

DOMESTIC VIOLENCE

TRAINING PROGRESS REPORT April 2009 – March 2010

Background

In the interim progress report produced in November 2009, we outlined the training objectives for Hammersmith & Fulham as contained in the 3 year Domestic Violence Training Strategy. We are now able to report on the full year of both offering open access courses and being commissioned by a wide range of agencies to deliver bespoke domestic violence training in H&F. During the year, we have monitored the attendance and feedback from the training in great detail, and are able to provide both quantitative and qualitative information in this report. Because the Training Attendance Analysis provides information about which agencies and services have accessed the range of courses, the rest of this report provides some reflections and commentary, and feedback from participants.

Achievements April 09 – March 2010

Types of courses delivered

Standing Together has designed and delivered Foundation course covering dynamics of domestic violence and best practice, and skills courses covering issues such as enabling safe disclosure of domestic violence, risk identification and risk assessment, and safety planning. A number of specialist courses have also been delivered, for example for interpreters and Refugee Community or BAMER Organisations. The programme of Multi agency 'open access' courses has continued throughout the year and proved very popular with a wide range of agencies

1. Domestic Violence Dynamics and Best Practice: Foundation courses (one day unless stated otherwise).

a. Multi agency, for managers and staff.

The open access Foundation courses advertised widely by Standing Together have been oversubscribed on each occasion, and extra courses have been set up as a result.

b. Single agency, for managers and staff.

2. Domestic Violence Skills courses on Risk Assessment and Safety Planning: (one day)

These multi agency courses are run for the LSCB and are also offered as open access course by Standing Together.

3. Other training

a. Courses for Interpreters and BAMER community organisations (see also the Interim training report from Nov 2009)

b. MARAC: A number of briefings about the Multi Agency Risk Assessment Conferences (MARACs) have been carried out for H&F agencies teams and individuals, to inform them about risk identification and how to make a referral of high-risk cases to the MARAC.

c. SDVCs: We have also conducted two Annual Reviews for Specialist Domestic Violence Courts this year.

"The trainers were both very good and were quick to think on their feet. They are very knowledgeable about current research which brought the case studies & examples to life"

LSCB Skills Jan 2010

Training Officer's comments

Increase in training

There has been a marked and welcome increase in the amount of domestic violence training both commissioned and attended this year, with a total of 29 courses being run and 441 people attending from a wide range of agencies. Some of the courses have been commissioned in response to a particular situation within an agency, others because of policy or procedure development across a sector. In other cases, managers have become more aware of the prevalence of domestic violence. In fact it has been noticeable throughout the year what a high and increasing proportion of many statutory agencies' casework involves identified domestic violence.

"I found the course very useful and feel the information provided will help me in working with domestic violence confidently"

Safeguarding Adults Feb 2010

Opportunity to provide a systematic, coordinated and consistent response to domestic violence

As a result of using the multi agency training to provide consistent messages about both the dynamics of domestic violence and models of best practice, we are able to support the process of collaboration and appropriate information sharing between all the key agencies responding to domestic violence. This in turn underpins the Action Plan and the work of the Operational and Delivery Groups.

Noticeable desire to put understanding into practice

At the end of each course, we ask participants what they are going to put into practice from their learning on the course. It is gratifying and increasingly noticeable how many demonstrate an empathetic understanding of how to provide a safe response to survivors and their children, and increased clarity about why perpetrators abuse, and therefore how to challenge when appropriate. This is equally true of mandatory and 'voluntary' participants on courses.

"I feel empowered to support women"

C&W Midwives May 09

Some gaps in professionals' prior knowledge and links to other procedures

This is particularly noticeable in relation Safeguarding Children and the London LSCB Guidance and tools on working with children in domestic violence situations. Very few participants, from all agencies, have previously known about or accessed either the 3 imperatives in responding to domestic violence in the LSCB Guidelines, or the detailed and practical material contained in the LSCB's own appendices. The courses we run for those working with families and children are designed to support putting the 3 imperatives into practice, and as such may be filling a key gap in knowledge.

Another challenge that emerges through the training is that links are not frequently or systematically made by participants between the Common Assessment Framework (CAF) and how they respond to and take account of domestic violence. This may be an issue to address at a strategic level, and then reinforce it by training that specifically makes the operational links. The same could apply to Merlin reports.

