

## ASB Support Service

£25,000

South Gloucestershire Community Safety Grant  
2017/18**Description:** Dedicated caseworker and volunteers assessing and supporting the needs of high risk victims of ASB

Summary	Q1	Q2	Q3	Q4
% of High Risk victims at reduced risk	100%	100%	100%	100%
% feeling their needs have been met	100%	100%	100%	100%
% reporting improved health and wellbeing	100%	100%	100%	100%
% feeling satisfied with the service they received	100%	100%	100%	100%
% feeling satisfied with Police / Local Authority	100%	100%	100%	100%

Aim	2017/18 Result	
85%	100%	
85%	100%	
85%	100%	
85%	100%	
85%	100%	

Activity	Q1	Q2	Q3	Q4
New referrals	29	22	14	13
- Self-referrals	9	2	2	3
- Referrals from partners	20	20	12	10
Number needs assessments completed	28	22	12	13
Number needs identified	28	22	12	13
Referrals assessed as high risk	28	22	12	13

Aim	2017/18 Result	
N/A	78	N/A
N/A	16	N/A
N/A	62	N/A
60	75	
60	75	
N/A	75	N/A

Outcomes	Q1	Q2	Q3	Q4
Cases closed / Exit surveys completed	12 / 1	20 / 9	23 / 1	15 / 7
- Number feeling their needs have been met	1	9	1	7
- Number reporting improved health and wellbeing	1	9	1	7
- Number feeling satisfied with the service they received	1	9	1	7
- Number feeling satisfied with Police / Local Authority	1	9	1	7
- Number at reduced risk	1	9	1	7

Aim	2017/18 Result	
	70 closed/18 surveys	N/A
40	18	
34	18	
34	18	
34	18	
40	18	

## Quarter 1 Commentary

306 phone calls made, 209 where contact achieved. 3 home visits. 4 community visits . 2 safeguarding meetings. Current active caseload 57. 9 x self referrals, 10 x lighthouse, 7 x council , 3 x housing association. I have made 1 x referral into Survive for DV support, 1 x referral into SARI for hate crime support. Lack of surveys completed as majority of cases closed due to loss of contact. Quote "You have a big role in South Glos ASB so I was wondering whether I could have an opportunity to shadow you to get an overview. We have such positive feedback from victims in terms of your support." Jacqueline Whale Victim & Witness Care Team Leader - Lighthouse Keynsham.

## Quarter 2 Commentary

347 phone calls made, 222 where contact was achieved. 1 x joint home visit with a housing officer. 1 x community visit to victim. 2 x safeguarding meetings. 2 x meetings with other professionals; on of which team leader of Lighthouse came to shadow my work. 7 x housing association referral. 4 x Lighthouse referrals. 8 x SGC referrals. 2 x self referrals. 1 x other police referral from Beat Mnager. 1 x referral to The Bridge for sexual abuse support. 2 x referrals to SARI for hate crime support. Quotes: ... "Feel the support was excellent, very professional and empathic. Built report and trust and provided practical support. Took all complex needs into account and supported around these. Felt really reassured with how fantastically we worked with Housing and Police and gave the most useful advice"... CAS-532569-C6L6C3  
 ... "Very pleased with service from SGC and VS, felt issue taken seriously, dealt with empathy and compassion"... CAS-807380-C8G1Z5  
 ... "Didn't expect to get any support and was very happy and felt very supported by this service"... CAS-676782-X9B1Q9

## Quarter 3 Commentary

321 Phone calls attempted, 201 where contact was achieved. 1 x joint visit with Housing officer. 1 x home visit to victim. Current active caseload x49. New referrals x 14 this quarter; 3 x SGC, 7 x Lighthouse, 1 x Housing association, 2 x self referrals and 1 x referral from SARI. I made 1 x referral to SARI for hate crime support. Lack of surveys completed as majority of cases closed due to loss of contact; letters sent out to victims, no replies received: unable to complete exit survey in these cases.  
 Feedback from one of Merlin Housing's neighbourhood housing officers ..."Just thought I would feedback to you the compliments given by our resident who is being supported by you. She advised that you are great, was really grateful for your telephone call out of hours last night regarding the court case today. Thanks for going the extra mile"..  
 Feedback from Lighthouse Keynsham Area Manager Robert Fortune ..."To whom it may concern, recently within the Lighthouse department I have received some very positive feedback about Jasmine and the work carried out in South Glos. The feedback has been verbal which covered the positivity and proactivity Jasmine has when dealing with vulnerable victims of ASB.  
 The team have noted that the service in South Glos seems to be very smooth and the relationship they have with Jasmine is great.  
 Thank you Jasmine for your hard work, it is clear that you are providing an efficient and effective service the victims in South Glos"...

