

CONGLETON TOWN COUNCIL
COMMITTEE REPORTS AND UPDATES

COMMITTEE:	Community & Environment		
MEETING DATE AND TIME	23rd September 2021 7.00pm	LOCATION	Town Hall
REPORT FROM	Introducing Officer – Jackie MacArthur – Deputy CEO, Communities & Marketing Saskia Ritchie, CEO of my Cheshire Without Abuse A Domestic Abuse Survivor, and the Police		
AGENDA ITEM	9		
REPORT TITLE	Congleton Domestic Abuse Clinic		
Background	Congleton Town Council resolved to support the development of specialist domestic abuse support for Congleton in September 2019. Funding was sought to develop a community hub for local victims and their families.		
Progress	<p>£15,000 in total was sourced to support the project from CRH Charitable Trust. Congleton Town Council (CTC) proposed the use of The Old Saw Mill. COVID-19 restrictions limited what could be offered.</p> <ul style="list-style-type: none"> • Face to face support only available one-to-one which meant only advice clinics could be offered face to face as considered essential • Group support moved to online for peer support groups <p>For the last 12 months, Domestic Abuse (DA) services in Congleton have been:</p> <ul style="list-style-type: none"> • Advice clinics at The Old Saw Mill (44 people) <ul style="list-style-type: none"> ○ General advice – 52 clinics delivered 92 available Sessions of which 83 were attended by 26 adults (23 women and 3 men) ○ Police Clinics – attended by 11 women ○ Legal Clinics – attended by 7 women • Peer Support Group (online due to COVID-19) <ul style="list-style-type: none"> ○ 52 group sessions with 142 attendances (21 women) • Lifeline - Men's Behaviour Change Programme <ul style="list-style-type: none"> ○ 3 of 6 men have joined Lifeline (delivered online during COVID) • Evolve - Women's Behaviour Change Programme <ul style="list-style-type: none"> ○ 2 women have completed • One-to-one support – Tailored support face to face and online <ul style="list-style-type: none"> ○ 15 women have completed support plans • Children and Young People (CYP) Programmes <ul style="list-style-type: none"> ○ 21 children and young people have completed play therapy, Monkey Bob recovery work, Even Better programmes and/or Future Proof 		

	<p>Going forward, funding is in place until March 2022:</p> <ul style="list-style-type: none"> • Clinics continue weekly • Peer Support Group in Congleton begins face to face in October 2021 • Support from our core myCWA service continues <p>The meeting will also hear from a domestic abuse survivor and the Police will present a recent case study.</p> <p><u>Appendices:</u></p> <p><i>9.1. myCWA Congleton 2020-21</i></p> <p><i>9.2. Powerpoint Presentation - Domestic Abuse in Congleton.</i></p>
PROPOSAL	To note the update



Domestic Abuse in Congleton

Saskia Lightburn Ritchie - My CWA

Background

Our vision is of a community where people can **live free** of the fear of domestic abuse

- ▶ Congleton Town Council resolved to support the development of specialist domestic abuse support for Congleton in September 2019
- ▶ Funding was sought to develop a community hub for local victims and their families

Successes and Challenges

- ▶ £15,000 in total was identified to support the project
- ▶ CTC funded the use of The Old Saw Mill
- ▶ COVID-19 restrictions limited what could be offered
 - ▶ Face to face support only available one to one which meant only advice clinics could be offered face to face as considered essential
 - ▶ Group support moved to online for peer support groups
 - ▶ Support for child care not possible

Congleton

- ▶ 161 referrals for 94 individuals between March 2020 and April 2021
- ▶ 62 adult victims of domestic abuse
 - ▶ 57 female victims
 - ▶ 5 male victims
- ▶ 7 male Perpetrators of domestic abuse
- ▶ 2 female perpetrators of domestic abuse
- ▶ 4 children for behaviour change support
- ▶ 19 children for recovery support
- ▶ 23 victims assessed at high risk of death or serious harm referred to Multi Agency Risk Assessment Conferences
- ▶ £1625 in community grants distributed
- ▶ 72 care packages distributed

Congleton

Referrals were assessed and a range of support was offered

- ▶ Advice clinics at The Old Saw Mill (44 people)
 - ▶ General advice - 52 clinics delivered 92 available Sessions of which 83 were attended by 26 adults (23 women and 3 men)
 - ▶ Police Clinics - attended by 11 women
 - ▶ Legal Clinics - attended by 7 women
- ▶ Peer Support Group (online due to COVID-19)
 - ▶ 52 group sessions with 142 attendances (21 women)
- ▶ Lifeline - Men's behaviour change Programme
 - ▶ 3 of 6 men have joined Lifeline (delivered online during COVID)
- ▶ Evolve - Women's behaviour change Programme
 - ▶ 2 women have completed
- ▶ 1-2-1 support - Tailored support face to face and online
 - ▶ 15 women have completed support plans
- ▶ CYP Programmes
 - ▶ 21 children and young people have completed play therapy, Monkey Bob recovery work, Even Better programmes and/or Future Proof

Where are we now?