"This challenged my own personal belief thinking why doesn't she just leave the situation – losses & gains [of leaving] exercise has made me rethink my practice"

Multi-Agency Foundation Dec 2009

Requests for further training

On the one day Skills course, it has not been possible to spend enough time on how to engage with perpetrators of domestic violence, whether as parents, carers or patients. It is suggested that Standing Together designs and offers a multi agency skills course during the next year to a range of practitioners.

“I would like to know more about perpetrators and if after having ‘help’ they change or do they go back to DV. Perhaps we don’t know?”

Multi-Agency Foundation March 2010

Managers’ support for training

It has been very positive to see the practical commitment in 2009-10 of a number of managers and agencies to ensuring that their staff can receive domestic violence training. This has led to high numbers attending.

What participants say about the training

A number of comments are quoted in this report. We record verbatim all written comments on the evaluation form, and send them to the manager who commissioned the courses.

The feedback summaries and numerous comments on the courses, tell us that many people think that domestic violence training (foundation and skills courses) should be mandatory for staff and managers. People often also want longer courses.

“Mandatory training should be offered to Social Services”

Multi-Agency Foundation Dec 2009

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June 2010

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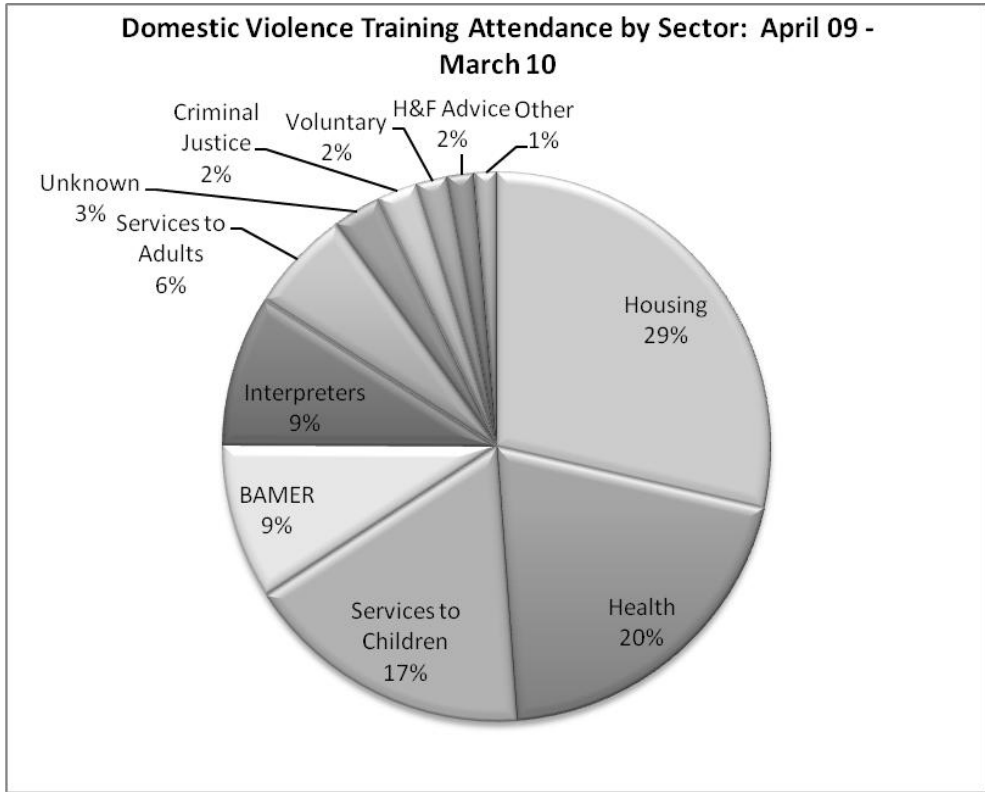
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**DOMESTIC VIOLENCE TRAINING ATTENDANCE IN LBHF
APRIL 2009 - MARCH 2010**

COURSE ANALYSIS

Courses commissioned by:	No. Courses	Total Participants
LSCB	8	102
BAMER	4	34
Housing	3	59
Safeguarding Adults	2	20
Health	2	31
Interpreters	2	37
Police	1	8
Courses offered by ST:		
Multi-Agency Foundation	6	87
Multi-Agency Skills	1	3
TOTAL	29	381
In Addition:		
Brent Social Care Training	2	16
Hendon Police Talk	1	18
Reap Talk	1	26
TOTAL NUMBER PARTICIPANTS TRAINED		441

ATTENDANCE ANALYSIS BY SECTOR



Attendance Analysis By Sector

Sector	No. Attended
Housing	109
Health	77
Services to Children	65
BAMER	35
Interpreters	34
Services to Adults	23
Unknown	11
Criminal Justice	9
Voluntary	7
H&F Advice	6
Other	5*
TOTAL	381

