetrator	54	23%	29%
Yes, DA by a different perpetrator	10	4%	2%
Yes, DA by multiple perpetrators	1	0%	4%
Yes, DA perpetrated by a family member	1	0%	0%
Yes, historic abuse	6	3%	8%
No	154	64%	33%

# Client outcomes

## Outcomes and profile of abuse at exit (Information captured at exit, n =2,149)

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=	2149	1196	1063
	Count	%	%	%
Planned closure	1697	79%	79%	74%
Unplanned closure	452	21%	21%	26%
<b>Total</b>	<b>2149</b>			

	2021		2020	2019
Reason for unplanned closures	n=	452	250	272
	Count	%	%	%
Client disengaged	391	87%	83%	85%
Client moved out of area	21	5%	5%	6%
Client in prison	0	0%	0%	0%
Client in care of mental health services	4	1%	2%	0%
Client fatality	0	0%	0%	0%
Other	34	8%	10%	8%
Missing	2	0%	0%	1%

	2021		2020	2019
Case length	n=	2149	1196	1063
	Count	%	%	%
0 - 1 month	495	23%	22%	28%
2 months to 3 months	569	26%	26%	36%
4 months to 5 months	408	19%	20%	19%
6 months to 7 months	267	12%	13%	8%
8 months +	405	19%	19%	8%
<b>Average case length (median)</b>	<b>18 weeks</b>		<b>18 weeks</b>	<b>13 weeks</b>
Errors	5	0%	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=	2149	1196	1063
	Count	%	%	%
1 to 5	605	28%	43%	45%
6 to 10	458	21%	22%	23%
11 to 20	470	22%	18%	19%
21 to 34	267	12%	7%	6%
35+	349	16%	11%	6%
<b>Average number of contacts (median)</b>	<b>11</b>		<b>7</b>	<b>6</b>

**Domestic abuse context at exit**  
(Information collected at exit, n = 2,149)

2021				
Number of ticks on the Dash		n= 1477		
	Intake		Exit	
	Count	%	Count	%
Standard Risk (1 - 5)	315	21%	476	32%
Medium Risk (6 - 9)	569	39%	567	38%
High Risk (10+)	593	40%	434	29%
<b>Cases where Dash score reduced between Intake and Exit</b>	<b>517</b>		<b>35%</b>	

2020		
Number of ticks on the Dash		n= 860
	Intake	Exit
	%	%
Standard Risk (1 - 5)	15%	31%
Medium Risk (6 - 9)	39%	40%
High Risk (10+)	46%	29%
<b>Cases where Dash score reduced between Intake and Exit</b>	<b>38%</b>	

Abuse reported at exit	2021		2020	2019
	n=	1862	1041	904
	Count	%	%	%
No abuse experienced since intake	688	37%	34%	32%
No abuse experienced since last review point	106	6%	3%	0%
<b>No abuse experienced since intake or last review</b>	<b>794</b>	<b>43%</b>	<b>37%</b>	<b>32%</b>

2021					
Multiple types of abuse	n=	2149		2149	
		Intake		Exit	
		Count	%	Count	%
Clients experiencing multiple types of abuse		1283	60%	470	22%
Clients experiencing multiple types of high severity abuse		205	10%	57	3%
Clients experiencing at least one type of high severity abuse		467	22%	139	6%

2020			
Multiple types of abuse	n=	1196	
		Intake	Exit
		%	%
Clients experiencing multiple types of abuse		64%	26%
Clients experiencing multiple types of high severity abuse		9%	2%
Clients experiencing at least one type of high severity abuse		22%	4%

2021								
Change in levels of abuse	Physical		Sexual		Harassment and Stalking		Jealous and Controlling	
	Count	%	Count	%	Count	%	Count	%
	Reduced from Intake to Exit	709	81%	264	90%	668	75%	919
└ Reduced from High to None	152	72%	49	79%	76	45%	111	47%
└ Reduced to None	659	75%	252	86%	532	60%	718	56%
Unchanged from Intake to Exit	134	15%	25	9%	187	21%	307	24%
Increased from Intake to Exit	95	5%	38	2%	139	8%	131	8%

2020					
Change in levels of abuse	Physical		Sexual	Harassment and Stalking	Jealous and Controlling
	%	%	%	%	%
	Reduced from Intake to Exit	80%	84%	70%	66%
└ Reduced from High to None	68%	80%	39%	51%	
└ Reduced to None	73%	80%	53%	50%	
Unchanged from Intake to Exit	17%	14%	25%	31%	
Increased from Intake to Exit	5%	3%	8%	8%	

Escalation of abuse	2021		2020	2019
	n=	2149	1196	1063
	Count	%	%	%
Any escalation in severity of abuse	71	3%	2%	2%
Any escalation in frequency of abuse	70	3%	2%	2%
Any escalation in severity or frequency of abuse	74	3%	3%	2%
At least one form of high severity abuse which is escalating in frequency or severity	40	2%	1%	2%

### Physical abuse

2021					
Level of abuse	n=	2149		2149	
		Intake		Exit	
		Count	%	Count	%
High		230	11%	57	3%
Moderate		335	16%	96	4%
Standard		436	20%	139	6%
None		1037	48%	1558	72%
Don't know		94	4%	285	13%
Missing		17	1%	14	1%

2020			
Level of abuse	n=	1196	1196
		Intake	Exit
		%	%
High		10%	2%
Moderate		17%	4%
Standard		22%	8%
None		47%	72%
Don't know		2%	11%
Missing		2%	3%

### Sexual abuse

2021					
Level of abuse	n=	2149		2149	
		Intake		Exit	
		Count	%	Count	%
High		65	3%	16	1%
Moderate		84	4%	22	1%
Standard		186	9%	47	2%
None		1644	77%	1714	80%
Don't know		151	7%	335	16%
Missing		19	1%	15	1%

2020			
Level of abuse	n=	1196	1196
		Intake	Exit
		%	%
High		4%	1%
Moderate		6%	1%
Standard		11%	3%
None		72%	79%
Don't know		5%	12%
Missing		2%	3%



