

**Specification of Agreed Activities With  
Her Centre  
Period: 2021/22  
Funding Priority: Domestic Abuse Service (GLA funded)**

**1 SPECIFICATION OF AGREED ACTIVITIES AND THE REQUIRED STANDARDS IN PROVIDING AGREED ACTIVITIES**

- 1.1 This Schedule provides an overview of the service and management framework required from the Recipient, in delivering the Agreed Activities.
- 1.2 No changes can be applied to the Agreed Activities, without prior approval by the Safer Communities Team (SCT).
- 1.3 In operating the provisions of the Agreement, the Council will act in a proportionate and reasonable manner and, in doing so, the Council will pay due regard to the legitimate interests of the Recipient, subject to the compliance with the Council's duty to safeguard public monies.

**2 SCOPE AND DEFINITION OF THE AGREED ACTIVITIES TO BE PROVIDED**

- 2.1 This Agreement is for the Her Centre with additional funding of £55,100, via a grant, to provide one full time staff member at £45,900 (including on costs) until 31st March 2022 and £9,200 emergency fund to be used for furniture, training for RBG staff, new recruits and front-line workers, and marketing materials.
- 2.2 This Agreement sets out service delivery, outputs and outcomes for the Housing IDVA role. It will be monitored by the Housing Options Service and the Safer Communities Team (SCT), reporting to the VAWG Strategic Partnership Group.
- 2.3 The purpose of the housing IDVA's role is to provide casework support for housing staff who are dealing with people who either present at RBG for housing support due to Domestic Abuse or are council tenants who disclose Domestic Abuse.
- 2.4 The IDVA will be based in the Woolwich Centre, Wellington Street, Woolwich, for 4 days per week.
- 2.5 To improve staff confidence, the IDVA will assist staff in undertaking risk assessments using the Safe Lives RIC and provide advice in making appropriate referrals to MARAC.
- 2.6 The IDVA will take on 200 individual cases over the one year funding period, working with no more than 20 cases at any one time.
- 2.7 The IDVA will only work with victims who are aged 16 and over living in RBG and in RBG provided Temporary Accommodation which could be outside the borough. The IDVA will support those facing any level of risk (i.e. not just high risk), but priority will be given to those assessed as at highest risk.
- 2.8 The IDVA will provide advice and guidance regarding a domestic abuse situation for both female and male victims. However, if follow up IDVA support is required, the IDVA will ensure that male victims are referred to other appropriate agencies who provide IDVA

support for male victims. The IDVA to keep a record of the numbers of male victims refreed in and supported as well as numbers referred to other agencies for support.

- 2.9 The IDVA will work with all victims, including those with complex needs, due to; alcohol or drug problems; mental health conditions or no recourse to public funds due to their immigration status.
- 2.10 The IDVA will also offer advice and guidance around victims of other strands of VAWG, ie: victims of stalking, involved in prostitution, trafficked for sexual exploitation, victims of Female Genital Mutilation (FGM), forced marriage, sexual offences, so-called “honour-based” violence and modern slavery.
- 2.11 The IDVA should provide flexible services in such a way as to be sensitive to differences and needs of victims, including outreach work and case meetings at locations of the victims choice.
- 2.12 The IDVA will provide face-to-face support for victims when they present to RBG for housing support, or at the request of a housing officer. They will also support over the phone and by email.
- 2.13 The IDVA will provide a tailored approach for each victim and will base the length of each “session” and the number of sessions on the needs of the victim. The focus of this role is to provide one-to-one support and assist the housing officer with an appropriate response.
- 2.14 The IDVA will ensure that pro-active support is provided to victims to safeguard them, reduce repeat victimisation and ensure that victims are aware of their rights.
- 2.15 The level and scope of support provided by the IDVA will depend on the needs of the individual. Current, new and emerging needs should be identified and responded to appropriately in consultation with the housing officer. The support provided should generally include a risk assessment, advocacy, education and awareness, and support to access other services, such as, health care, substance misuse, legal advice and education and employment.
- 2.16 The IDVA will be expected to follow safeguarding processes and make referrals to other agencies and panels where appropriate.
- 2.17 The IDVA will work in partnership with other agencies, specialist and statutory services and professionals, and will attend and organise multi-agency meetings and professionals meeting where appropriate. As the Her Centre are our current commissioned IDVA service for high risk DVA cases, the IDVA will ensure they link in with all existing partners and services that may be needed to ensure appropriate support for victims, without necessarily having to develop new partnership arrangements for support.
- 2.18 With the existing relationship with RBG, the IDVA will work closely with Housing to ensure that all victims of DVA receive an appropriate response and support.
- 2.19 The IDVA will support the Housing Inclusion Service in improving RBG responses to victims of DVA and assisting RBG in maintaining DAHA accreditation.
- 2.20 In order to promote the service and identify potential victims, the IDVA will take a proactive approach in building relationships across all RBG housing areas and ensure that housing staff are aware of the support available to them.
- 2.21 The IDVA will be sufficiently flexible to modify provision when issues are identified through performance monitoring. In particular, the IDVA will be required to work with the Council and its partners to identify any changes that may need to be made to provision.