Additional		
REAP 1 hour session	26	
Brent Social Care x 2	16	(out of borough)
Hendon Police	18	(out of borough)

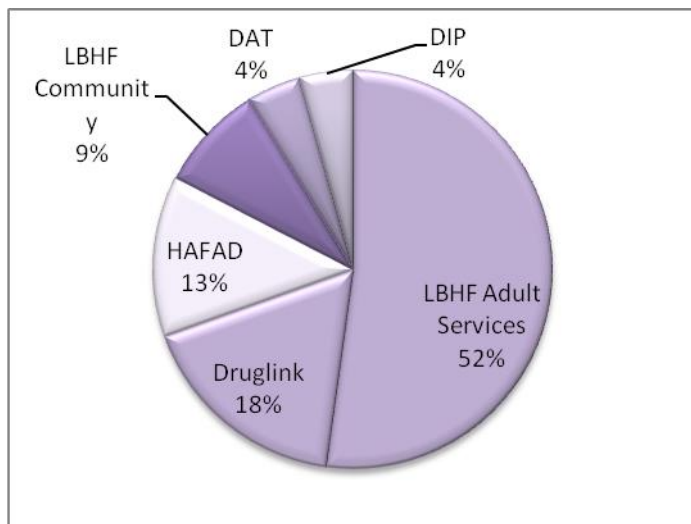
TOTAL NUMBER TRAINED 441

* HR x 2
 RBKC Safety
 RBKC Health
 Occupational Therapist

TRAINING ATTENDANCE ANALYSIS BY AGENCY

April 2009 – March 2010

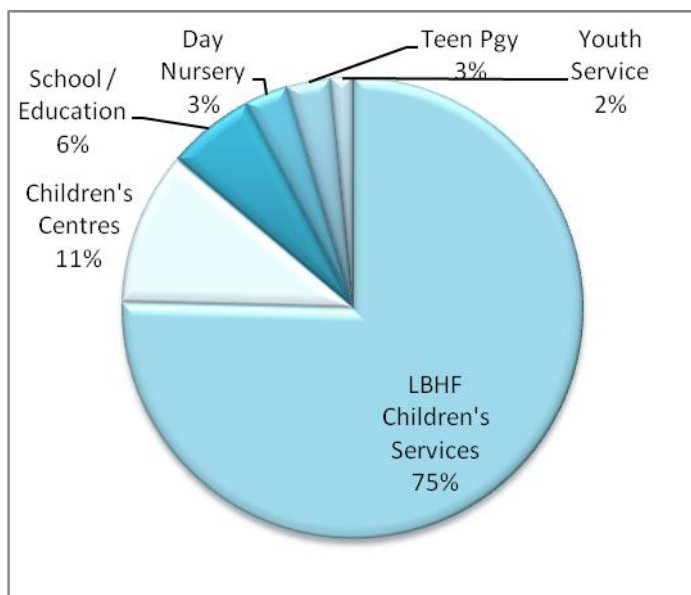
SERVICES TO ADULTS



ADULT SERVICES	No. Attended
LBHF Adult Services	12
Druglink	4
HAFAD	3
LBHF Community	2
DAT	1
DIP	1

TOTAL	23
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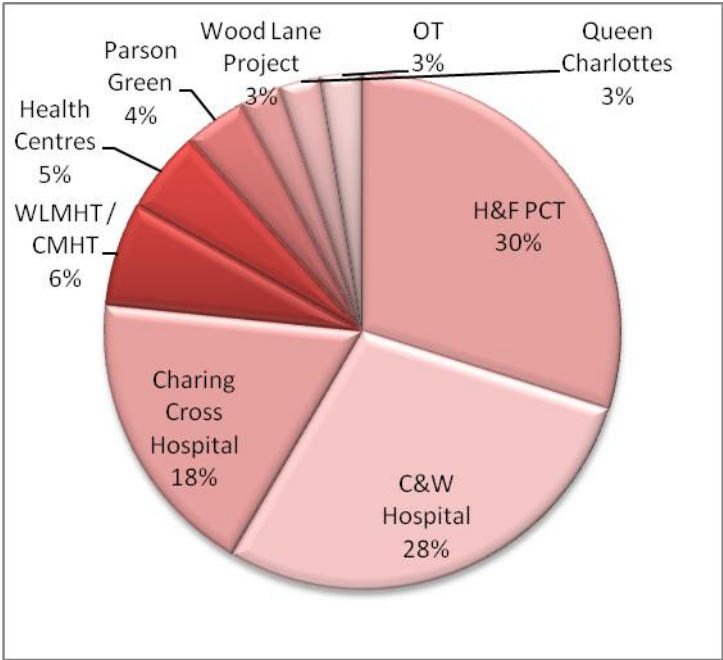
SERVICES TO CHILDREN