**Harassment and stalking**

2021				
Level of abuse	n=	2149		2149
		Intake		Exit
		Count	%	Count %
High		190	9%	69 3%
Moderate		363	17%	105 5%
Standard		477	22%	313 15%
None		965	45%	1301 61%
Don't know		134	6%	346 16%
Missing		20	1%	15 1%

2020			
Level of abuse	n=	1196	1196
		Intake	Exit
		%	%
High		9%	2%
Moderate		18%	5%
Standard		25%	18%
None		42%	59%
Don't know		3%	12%
Missing		2%	3%

**Jealous and controlling behaviours**

2021				
Level of abuse	n=	2149		2149
		Intake		Exit
		Count	%	Count %
High		257	12%	86 4%
Moderate		542	25%	150 7%
Standard		698	32%	435 20%
None		525	24%	1128 52%
Don't know		109	5%	337 16%
Missing		18	1%	13 1%

2020			
Level of abuse	n=	1196	1196
		Intake	Exit
		%	%
High		12%	2%
Moderate		26%	8%
Standard		35%	27%
None		23%	48%
Don't know		3%	12%
Missing		2%	3%

	2021	2020	2019
<b>Change in relationship between client and perpetrator</b>			
	Count	%	%
Current intimate partner to ex-intimate partner	114	32%	33%
Ex-intimate partner to current intimate partner	47	3%	4%

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	%
	n= 2149			
Living together	348	16%	243	11%
Living together intermittently	41	2%	24	1%
Not living together	1714	80%	1699	79%
Don't know	28	1%	167	8%
Missing	18	1%	16	1%

2020		
Living arrangement at exit	n= 1196	
	Intake	Exit
	%	%
Living together	18%	13%
Living together intermittently	3%	2%
Not living together	76%	77%
Don't know	1%	5%
Missing	2%	3%

	2021	2020	2019
<b>Is there any ongoing contact with the perpetrator?</b>	<b>n= 2149</b>	<b>1295</b>	<b>1295</b>
	<b>Count</b>	<b>%</b>	<b>%</b>
Yes	857	40%	48%
No	929	43%	38%
Don't know	349	16%	10%
Missing	14	1%	3%

	2021	2020	2019
<b>If yes, why is there ongoing contact?</b>	<b>n= 857</b>	<b>571</b>	<b>429</b>
	<b>Count</b>	<b>%</b>	<b>%</b>
Children	534	62%	64%
Family and social network	82	10%	9%
Legal proceedings	86	10%	13%
Financial arrangements	37	4%	7%
Ongoing abuse	47	5%	8%
Ongoing relationship	253	30%	27%
Dependent of perpetrator for visa	3	0%	1%
Other	59	7%	9%
Don't know	4	0%	1%
Missing	4	0%	1%

	2021	2020	2019
<b>Is there ongoing conflict around child contact arrangements?</b>	<b>n= 534</b>	<b>363</b>	<b>274</b>
	<b>Count</b>	<b>%</b>	<b>%</b>
Yes	211	40%	46%
No	269	50%	44%
Don't know	19	4%	7%
Missing	35	7%	3%

	2021	2020	2019
<b>Does the perpetrator use child contact arrangements to continue abuse?</b>	<b>n= 534</b>	<b>363</b>	<b>274</b>
	<b>Count</b>	<b>%</b>	<b>%</b>
Yes	183	34%	40%
No	278	52%	45%
Don't know	35	7%	10%
Missing	38	7%	5%

Client reported outcomes										
2021										
	n= 1335		n= 1327		n= 1318		n= 1321		n= 1318	
	Feel safer		Improved wellbeing		Quality of life improved		Optimistic about the future		Feel more confident	
	Count	%	Count	%	Count	%	Count	%	Count	%
Strongly agree	537	40%	484	36%	446	34%	436	33%	414	31%
Agree	614	46%	635	48%	632	48%	621	47%	611	46%
Not certain	170	13%	187	14%	218	17%	239	18%	249	19%
Disagree	12	1%	18	1%	20	2%	20	2%	41	3%
Disagree strongly	2	0%	3	0%	2	0%	5	0%	3	0%
<b>Total Agree</b>	<b>1151</b>	<b>86%</b>	<b>1119</b>	<b>84%</b>	<b>1078</b>	<b>82%</b>	<b>1057</b>	<b>80%</b>	<b>1025</b>	<b>78%</b>

2020										
	n= 737		n= 733		n= 730		n= 730		n= 728	
	Feel safer	Improved wellbeing	Quality of life improved	Optimistic about the future	Feel more confident					
	%	%	%	%	%					
Strongly agree	33%	29%	26%	27%	24%					
Agree	52%	53%	50%	45%	48%					
Not certain	14%	16%	21%	25%	24%					
Disagree	1%	2%	2%	2%	4%					
Disagree strongly	0%	0%	0%	1%	0%					
<b>Total Agree</b>	<b>85%</b>	<b>82%</b>	<b>76%</b>	<b>72%</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= 2149									
	Feel safer		Improved wellbeing		Quality of life improved		Optimistic about the future		Feel more confident	
	Count	%	Count	%	Count	%	Count	%	Count	%
Missing	814	38%	822	38%	831	39%	828	39%	831	39%

2020					
Client reported outcomes (Missing)					
	n= 1196				
	Feel safer	Improved wellbeing	Quality of life improved	Optimistic about the future	Feel more confident
	%	%	%	%	%
Missing	38%	39%	39%	39%	39%

	2021	2020	2019
Which agencies do you feel have made the difference to your safety and wellbeing?	n= 1196	725	693
	Count	%	%
Police	486	41%	35%
Marac	95	8%	8%
Health	139	12%	14%
Hospital - A&E	13	1%	1%
Hospital - Maternity	19	2%	2%
Community health	48	4%	3%
Mental health	150	13%	14%
Housing	184	15%	16%
Drug services	19	2%	1%
Alcohol services	20	2%	1%
Education	43	4%	5%
Children's social services	306	26%	18%
Adult's social services	26	2%	2%
Probation	13	1%	1%
CRC	1	0%	0%
Refuge	55	5%	2%
Outreach	946	79%	77%
Other DVA & SV services	85	7%	9%
Helpline	115	10%	9%
Specialist services	59	5%	6%
Other	164	14%	9%
Missing	953	44%	39%

