



Specialist Domestic Abuse Advisors: Risk Management Desk (RMD) Control Room Project: July 2021 – March 2022

Grant Funding Information Document

Section 1: Background

The Northumbria Police and Crime Commissioner wishes to pilot a new intervention to help improve responses to domestic abuse victims at the point of crisis when they call the police for assistance. This will run from July 2021-March 2022 (8 months). There may be potential to extend the scheme after the pilot phase. The model will involve specialist domestic abuse services releasing experienced staff to work on a rota system alongside police officers on the risk management desk. There will be 2 specialist DA advisors (SDAAs) on each 5 hour shift in each control room on Friday and Saturday evenings.

With 8 month's funding available, the pilot aims to combine the learning and best practice from the previous DVSA Car and DASSA project i.e. direct advice and support from an experienced worker from a specialist DA service enabling increased chance of take-up of specialist support; joint working between police and DA specialists through co-location; accurate risk assessments; and control room based to allow swifter access to a greater number of victims than a physical deployment.

The accompanying service specification sets out the aims and objectives of the pilot scheme.

Section 2: What We Require

The OPCC wishes to enter into a partnership grant agreement with a lead provider North of Tyne¹ and a partnership grant agreement with a lead provider South of Tyne².

There are 2 police control rooms (North of Tyne and South of Tyne) each with a risk management desk staffed by police officers. We will require:

- One specialist DA service or a consortium of specialist services to work with the North risk management desk. If there is a consortium there must be a lead provider.
- One specialist DA service or a consortium of specialist services to work with the South risk management desk. If there is a consortium there must be a lead provider.

The same provider can express an interest to cover both North and South, or the co-ordination role both North and South if other participating services agree.

Expressions of interest in delivering this pilot scheme **must come from the lead provider** and include the **following 6 elements**, the absence of which will be treated as a **'show-stopper'**.

1. Any participating organisations must be specialist domestic abuse service services whose core business is supporting adult victims/survivors of domestic abuse.
2. Expressions of interest must come from the lead provider setting out how they will fulfil the specifications and expectations of this project. The lead provider can either deliver this scheme alone or in partnership with other interested specialist domestic abuse providers.

¹ North of Tyne will cover Newcastle, North Tyneside and Northumberland

² South of Tyne will cover Sunderland, South Tyneside and Gateshead



3. The lead providers (North of Tyne and South of Tyne) will agree to be responsible for the scheme co-ordination as set out in the specification; and ensuring the scheme is always staffed by suitably experienced workers on a rota basis. They can staff the scheme using their own specialist DA workers or by working in partnership with other DA services.
4. The lead providers must ensure they provide 136 shifts across the 8 months (per control room) at the enhanced hourly rate for each 5 hour shift. This rate is inclusive of: all staffing costs; associated on-costs and management costs; and a brief 'check-in' phone call the following day for any victims who consented to a referral to a specialist service while the staff were on shift
5. The lead providers must ensure there are 2 domestic abuse specialists on the risk management desk in their area on Fridays 6pm – 11pm and Saturdays 6pm – 11pm
6. The lead providers must agree to use the grant of £4,000 to co-ordinate the scheme which is inclusive of: costs to develop and manage the rota; develop the information pack on the specialist DA support offer and key out of hours contact info for their control room area; agree the referral process into neighbouring specialist services; and routinely collate and analyse data on outputs and outcomes for the bi-annual outcomes report.

There is an expressions of interest form that must be submitted by the lead provider and this must outline:

1. If you, as lead provider, will be delivering the scheme North of Tyne, or South of Tyne
2. If you, as lead provider, will be delivering the staffing element of the scheme on your own as a single agency or in partnership/collaboration with other local DA services.
3. If you are staffing this scheme in partnership with other DA services, you will need to name your partners and include their suitability to provide specialist domestic abuse advice at a point of crisis
4. Your suitability for this partnership agreement including experience of delivering similar types of interventions (offering specialist DA advice at a point of crisis).
5. Your experience of setting and managing staffing rotas
6. Your experience of data collection, analysis and reporting on outcomes to demonstrate the impact of interventions
7. Your agreement to deliver the scheme within the available budget
8. Your agreement to attend a quarterly SDAA project steering group (including your delivery partners if applicable).
9. Your commitment to developing and refining the pilot alongside Northumbria Police and the OPCC so that it best utilises the time of the SDAA workers
10. Your commitment to enabling those staff who have been on shift to carry out a brief follow-up 'check-in' call with any victims spoken to the night before, who have consented to a referral to a specialist service