- ▶ Funding

- ▶ Due to COVID restrictions limiting what we can offer face to face some savings have been made and we still have £7,892 which will fund activity until March 2022

- ▶ Offer

- ▶ Clinics continue weekly
 - ▶ Peer Support Groups begin again face to face in October 2021
 - ▶ Support from our core service continues to be available (if one to one this is place based)

- ▶ Moving Forward

- ▶ We continue to seek further funding from a range of funders



Congleton Domestic Abuse Hub

Report 2020-2021

Item 9 - Appendix 9.2



Congleton Community Domestic Abuse Hub – Report 2020-21

Background

My CWA is a service run by and for people with lived experience of domestic abuse. Our approach centres the voices of survivors of domestic abuse and our policy is to ensure that key roles within the organisation, from governance to service delivery roles, are staffed by people with lived experience of domestic abuse and ill mental health. All our work is guided and reviewed by survivors of domestic abuse and it is by listening to the voices of survivors that we are able to consistently develop and deliver innovative support to help people to recover from their experiences of domestic abuse and the complex issues that arise as a result of abuse.

In 2019 we met with Congleton Town Council to discuss some of the accessibility issues that were causing barriers to local people affected by domestic abuse. The issues:

- All My CWA core services are available out of two main sites; Crewe and Macclesfield. People in Congleton without their own transport have identified public transport as a key issue in accessing services
- Isolation and loneliness were key challenges for recovery of mental and emotional wellbeing whilst all peer support groups were available only in the main centres
- Services only being available in office hours was a key barrier to accessing support when, where and how it was needed

The proposal: to develop a locally based community hub where people affected by domestic abuse could access very local advice and support and access more centralized support services.

Congleton Town Council agreed to support the proposal with generous support to use The Old Saw Mill as a Base and we were able to open sessions from early 2020.

We could not have anticipated the pandemic and the impact of lockdown, not only on our project, but on the families and individuals we were supporting. Since April 2020 we have had to significantly adapt the way we work. Our team have been key workers throughout both lockdowns working face to face with people on a one to one basis. Group interventions and support have had to be transferred to online platforms and demand for support has risen 40%. Nevertheless, we have seen remarkable progress and we have learnt new skills. I am proud of our achievements and the flexibility shown by our team.

Saskia Ritchie
CEO

Congleton Community Domestic Abuse Hub – Report 2020-21

Activities

We received 161 referrals for 94 unique individuals between 1st April 2020 and 31st March 2021. We delivered 52 Advice Clinics, 52 online peer support groups and supported 94 adults and children across a range of interventions. Where possible (only one to one could be face to face due to COVID restrictions) these were delivered in Congleton. Where not possible we used a combination of Zoom, WhatsApp and telephone.

Congleton Community Domestic Abuse Hub	Congleton Unique Individuals
Advice Clinic	26 (23f, 3m)
Police Clinic	11
Legal Clinic	7
Lifeline - Men's behaviour change Programme	3
Evolve - Women's behaviour change Programme	2
1-2-1 support – Tailored support face to face and online	15
CYP Programmes	21
Supermarket Voucher and/or Care Package	72
Crisis Grant (up to £200)	21
24/7 Helpline	43



Congleton Community Domestic Abuse Hub – Report 2020-21

Delivery

The Community Domestic Abuse Hub in Congleton had only just got started when COVID-19 hit. This having to adapt to new ways of working. Very quickly we adopted Zoom as a digital platform and adapted all workshop content to online delivery.

Sessions continued to run without a break but the additional challenges presented by a digital group took place quickly. For those with children the digital groups were a mixed blessing. No childcare was required but the freedom to discuss issues was curbed. We saw a big increase in use of the helpline out of hours over this period from Congleton clients with a record 43 adults making over 200 calls out of hours.

The helpline is a core service delivered by My CWA however during COVID it became a lifeline for people who were isolated. The scale of usage was an unexpected impact of the pandemic.

To supplement the online peer support group we set up a private facebook group. This is moderated by a staff member and by two of the members and a communication plan for content is delivered at regular intervals to go with the workshop content delivered over Zoom.



Referrals
161



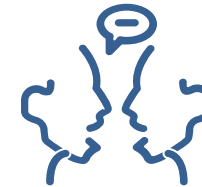
Helpline
203



Crisis Grant
1,625



Online Support Group
142



Advice Clinics
83



Intensive Support
15

It's literally a life saver for me. I wouldn't be here without it
Congleton Client on the Helpline

Congleton Community Domestic Abuse Hub – Report 2020-21

Outcomes

A key aim of the project is ensuring that there are no geographic barriers to help-seeking for those who are affected by domestic abuse. Under the circumstances of the pandemic it is impossible to fully understand the impact of the service as circumstances are complicated by additional isolation and anxiety.

The year presented real challenges for everyone of our clients in this project and we have been increasingly asked by parents to support their children.

Despite the significant issues we have seen a solid and consistent level of progress across most areas of the outcomes framework for the 94 women who have completed both a pre-intervention assessment and at least one interim or post-intervention outcomes assessment. The chart to the right shows the average score at first assessment and the average final score across five specific outcomes areas.

Using the Warwick and Edinburgh Emotional Wellbeing Scale we can see that 87% of our clients experienced ill mental health on entry to the project. The number of people whose mental health was OK doubled as a result of the intervention and there was an increase in those reporting as good. Based on client feedback one of the strengths of the work undertaken was in supporting people to manage their emotional wellbeing wherever they were at and in supporting people to cope with mental health crisis i.e. not escalating into significant self-harm or suicidality.