	2021	2020	2019
Caseworker reported outcomes	n= 2149	1196	1063
Which agencies have worked well to promote safety and wellbeing on this case?	Count	%	%
Police	547	25%	26%
Marac	131	6%	7%
Health	114	5%	8%
Hospital - A&E	11	1%	1%
Hospital - Maternity	19	1%	1%
Community health	41	2%	2%
Mental health	160	7%	10%
Housing	207	10%	12%
Drug services	21	1%	1%
Alcohol services	27	1%	1%
Education	56	3%	3%
Children's social services	381	18%	13%
Adult's social services	36	2%	2%
Probation	22	1%	1%
CRC	1	0%	0%
Refuge	65	3%	2%
Outreach	1027	48%	46%
Other DVA & SV services	98	5%	6%
Helpline	102	5%	5%
Specialist services	60	3%	4%
Other	176	8%	6%
Missing	786	37%	31%

	2021		2020	2019
Which agencies have presented challenges to promoting safety and wellbeing on this case?	n=	2149	1196	1063
	Count	%	%	%
Police	129	6%	8%	7%
Marac	8	0%	1%	2%
Health	17	1%	1%	1%
Hospital - A&E	1	0%	0%	0%
Hospital - Maternity	0	0%	0%	0%
Community health	6	0%	0%	0%
Mental health	31	1%	1%	2%
Housing	107	5%	7%	3%
Drug services	2	0%	0%	0%
Alcohol services	3	0%	0%	0%
Education	10	0%	1%	1%
Children's social services	78	4%	5%	5%
Adult's social services	9	0%	1%	1%
Probation	2	0%	0%	0%
CRC	0	0%	0%	0%
Refuge	11	1%	0%	0%
Outreach	96	4%	3%	11%
Other DVA & SV services	4	0%	0%	1%
Helpline	2	0%	0%	0%
Specialist services	6	0%	0%	1%
Other	93	4%	3%	3%
Missing	1704	79%	75%	73%

# Service Outputs

## Support and Interventions (Information captured at exit, n = 2,149)

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			1807	84%	1256	70%	1235	68%
Housing	746	35%	432	58%	298	69%	304	70%
Physical health	212	10%	63	30%	33	52%	44	70%
Mental health	1035	48%	591	57%	361	61%	417	71%
Drug misuse	108	5%	39	36%	21	54%	21	54%
Alcohol misuse	140	7%	43	31%	26	60%	30	70%
Children/parenting	706	33%	394	56%	242	61%	266	68%
Finance, benefits and debt	494	23%	262	53%	155	59%	182	69%
Employment, education and training	256	12%	66	26%	35	53%	56	85%
Social and community support	768	36%	316	41%	179	57%	225	71%
Immigration	53	2%	28	53%	20	71%	20	71%

2020				
Needs & Support matrix				
Areas of need	Needs	Support	Impact	
	Clients identified with needs	Support provided	Improved safety	Improved wellbeing
	%	%	%	%
Safety		84%	75%	74%
Housing	39%	63%	65%	70%
Physical health	15%	25%	52%	75%
Mental health	51%	58%	64%	74%
Drug misuse	4%	39%	50%	55%
Alcohol misuse	7%	39%	60%	66%
Children/parenting	32%	55%	54%	67%
Finance, benefits and debt	32%	55%	58%	69%
Employment, education and training	14%	37%	57%	77%
Social and community support	37%	49%	44%	59%
Immigration	3%	67%	73%	73%

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= 2149</b>	<b>1196</b>	<b>1063</b>
	<b>Count</b>	<b>%</b>	<b>%</b>
Yes	1807	84%	84%
No	214	10%	9%
Missing	128	6%	7%

	2021	2020	2019
<b>What outcomes were achieved in this support area?</b>	<b>n= 1807</b>	<b>1006</b>	<b>820</b>
	<b>Count</b>	<b>%</b>	<b>%</b>
Anti-social behaviour order issued	0	0%	0%
Cocoon watch	17	1%	1%
Contact order	31	2%	2%
Domestic violence disclosure scheme (DVDS) accessed	1	0%	0%
Domestic violence prevention order (DVPO) issued	3	0%	0%
Domestic violence protection notice (DVPO) issued	6	0%	1%
Established digital/tech safety plan	343	19%	17%
Established personal safety plan	1688	93%	96%
FGM protection order	0	0%	0%
Forced Marriage protection order	0	0%	0%
Gazetteer warning in place	31	2%	0%
Has personal alarm (e.g. grenade alarm)	62	3%	6%
Increased LPT visits	1	0%	0%
Non-molestation order	117	6%	8%
Occupation order	5	0%	1%
Pattern changing course	63	3%	5%
Perpetrator accessing direct 1-1 intervention	26	1%	1%
Perpetrator accessing group programme	17	1%	1%
Referral to Marac	147	8%	7%
Referred DV & SV service (external)	25	1%	2%
Referred DV & SV service (internal)	104	6%	5%
Referred to Outreach	345	19%	6%
Relocated to safety	203	11%	12%
Restraining order	47	3%	2%
Target hardening	165	9%	7%
Other	166	9%	8%
Missing	16	1%	2%

2021				
<b>What impact did this have on client safety and wellbeing?</b>	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	725	40%	685	38%
Improved slightly	531	29%	550	30%
Decreased slightly	0	0%	5	0%
Decreased greatly	3	0%	2	0%
No change	80	4%	91	5%
Don't know	99	5%	100	6%
<b>Total Improved</b>	<b>1256</b>	<b>70%</b>	<b>1235</b>	<b>68%</b>
Missing	369	20%	374	21%

2020		
<b>What impact did this have on client safety and wellbeing?</b>	n= 1006	
	Safety	Wellbeing
	%	%
Improved greatly	36%	33%
Improved slightly	39%	41%
Decreased slightly	0%	0%
Decreased greatly	1%	0%
No change	5%	6%
Don't know	6%	6%
<b>Total Improved</b>	<b>75%</b>	<b>74%</b>
Missing	13%	13%