### 3 SERVICE OUTPUTS AND INTENDED OUTCOMES

3.1 Her Centre will be measured to assess achievements by using the following outputs:

Output	Target
No. of individual cases per funded year	200
Level of user satisfaction for all outcomes	75% positive

3.2 Her Centre has been funded to deliver the following outcomes and the service will be measured to assess achievements by using the following Outcome Indicators:

OUTCOMES	OUTCOME INDICATORS
<b>Victims of DVA feel safer and more confident to access services when needed</b>	Using a survey of service users to measure: <ul style="list-style-type: none"> <li>• Level that are more confident that they can stay safe</li> <li>• Level that are aware of where to access help and support if needed.</li> <li>• Level that feel safer.</li> </ul>
<b>Successful partnership-working and awareness of support offered by IDVA</b>	Regular attendance weekly at Housing Inclusion Team offices, and regular liaison with Tenancy Team
	<ul style="list-style-type: none"> <li>• Number of consultations with Housing Inclusion staff.</li> <li>• Number of referrals made to other agencies (broken down by agency – including MARAC)</li> </ul>
	<ul style="list-style-type: none"> <li>• Number of Training sessions/workshops/ briefings for Housing and Safer Communities staff.</li> <li>• 2 Case Studies per quarter</li> </ul>

Outcomes	Target
Her Centre will capture outcomes through the use of a support planned reviewed with the client, with a focus on:	75% positive outcomes
a) improved safety	
b) maintaining accommodation	
d) confident to access support as needed	
Her Centre will be required to capture the following data on a quarterly basis:	
<ul style="list-style-type: none"> <li>• Demographics of the victim</li> <li>• Type of contact with victim (e.g. I-I face to face, phone call)</li> <li>• Type of support provided per case</li> <li>• Nature of case (which strand/s of VAWG)</li> </ul>	

At the end of the funding period, Her Centre will be required to provide an evaluation of the IDVA role, including successes and learning points.	
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- 3.3 Her Centre will provide quarterly updates on progress for GLA. This will be provided within 10 working days of the end of the quarter.

#### **4 MANAGEMENT STANDARDS FOR SERVICE DELIVERY**

The Recipient will be required to:

- 4.1 Maintain the appropriate organisational and management skills to provide the level and quality of Agreed Activities as set out in the Funding Agreement.
- 4.2 Adhere to the relevant safeguarding standards and ensure that Disclosure and Barring Services (DBS) checks are carried out in accordance with the DBS guidelines.
- 4.3 Deliver the Agreed Activities in an efficient, professional and courteous manner paying due regard to the interests, and welfare, of Service Users and in a manner that does not prejudice the reputation and interests of the Council.
- 4.4 Keep the building, from where they provide the Agreed Activities, in a good condition and maintain it as necessary, ensuring compliance with all health and safety regulations.
- 4.5 Keep any equipment they need, to provide the Agreed Activities, in good condition.
- 4.6 Carry out regular management and property risk assessments.
- 4.7 Manage the Agreed Activities efficiently and effectively and provide good value for money especially when buying any necessary equipment or arranging for a contractor to provide Agreed Activities.
- 4.8 Agree to regularly review policies and procedures in order to ensure they are up-to-date and to demonstrate that quality checks are undertaken, on these, to ensure they are fit for purpose in light of any changes that may have occurred since these were written.
- 4.9 Not support a political party nor use any of the funding to pay for publicity that is for, or against, any political party.

#### **5 INSURANCE**

- 5.1 Her Centre confirms that the relevant insurances are in place, details of which are set out in the table below:

*(N.B. Guidelines to minimum recommended insurance levels can be found in the Charity Commission's CC49)*

<b>Type of Insurance Cover</b>	<b>Insurer</b>	<b>Insured amount</b>	<b>Renewal date</b>
Employer's liability	Aviva	5,000,000	29 April 2022
Public liability	Aviva	5,000,000	29 April 2022
Any other necessary insurance or indemnity	Professional Indemnity Case Insurance	500,000	29 April 2022

## Her Centre

2021 / 2022

The Recipient hereby agrees that it will comply with the conditions of the Specification of Agreed Activities and, in the event of any breach of the provisions thereof, the Funding, or such part of it as the Council may determine, shall be recoverable by the Council.

The Recipient hereby agrees that to the attached Specification of Agreed Activities as agreed with the Commissioning Department.

### For the Council

.....(Signature)

#### Name

Sai Nair.....

#### Position:

Housing Inclusion Service Manager

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#### Date:

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### For the Recipient

.....(Signature)

#### Name

.....Stacy Smith

.....

#### Position:

.....CEO, Her Centre

.....

#### Date:

.....

### Contact details of Commissioning Team

Housing Inclusion Service

Housing & Safer Communities

Royal Borough of Greenwich

The Woolwich Centre, 35 Wellington Street, London SE18 6HQ