Children's Services	No. Attended
LBHF Children's Services	49
Children's Centres	7
School / Education	4
Day Nursery	2
Teenage Pregnancy	2
Youth Service	1

TOTAL	65
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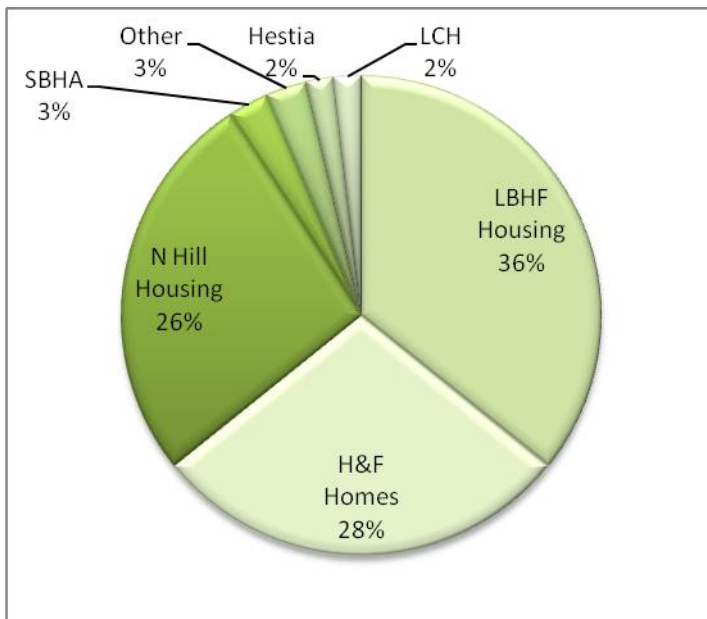
HEALTH SERVICES



Health Service	No. Attended
H&F PCT	23
C&W Hospital	22
Charing Cross Hospital	14
WLMHT / CMHT	5
Health Centres	4
Parson Green	3
Wood Lane Project	2
Queen Charlottes Maternity Hosp	2
OT	2
TOTAL	77

Health Service Professionals	
Midwife	23
Nurse	17
Health Visitor	7
Mental Health	6
Doctors	4
Social Worker	4
Occupational Therapist	4
Consultants	3
Parsons Green Walk-in	3
Language Therapist	2
Other*	4
TOTAL	77
OTHER*	
Forensic	
Health Worker	
Hospital Liaison Officer	
Safeguarding	

HOUSING SERVICES



Housing	No. Attended
LBHF Housing	39
H&F Homes	31
N Hill Housing	29
SBHA	3
Other*	3
Hestia	2
LCH	2
TOTAL	109

*Other (Centrepont, Innisfree, Old Oak)

MARAC BRIEFINGS Oct 2009 – March 2010 (in addition to the courses described in the report above)

- 7 x new MARAC representatives trained.
- 40 x staff briefed from Community Mental Health Team
- 1 x new IDVA briefed
- 8 x staff briefed from Turning Point Druglink
- 2 x Police Briefing Sessions

SDVC REVIEWS

2 SDVC reviews held – for West London Magistrates' Court and Brent Magistrates' Court

GLOSSARY OF TERMS

BAMER	Black, Asian and Minority Ethnic Groups
C&W	Chelsea & Westminster
CMHT	Community Mental Health Team
DAT	Drug and Alcohol team
DIP	Drug Intervention Project
H&F	Hammersmith and Fulham
HAFAD	Hammersmith and Fulham Action on Disability
HR	Human Resources
IDVA	Independent Domestic Violence Advisor
LBHF	London Borough of Hammersmith and Fulham

LCH	London Cyrenians Housing
LSCB	Local Safeguarding Children's Board
MARAC	Multi-Agency Risk Assessment Conference
OT	Occupational Therapist
PCT	Primary Care Trust
Pgy	Pregnancy
RBKC	Royal Borough of Kensington and Chelsea
REAP	Refugees in Effective and Active Partnership
ST	Standing Together
SDVC	Specialist Domestic Violence Court
WLMHT	West London Mental Health Trust

www.standingtogether.org.uk