	2021	2020	2019
<b>Housing</b>			
<b>Have you supported the client with housing?</b>	<b>n= 2149</b>	<b>1196</b>	<b>1063</b>
	Count	%	%
Yes	432	20%	25%
No	271	13%	24%
Missing	1446	67%	52%

	2021	2020	2019
<b>What outcomes were achieved in this support area?</b>			
	n= 432	295	278
	Count	%	%
Accepted to housing support service	126	29%	29%
Accessed housing funds	23	5%	6%
Accessed Refuge	34	8%	6%
Accessed sanctuary scheme	17	4%	4%
Accessed settled housing	44	10%	17%
Relocated out of area	67	16%	11%
Accessed statutory housing (LA or HA tenancy)	40	9%	8%
Accessed online support services	4	1%	1%
Accessed temporary housing	14	3%	4%
Not housed	29	7%	6%
Registered on housing waiting list / exchange	103	24%	14%
Sustained existing accommodation	56	13%	6%
Tenancy support provided (reporting repairs, budgeting)	31	7%	10%
Other	98	23%	31%
Missing	7	2%	1%

2021				
<b>What impact did this have on client safety and wellbeing?</b>				
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	174	40%	178	41%
Improved slightly	124	29%	126	29%
No change	52	12%	44	10%
Decreased slightly	2	0%	1	0%
Decreased greatly	0	0%	2	0%
Don't know	13	3%	13	3%
<b>Total Improved</b>	<b>298</b>	<b>69%</b>	<b>304</b>	<b>70%</b>
Missing	67	16%	68	16%

2020		
<b>What impact did this have on client safety and wellbeing?</b>		
	n= 295	
	Safety	Wellbeing
	%	%
Improved greatly	43%	42%
Improved slightly	21%	28%
No change	22%	15%
Decreased slightly	0%	2%
Decreased greatly	1%	1%
Don't know	4%	4%
<b>Total Improved</b>	<b>65%</b>	<b>70%</b>
Missing	8%	8%

	2021	2020	2019
<b>Physical health</b>			
<b>Have you supported the client with physical health?</b>	<b>n= 2149</b>	<b>1196</b>	<b>1063</b>
	Count	%	%
Yes	63	3%	7%
No	135	6%	79%
Missing	1951	91%	14%

	2021	2020	2019
<b>What outcomes were achieved in this support area?</b>			
	n= 63	44	71
	Count	%	%
Accessed disability services	7	11%	3%
Accessed counselling for physical health	7	11%	10%
Accessed medication for physical health	20	32%	13%
Accessed physical support services	12	19%	10%
Accessing self help	11	17%	14%
Admitted into rehabilitative facilities	0	0%	1%
Discharged from physical health services	0	0%	1%
Physical condition identified and receiving treatment	12	19%	11%
Physical condition rehabilitated	1	2%	6%
Accessed online support services	1	2%	0%
Accessed GP services	36	57%	48%
Referral adult social services	11	17%	7%
Referral rehabilitative facility	0	0%	3%
Referral other health services	6	10%	8%
Smoking cessation support	1	2%	0%
Increased exercise	3	5%	13%
Other	15	24%	0%
Missing	2	3%	25%

2021				
<b>What impact did this have on client safety and wellbeing?</b>				
	n= 63			
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	11	17%	19	30%
Improved slightly	22	35%	25	40%
No change	17	27%	6	10%
Decreased slightly	0	0%	0	0%
Decreased greatly	0	0%	0	0%
Don't know	2	3%	2	3%
<b>Total Improved</b>	<b>33</b>	<b>52%</b>	<b>44</b>	<b>70%</b>
Missing	11	17%	11	17%

2020		
<b>What impact did this have on client safety and wellbeing?</b>		
	n= 44	
	Safety	Wellbeing
	%	%
Improved greatly	23%	27%
Improved slightly	30%	48%
No change	25%	2%
Decreased slightly	0%	2%
Decreased greatly	0%	0%
Don't know	5%	5%
<b>Total Improved</b>	<b>52%</b>	<b>75%</b>
Missing	18%	16%

	2021	2020	2019
<b>Mental health</b>			
<b>Have you supported the client with mental health?</b>	<b>n= 2149</b>	<b>1196</b>	<b>1063</b>
	Count	%	%
Yes	591	28%	30%
No	356	17%	27%
Missing	1202	56%	43%

	2021	2020	2019
<b>What outcomes were achieved in this support area?</b>			
	n= 591	357	311
	Count	%	%
Accessing medication for mental health condition	167	28%	22%
Accessing mental health services	179	30%	35%
Disengaged from mental health services	7	1%	2%
Discharged from mental health services	5	1%	1%
In care of mental health services	33	6%	10%
Accessing counselling	132	22%	25%
Accessed online support services	39	7%	7%
Accessing self help	92	16%	24%
Referral counselling services	131	22%	17%
Referral mental health	66	11%	7%
Referral other specialist health provider	14	2%	3%
Other	125	21%	13%
Missing	6	1%	2%

2021				
What impact did this have on client safety and wellbeing?	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	141	24%	190	32%
Improved slightly	220	37%	227	38%
No change	90	15%	31	5%
Decreased slightly	0	0%	2	0%
Decreased greatly	0	0%	1	0%
Don't know	42	7%	42	7%
<b>Total Improved</b>	<b>361</b>	<b>61%</b>	<b>417</b>	<b>71%</b>
Missing	98	17%	98	17%

2020		
What impact did this have on client safety and wellbeing?	n= 357	
	Safety	Wellbeing
	%	%
Improved greatly	20%	27%
Improved slightly	44%	46%
No change	16%	6%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	9%	9%
<b>Total Improved</b>	<b>64%</b>	<b>74%</b>
Missing	11%	11%

	2021	2020	2019
<b>Drug misuse</b>			
<b>Have you supported the client with drug misuse?</b>	<b>n= 2149</b>	<b>1196</b>	<b>1063</b>
	Count	%	%
Yes	39	2%	3%
No	64	3%	83%
Missing	2046	95%	14%