EOIs will be assessed against the 6 showstopper criteria (all must be met) alongside quality criteria

- An understanding of specification requirements
- Expertise & Experience
- Capacity to deliver
- Service Outcomes
- Value for Money (no hidden costs)



The quality criteria will use the following scale: 1 = No evidence 2 = little evidence 3 = Satisfactory evidence 4 = Good evidence 5 = Excellent evidence.

The accompanying **SDAA service specification** contains all relevant information about the project including **Appendix 1** which sets out the Specialist Domestic Abuse Advise Workers Role Description

Section 3: Funding

The OPCC is making funding available to pilot this approach for 8 months July 2021 – March 2022 to ascertain the demand and impact of the SDAA pilot across Northumbria.

Funding will be to cover:

- An enhanced hourly rate that is inclusive of staff costs for working shifts on the rota; on-costs; management costs; and a contribution to mainstream specialist provision which also includes brief call-backs the following day to any victims spoken to whilst on shift who said they want to engage in on-going support;
- On top of the enhanced hourly rate, the scheme will pay for the additional co-ordination costs to the lead provider North of Tyne and the lead provider South of Tyne. This will cover all pilot scheme co-ordination costs for managing the rota; developing a simple information pack for SDAA staff that sets out the specialist support offer/key contact info for their control room area; agreeing the referral process into other specialist services; collating and analysing data on outputs and outcomes for a bi-annual outcomes report.

Please see the SDAA service specification for all relevant budget and staffing information. Note, should the pilot be extended after March 2022, **Appendix 2** in the specification sets out likely shift and budget calculations for a 12 month period. The specification also explains the role of the police risk management desk.

Section 4: Monitoring Requirements

The grant conditions for the funding of this project stipulate that output and outcome performance information must be maintained by the lead provider(s), with data collected at least monthly and submitted to the OPCC on a minimum of a quarterly basis alongside a bi-annual impact report. The OPCC and Northumbria Police will need to use this information to evaluate the project to determine its impact and also the level of service provision provided with the resources allocated.

The type of data will be formally agreed with the successful lead providers through the project steering group but it is likely to include:

- Number of victim's that the workers engaged with on each shift
- Risk levels, and the type of advice and support service provided; any follow up support; level of contact maintained
- Number of onward referrals made and to which agencies
- Number of victims engaged with where it was their first contact with a specialist DA worker / service (early intervention opportunity)
- Where possible feedback with victims' who went on to engage with specialist services to determine whether the intervention from the SDAA has assisted them on their journey to 'cope and recover' from their experience.



We would welcome the views of the lead providers, as part of their expressions of interest, on how they may propose to capture the right data for this project.

Section 5: How Do I Apply?

The Police and Crime Commissioner would like to receive expressions of interest (via the EOI form) from the lead providers. These organisations should ideally have a footprint within the appropriate geographical locations and be able to fulfil the specifications and expectations of this funding opportunity.

All expressions of interest outlining your suitability for this work, as set out in the specification, are to be submitted to julie.smith@northumbria-pcc.gov.uk by noon **on Friday 25th June 2021**. Assessments will be made in the following 7 days and successful applicants will be informed as soon as possible after this date.

Please note that the separate EOI form and specification can be downloaded from the 'Commissioning Service and Grants' section of the PCCs website: <http://www.northumbria-pcc.gov.uk/police-crime-plan/commissioning-services-grants/>. If you have any problems downloading the form or have any questions about the fund please contact enquiries@northumbria-pcc.gov.uk quoting 'Specialist Domestic Abuser Advisors: Risk Management Desk Control Room Pilot Fund 2021-2022'

We are aiming for the pilot scheme to begin **in July 2021**.

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