Assessing Value for Money

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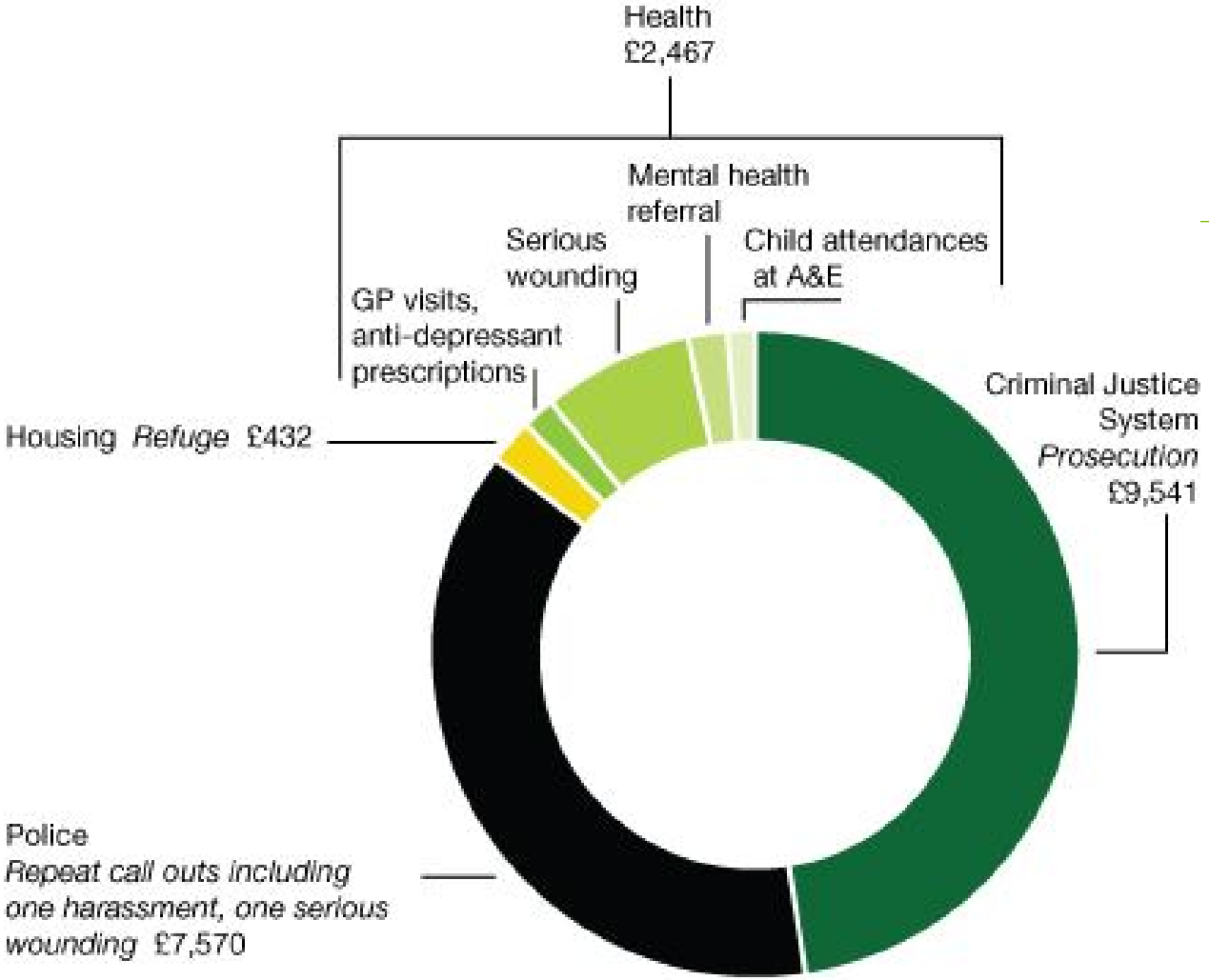
Outline

- A cross agency issue
- Key issues for local areas
- What helps and what hinders?
- Assessing VfM within an area-based approach

Serious cases use public resources



Typical cost over one year

£20,000

Areas that are better at addressing domestic abuse

A multi-agency approach

A victim-centred approach

More successful areas

Organise funding and understand VFM

Recognise and address diversity and equality

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Multi-agency working

What helps

- Well-established, inclusive arrangements; senior sponsorship
- Common understanding of abuse; shared goal of victim safety
- Clear joint strategy that can be measured
- Joint training
- Shared approach to monitoring and referring, consistency in response.

Obstacles

- Lack of engagement from some partners, responsibilities unclear
- No shared definition or understanding of what services are trying to achieve
- Different recording systems, information not adequately shared
- Differing service thresholds.

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Victim-centred approach

What helps	Obstacles
• Agreed accountability for assistance and support at all stages	• Weak information on the extent of abuse
• Single points of contact; dedicated workers to help high-risk victims	• Services that act independently and do not cross refer /share
• Choice/tailoring including independent (VCS) advice	• Targets based on services, not victims *(for example, convictions not victim safety)*
• Involving survivors in policy and practice development	• A lack of diversity in provision and support, even where needs known

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Understanding diversity

What helps

- Good training
- Targeting groups where under-reporting is likely or suspected
- Recognising that victims and perpetrators come from different ages and genders
- Local or regional support options for victims and perpetrators that reflect community needs

Obstacles

- Under - reporting leads to lack of awareness of range of need
- Support and advice services that only cater for male on female abuse
- Lack of flexibility

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Funding and vfm issues

What helps

- Joint bids, pooled budgets with clear priorities
- Mainstream services see the links to their work and ensure their staff are trained to deliver
- Clarity on commissioning
- Costs and benefits monitored and shared across partners

Obstacles

- Short-term and ad hoc funding an obstacle to strategic work
- Responses left to specialist services without capacity
- Value for money calculations possible – but cashable savings rarely direct to service funder, making it harder to argue for money

Overcoming barriers – examples from case studies

- How to engage important partners
- How to engage victims in service improvement
- How to share referral data below MARAC level

- Survivors involved in training magistrates to give emotional impact
- Victims asked for feedback on special courts at the end of cases
- Survivors group used to comment on arrangements and ideas
- Locally agreed standard simple form, co-ordinated by local council

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An agenda for local areas?

- Maintaining co-ordinated local services through governance and financial changes to health and police.
- Strengthening a victim centred approach – no retreat into provider silos.
- Better use of fewer resources:
  - Increasing service flexibility to better address diversity.
  - Engaging mainstream services wherever possible.
  - Increasing efficiency via information sharing, cross referrals etc.
  - Agreeing local data collection to allow evidence based improvement and demonstration of vfm to local statutory agencies.

Options for using the web assessment tool

- Use the tables as the basis for a group discussion on performance in one or more area.
- Use the self assessment tool to create a local report. You can fill the questions in as an individual or as part of a group discussion.
- Discuss the report suggestions on what you have identified as a priority. What could you do next?