	2021	2020	2019
<b>What outcomes were achieved in this support area?</b>			
	n= 39	20	34
	Count	%	%
Accessing drug support services	27	69%	35%
Accessing medication for drug reduction	3	8%	12%
Accessing drug misuse support group	5	13%	6%
Accessing counselling	2	5%	0%
Accessing peer support group	1	3%	3%
Accessing self help	2	5%	0%
Recovery programme in place	4	10%	6%
Accessed online support services	1	3%	0%
Admitted to rehabilitative facility	0	0%	0%
No change in drug misuse issue	3	8%	3%
Disengaged from drug misuse services	1	3%	6%
Proven abstinence drugs	3	8%	3%
Reduced frequency drugs	4	10%	15%
Referral to drug services	7	18%	6%
Other	3	8%	6%
Missing	1	3%	44%

2021				
<b>What impact did this have on client safety and wellbeing?</b>				
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	12	31%	14	36%
Improved slightly	9	23%	7	18%
No change	7	18%	6	15%
Decreased slightly	0	0%	0	0%
Decreased greatly	0	0%	0	0%
Don't know	2	5%	1	3%
<b>Total Improved</b>	<b>21</b>	<b>54%</b>	<b>21</b>	<b>54%</b>
Missing	9	23%	11	28%

2020		
<b>What impact did this have on client safety and wellbeing?</b>		
	Safety	Wellbeing
	%	%
Improved greatly	40%	40%
Improved slightly	10%	15%
No change	35%	30%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	10%	10%
<b>Total Improved</b>	<b>50%</b>	<b>55%</b>
Missing	5%	5%

	2021	2020	2019
<b>Alcohol misuse</b>			
<b>Have you supported the client with alcohol misuse?</b>	<b>n= 2149</b>	<b>1196</b>	<b>1063</b>
	Count	%	%
Yes	43	2%	3%
No	80	4%	23%
Missing	2026	94%	74%

	2021	2020	2019
<b>What outcomes were achieved in this support area?</b>			
	n= 43	35	42
	Count	%	%
Accessing alcohol support services	31	72%	63%
Accessing medication for alcohol reduction	0	0%	0%
Accessing alcohol misuse support group	5	12%	14%
Accessing counselling	2	5%	11%
Admitted to rehabilitative facility	0	0%	3%
Accessed online support services	1	2%	3%
No change to alcohol misuse issue	3	7%	9%
Disengaged from alcohol misuse services	1	2%	0%
Proven abstinence alcohol	4	9%	3%
Reduced frequency alcohol	9	21%	29%
Other	7	16%	3%
Missing	1	2%	0%

2021				
<b>What impact did this have on client safety and wellbeing?</b>				
	n= 43			
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	10	23%	17	40%
Improved slightly	16	37%	13	30%
No change	11	26%	7	16%
Decreased slightly	0	0%	0	0%
Decreased greatly	0	0%	0	0%
Don't know	0	0%	0	0%
<b>Total Improved</b>	<b>26</b>	<b>60%</b>	<b>30</b>	<b>70%</b>
Missing	6	14%	6	14%

2020		
<b>What impact did this have on client safety and wellbeing?</b>		
	n= 35	
	Safety	Wellbeing
	%	%
Improved greatly	20%	20%
Improved slightly	40%	46%
No change	11%	6%
Decreased slightly	3%	0%
Decreased greatly	0%	0%
Don't know	17%	17%
<b>Total Improved</b>	<b>60%</b>	<b>66%</b>
Missing	9%	11%

	2021	2020	2019
<b>Children and parenting</b>			
<b>Have you supported the client with parenting?</b>	<b>n= 2149</b>	<b>1196</b>	<b>1063</b>
	Count	%	%
Yes	394	18%	17%
No	249	12%	24%
Missing	1506	70%	58%

	2021	2020	2019
<b>What outcomes were achieved in this support area?</b>	<b>n= 394</b>	<b>209</b>	<b>203</b>
	Count	%	%
Accessing children's support services	166	42%	48%
Accessed parenting course	30	8%	16%
Child(ren) accessing support services	86	22%	32%
Child(ren) living with other family member	13	3%	1%
Child(ren) living with perpetrator	7	2%	1%
Child(ren) removed from client's care	10	3%	2%
Disengaged from support in this area	10	3%	1%
Accessing voluntary parenting support	9	2%	7%
Accessing peer support group	15	4%	3%
Accessed online support services	7	2%	1%
Improved access to childcare	10	3%	3%
Improved family mediation skills	6	2%	7%
Improved parenting skills	59	15%	18%
Accessed Freedom programme	106	27%	17%
Accessed legal support for CYP arrangements	28	7%	8%
Secured child contact arrangements	17	4%	6%
Statutory CYPS involvement	17	4%	13%
Referral to child social services	34	9%	10%
Referral to adult social services	0	0%	0%
Other	61	15%	12%
Missing	16	4%	12%

2021				
<b>Indicate ongoing CYPS involvement with the family</b>	<b>n= 1559</b>	<b>n= 394</b>		
	Intake		Exit	
	Count	%	Count	%
None	651	42%	112	28%
Concern raised - NFA	80	5%	10	3%
Concern raised - contacts/follow up	68	4%	7	2%
Early help	155	10%	51	13%
Priority families	1	0%	0	0%
Targeted families	3	0%	0	0%
Initial assessment	48	3%	5	1%
S17 - Child in need	144	9%	33	8%
S47 - Child protection	203	13%	51	13%
S31 - Care or supervision order	78	5%	30	8%
Child protection plan	70	4%	22	6%
Common assessment framework (Caf/Taf)	6	0%	4	1%
Other	41	3%	10	3%
Don't know	43	3%	10	3%

2020		
<b>Indicate ongoing CYPS involvement with the family</b>	<b>n= 835</b>	<b>209</b>
	Intake	Exit
	%	%
None	49%	43%
Concern raised - NFA	9%	5%
Concern raised - contacts/follow up	5%	3%
Early help	10%	8%
Priority families	0%	0%
Targeted families	0%	0%
Initial assessment	3%	1%
S17 - Child in need	8%	13%
S47 - Child protection	9%	11%
S31 - Care or supervision order	3%	3%
Child protection plan	3%	5%
Common assessment framework (Caf/Taf)	0%	1%
Other	2%	2%
Don't know	2%	2%

2021				
What impact did this have on client safety and wellbeing?	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	125	32%	151	38%
Improved slightly	117	30%	115	29%
No change	62	16%	33	8%
Decreased slightly	0	0%	3	1%
Decreased greatly	0	0%	1	0%
Don't know	12	3%	12	3%
<b>Total Improved</b>	<b>242</b>	<b>61%</b>	<b>266</b>	<b>68%</b>
Missing	78	20%	79	20%

2020		
What impact did this have on client safety and wellbeing?	Safety	Wellbeing
	%	%
Improved greatly	24%	30%
Improved slightly	29%	37%
No change	28%	12%
Decreased slightly	0%	1%
Decreased greatly	1%	2%
Don't know	6%	8%
<b>Total Improved</b>	<b>54%</b>	<b>67%</b>
Missing	11%	11%

	2021	2020	2019
<b>Finance, benefits and debt</b>			
<b>Have you supported the client with finance, benefits and debt?</b>	<b>n= 2149</b>	<b>1196</b>	<b>1063</b>
	Count	%	%
Yes	262	12%	21%
No	190	9%	65%
Missing	1697	79%	14%

	2021	2020	2019
<b>What outcomes were achieved in this support area?</b>			
	n= 262	212	228
	Count	%	%
Accessing full benefit entitlement	116	44%	41%
Accessing partial benefit entitlement	11	4%	2%
Accessing financial support services	46	18%	18%
Disengaged from support in this area	8	3%	1%
Financial stability obtained and maintained	25	10%	11%
Accessed online support services	6	2%	6%
Established financial independence from perpetrator	20	8%	9%
Continued financial abuse	4	2%	3%
Accessed legal aid	30	11%	11%
Referral financial support services	82	31%	22%
Other	74	28%	18%
Missing	3	1%	9%

2021				
<b>What impact did this have on client safety and wellbeing?</b>				
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	78	30%	99	38%
Improved slightly	77	29%	83	32%
No change	43	16%	19	7%
Decreased slightly	0	0%	0	0%
Decreased greatly	0	0%	0	0%
Don't know	17	6%	17	6%
<b>Total Improved</b>	<b>155</b>	<b>59%</b>	<b>182</b>	<b>69%</b>
Missing	47	18%	44	17%

2020		
<b>What impact did this have on client safety and wellbeing?</b>		
	n= 212	
	Safety	Wellbeing
	%	%
Improved greatly	29%	34%
Improved slightly	29%	35%
No change	21%	10%
Decreased slightly	1%	0%
Decreased greatly	0%	0%
Don't know	8%	8%
<b>Total Improved</b>	<b>58%</b>	<b>69%</b>
Missing	12%	13%



	2021	2020	2019
<b>Employment, education and training</b>			
<b>Have you supported the client with employment, education and training?</b>	<b>n= 2149</b>	<b>1196</b>	<b>1063</b>
	Count	%	%
Yes	66	3%	5%
No	162	8%	25%
Missing	1921	89%	69%

	2021	2020	2019
<b>What outcomes were achieved in this support area?</b>			
	n= 66	61	83
	Count	%	%
Accessing training	14	21%	18%
Accessing education	16	24%	23%
Attended workshops	8	12%	13%
Accessing online support services	5	8%	7%
Disengaged from support in this area	0	0%	5%
Engaged in volunteering	4	6%	3%
Found full-time employment	6	9%	15%
Found part-time employment	13	20%	11%
Found flexible employment	2	3%	2%
Other	26	39%	36%
Missing	1	2%	2%

2021				
<b>What impact did this have on client safety and wellbeing?</b>				
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	17	26%	27	41%
Improved slightly	18	27%	29	44%
No change	20	30%	1	2%
Decreased slightly	0	0%	0	0%
Decreased greatly	0	0%	0	0%
Don't know	1	2%	1	2%
<b>Total Improved</b>	<b>35</b>	<b>53%</b>	<b>56</b>	<b>85%</b>
Missing	10	15%	8	12%

2020		
<b>What impact did this have on client safety and wellbeing?</b>		
	n= 61	
	Safety	Wellbeing
	%	%
Improved greatly	31%	46%
Improved slightly	26%	31%
No change	30%	10%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	7%	8%
<b>Total Improved</b>	<b>57%</b>	<b>77%</b>
Missing	7%	5%

	2021	2020	2019
<b>Social and community support</b>			
<b>Have you supported the client with social and community support?</b>	<b>n= 2149</b>	<b>1196</b>	<b>1063</b>
	Count	%	%
Yes	316	15%	18%
No	372	17%	29%
Missing	1461	68%	53%

	2021	2020	2019
<b>What outcomes were achieved in this support area?</b>			
	n= 316	213	193
	Count	%	%
Disengaged from support in this area	35	11%	12%
Engaged with cultural/leisure activities	38	12%	19%
Engaged with local community group	82	26%	32%
Engaged with faith group	11	3%	8%
Engaged with drop-in sessions	44	14%	21%
Engaged with peer support group	87	28%	21%
Engaged with self help media	42	13%	5%
Engaged with digital communities	15	5%	1%
Client referral to CYPS	23	7%	5%
Other	107	34%	31%
Missing	8	3%	2%

2021				
<b>What impact did this have on client safety and wellbeing?</b>				
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	73	23%	114	36%
Improved slightly	106	34%	111	35%
No change	32	10%	25	8%
Decreased slightly	0	0%	1	0%
Decreased greatly	0	0%	0	0%
Don't know	20	6%	22	7%
<b>Total Improved</b>	<b>179</b>	<b>57%</b>	<b>225</b>	<b>71%</b>
Missing	85	27%	43	14%

2020		
<b>What impact did this have on client safety and wellbeing?</b>		
	Safety	Wellbeing
	%	%
Improved greatly	26%	34%
Improved slightly	18%	25%
No change	20%	13%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	8%	8%
<b>Total Improved</b>	<b>44%</b>	<b>59%</b>
Missing	28%	20%

	2021	2020	2019
<b>Immigration</b>			
<b>Have you supported the client with immigration?</b>	<b>n= 2149</b>	<b>1196</b>	<b>1063</b>
	Count	%	%
Yes	28	1%	3%
No	20	1%	84%
Missing	2101	98%	14%

	2021	2020	2019
<b>What outcomes were achieved in this support area?</b>			
	n= 28	26	29
	Count	%	%
Accessing public funds	10	36%	24%
Awaiting ILR application	12	43%	34%
Disengaged from support in this area	0	0%	3%
Engaged with specialist services	3	11%	10%
Granted ILR	3	11%	7%
Accessed online support services	0	0%	3%
Access to ID documents	1	4%	14%
Referral to specialist service	5	18%	14%
Applied to Destitute Domestic Violence Concession	4	14%	0%
Other	5	18%	21%
Missing	0	0%	41%

2021				
<b>What impact did this have on client safety and wellbeing?</b>				
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	13	46%	13	46%
Improved slightly	7	25%	7	25%
No change	4	14%	4	14%
Decreased slightly	0	0%	0	0%
Decreased greatly	0	0%	0	0%
Don't know	3	11%	3	11%
<b>Total Improved</b>	<b>20</b>	<b>71%</b>	<b>20</b>	<b>71%</b>
Missing	1	4%	1	4%

2020		
<b>What impact did this have on client safety and wellbeing?</b>		
	Safety	Wellbeing
	%	%
Improved greatly	46%	46%
Improved slightly	27%	27%
No change	19%	15%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	0%	0%
<b>Total Improved</b>	<b>73%</b>	<b>73%</b>
Missing	8%	12%

	2021	2020	2019
<b>Step down and recovery</b>			
<b>Have you supported the client with step down and recovery?</b>	<b>n= 2149</b>	<b>1196</b>	<b>1063</b>
	Count	%	%
Yes	771	36%	28%
No	1127	52%	59%
Missing	251	12%	13%

	2021	2020	2019
<b>What outcomes were achieved in this support area?</b>			
	n= 771	339	116
	Count	%	%
Accessed groupwork	434	56%	68%
Accessed 121 peer mentoring	108	14%	7%
Accessed online counselling	40	5%	3%
Accessed online information	111	14%	10%
Accessed therapeutic intervention	82	11%	12%
Support with or to friends / family	276	36%	30%
Missing	32	4%	5%

2021				
<b>What impact did this have on client safety and wellbeing?</b>				
	n= 771			
	Safety		Wellbeing	
	Count	%	Count	%
Improved greatly	266	35%	305	40%
Improved slightly	216	28%	202	26%
No change	48	6%	22	3%
Decreased slightly	0	0%	1	0%
Decreased greatly	0	0%	0	0%
Don't know	75	10%	75	10%
<b>Total Improved</b>	<b>482</b>	<b>63%</b>	<b>507</b>	<b>66%</b>
Missing	166	22%	166	22%

2020		
<b>What impact did this have on client safety and wellbeing?</b>		
	n= 339	
	Safety	Wellbeing
	%	%
Improved greatly	31%	37%
Improved slightly	24%	24%
No change	12%	6%
Decreased slightly	0%	0%
Decreased greatly	0%	0%
Don't know	18%	18%
<b>Total Improved</b>	<b>55%</b>	<b>61%</b>
Missing	15%	15%

# Criminal and civil justice outcomes

## Criminal justice system outcomes (Information captured at exit, n = 2,149)

	2021		2020	2019
Clients supported with criminal justice	n=	2149	1196	1063
	Count	%	%	%
Yes	43	2%	3%	3%
No	2106	98%	97%	97%

	2021		2020	2019
When was the report made to the police?	Number of police reports =	40	37	24
	Count	%	%	%
Before engagement with service	15	38%	32%	42%
After engagement with service	14	35%	41%	38%
Both before and after engagement with service	0	0%	0%	8%
Missing	11	28%	27%	13%

	2021	2020	2019
Average number of reports made to police per case	0.9	0.9	0.9
Average number of incidents per report	1.4	1.1	1.1
Proportion of incidents resulting in conviction (either found/pled)	22%	33%	15%

	2021		2020	2019
Incidents	Number of police reports =	40	37	24
	Count	%	%	%
Assault - Beating/battery (Section 39)	5	13%	8%	25%
Assault - Actual Bodily Harm (Section 47)	3	8%	16%	4%
Assault - Grievous Bodily Harm with intent (Section 18)	2	5%	5%	4%
Assault – Grievous Bodily Harm - without intent (Section 20)	1	3%	0%	0%
Harassment (Section 2)	7	18%	11%	21%
Harassment (Section 4)	1	3%	3%	4%
Criminal Damage	10	25%	0%	4%
Threats to Kill	3	8%	8%	13%
Coercive Control	2	5%	5%	17%
Malicious Communication	1	3%	0%	8%
Breach of Restraining Order	3	8%	14%	4%
Breach of Non-Molestation	0	0%	14%	0%
Rape (Section 1)	4	10%	14%	0%
Sexual Assault (Section 3)	2	5%	3%	8%
Kidnapping or False Imprisonment	0	0%	0%	0%
Perverting the course of justice ( Common Law)	0	0%	0%	0%
Witness Intimidation (Section 51)	0	0%	0%	0%
Crimes against property	0	0%	0%	0%
Perjury	0	0%	0%	0%
Fraud	0	0%	0%	0%
Breach of bail	0	0%	0%	0%
Common assault	7	18%	3%	0%
Revenge Porn	0	0%	0%	0%
Arson	0	0%	0%	0%
Stalking	2	5%	0%	0%
Other	1	3%	5%	0%
Don't know	0	0%	0%	0%

Consequences	2021		2020	2019
	Count	%	%	%
<b>Number of incidents =</b>	<b>54</b>		<b>40</b>	<b>27</b>
Police report - NFA (no further action)	19	35%	43%	63%
Arrested - on bail	1	2%	3%	7%
Arrested - in custody	2	4%	0%	0%
Charged	10	19%	0%	7%
Charge dropped	0	0%	8%	7%
Pled guilty	7	13%	20%	7%
Pled guilty (lesser charge)	2	4%	8%	4%
Pled innocent-found guilty	3	6%	5%	4%
Pled innocent-found guilty (lesser charge)	0	0%	0%	0%
Not proven	0	0%	0%	0%
Acquitted	2	4%	3%	0%
Missing	8	15%	13%	0%

Reason for NFA (no further action)	2021		2020	2019
	Count	%	%	%
<b>Number of NFA =</b>	<b>19</b>		<b>17</b>	<b>17</b>
Victim withdrew	9	47%	18%	47%
Police withdrawal of case	6	32%	53%	35%
CPS withdrawal of case	2	11%	12%	6%
Other	1	5%	6%	12%
Don't know	0	0%	6%	0%
Missing	1	5%	6%	0%

Were special measures granted in this case?	2021		2020	2019
	Count	%	%	%
<b>Number of police reports =</b>	<b>40</b>		<b>37</b>	<b>24</b>
Granted	5	13%	22%	13%
Denied	0	0%	3%	0%
Not yet confirmed	3	8%	0%	0%
Not requested	8	20%	24%	58%
Don't know	1	3%	3%	8%
Missing	23	58%	49%	21%

Perpetrator penalties	2021		2020	2019
	Count	%	%	%
<b>Number of police reports =</b>	<b>40</b>		<b>37</b>	<b>24</b>
Community order - DV-related specified activity order	1	3%	0%	4%
Community order - other requirements	0	0%	3%	13%
Suspended sentence - with DV-related specified order	0	0%	8%	0%
Suspended sentence - with other requirements	1	3%	8%	4%
Custodial sentence - up to 12 months	2	5%	0%	4%
Custodial sentence - 12 months or more	1	3%	5%	4%
Restraining order - up to 12 months	1	3%	5%	4%
Restraining order - up to 24 months	2	5%	8%	0%
Restraining order - 5 years	1	3%	0%	0%
Restraining order - indefinite	0	0%	8%	0%
Bindover	0	0%	0%	0%
Fine	0	0%	3%	4%
Caution	1	3%	3%	13%
Compensation	1	3%	3%	0%
Conditional discharge	0	0%	0%	0%
Other	2	5%	5%	4%

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>40</b>		<b>37</b>	<b>24</b>
Helped client report incident to police	8	20%	38%	46%
Explained criminal justice process	21	53%	46%	58%
Supported client through criminal justice processes	8	20%	32%	38%
Supported client to access legal support	4	10%	5%	21%
Attended court with client	3	8%	11%	17%
Attended court without client	8	20%	0%	0%
Provided updates about court outcomes	9	23%	14%	13%
Advocated for client during proceedings	10	25%	22%	8%
Supported client with their own charge/conviction	2	5%	3%	0%
Helped client to access compensation	2	5%	3%	4%
Supported client to make an anonymous report	2	5%	0%	4%
Other	4	10%	14%	21%
Missing	13	33%	38%	17%

**Civil justice system outcomes**  
(Information captured at exit, n = 2,149)

		2021	2020	2019
<b>Clients supported with civil justice</b>	<b>n=</b>	<b>2149</b>	<b>1196</b>	<b>1063</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Yes	59	3%	4%	3%
No	2090	97%	96%	97%

		2021	2020	2019
<b>Did the client qualify for legal aid?</b>	<b>n=</b>	<b>59</b>	<b>42</b>	<b>29</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Yes	30	51%	48%	34%
No	11	19%	12%	34%
Don't know	13	22%	7%	3%
Missing	5	8%	33%	28%

2021								
<b>Civil orders applied for</b>	Applied for		Granted		Not granted		Breach	
	Count	%	Count	%	Count	%	Count	%
Non-molestation order	4	7%	11	19%	0	0%	1	2%
Occupation order with power of arrest	1	2%	1	2%	1	2%	0	0%
Order under Protection from Harassment Act	0	0%	0	0%	0	0%	0	0%
Injunction under Forced Marriage Act with power of arrest	0	0%	0	0%	0	0%	0	0%
Child arrangements order	13	22%	7	12%	0	0%	0	0%
Prohibited steps order	1	2%	1	2%	0	0%	0	0%
Specific issue order	0	0%	0	0%	0	0%	0	0%
Other orders under the Children's Act	0	0%	0	0%	1	2%	0	0%

2020				
<b>Civil orders applied for</b>	n= 42			
	Applied for	Granted	Not granted	Breach
	%	%	%	%
Non-molestation order	2%	31%	0%	0%
Occupation order with power of arrest	2%	5%	5%	0%
Order under Protection from Harassment Act	0%	0%	2%	0%
Injunction under Forced Marriage Act with power of arrest	0%	0%	0%	0%
Child arrangements order	19%	14%	2%	0%
Prohibited steps order	0%	0%	0%	0%
Specific issue order	0%	0%	0%	0%
Other orders under the Children's Act	5%	2%	0%	0%

'Applied for' indicates that the outcomes was not known by the time the case was closed. 'Breach' 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>59</b>	<b>42</b>	<b>29</b>
	<b>Count</b>	<b>%</b>	<b>%</b>	<b>%</b>
Supported client to apply for legal aid	26	44%	29%	41%
Arranged a pre-court visit	2	3%	7%	14%
Referred client for legal advice	40	68%	40%	55%
Supported client with self application of orders	5	8%	17%	7%
Supported client to complete documents	7	12%	19%	21%
Attended court with client	14	24%	50%	66%
Provided updates about civil justice outcomes	4	7%	14%	34%
Advocated for client during proceedings	7	12%	14%	34%
Provided legal support at court	0	0%	7%	3%
Presented evidence at court	0	0%	0%	21%
Helped client report a breach	6	10%	10%	17%
Support with defence against cross applications	2	3%	0%	3%
Supported client with distribution of orders	0	0%	7%	3%
Other	9	15%	24%	17%
Missing	1	2%	2%	10%