Quarter 4 Commentary

287 phone calls made, 192 where contact was achieved. 3 x home visits, of which 1 was a joint visit with housing. 3 x multi agency meetings. 6 x SGC referrals, 1 x housing association referral, 3 x lighthouse referrals, 3 x self referrals. Testimonials :- CAS-1382033-H4C9N3 "I think that the decoy cameras you provided made more of an impact than any other intervention by any other agency, they have resolved the issue entirely, and after your support I feel able to move on."  
CAS-532568-Y2W1W4 "I found the caseworker and organisation very supportive and helped having someone to talk to on a regular basis. Found caseworker did more than the police, without the referral made by her to get my cctv installed for me I would still be suffering now."  
CAS-1041154-J4R1M9 "I felt the support excelled expectations and was extremely valuable to my recovery from incidents. Felt the support increased confidence and reduced anxiety greatly."  
CAS-669520-N9T6F5 "I don't think I could have coped without this support and regular contact. My caseworker has been very supportive and professional and I have felt understood and reassured by your support, thank you."  
CAS-532553-B0D8M7 "this support's been brilliant"

## Towards Freedom

## South Gloucestershire Police and Crime Grant 2017/18

## Survive / Next Link £20,705

**Description:** Group work to support women who have experienced or are experiencing domestic abuse

Summary	Q1	Q2	Q3	Q4
% Referrals engaging	100%	28%	58%	42%
% Successful completions	100%	100%	100%	75%
% reporting positive outcomes *	100%	100%	100%	75%
% reporting improved health and wellbeing	100%	100%	100%	75%
% reporting improved feelings of safety	100%	100%	100%	75%
% reporting increased self-confidence	100%	100%	100%	75%
% rebuilding networks of support	100%	88%	100%	75%
% experiencing repeat victimisation	0	0	0	0

Aim	2017/18 Result	
50%	57%	
75%	94%	
90%	94%	
75%	94%	
75%	94%	
75%	94%	
75%	91%	
N/A	0	N/A

Activity	Q1	Q2	Q3	Q4
New referrals	22	29	32	28
Vicims supported / engaging	22	35	59	69
Number group meetings held	13	12	6	12

Aim	2017/18 Result	
200	111	
100	185	
30	43	

Outcomes	Q1	Q2	Q3	Q4
Unsuccessful completions / unplanned exits	0	0	0	2
Successful completions / Exit surveys completed	22	8	7	6
- Number reporting positive outcomes *	22	8	7	6
- Number reporting improved health and wellbeing	22	8	7	6
- Number reporting improved feelings of safety	22	8	7	6
- Number reporting increased self-confidence	22	8	7	6
- Number rebuilding networks of support	22	8	7	6

Aim	2017/18 Result	
N/A	2	N/A
50	43	
40	43	
40	43	
40	43	
40	43	
25	43	

Clients reporting repeat victimisation	0	0	0	0
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N/A	0	N/A
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## Quarter 1 Commentary

Written feedback 1-Apr-17 to 12-May17: The session was very interesting. A lot of information given in a sensible way. I really enjoyed.

Despite having come to all the sessions in the course, there's always something new to hear about being in an abusive relationship and how to deal with it, and so much support from course leaders and other ladies in the group.

Great session

As usual the session provided a perfect combination of a structured analysis of one of the personas, the bully, with the opportunity to air our own personal concerns with our perpetrators. Thank you!

The session was great, always full of useful information. Makes us more confident how to handle the situation that all of us have been through.

Good to be back after the break :-)

Gives self believe in your own thoughts

Very very helpful as always. Angsty that one week, I'll be told that I've had my allocated share of Freedom sessions -complete life line.

I do like the session. It is helpful for me.

Everything was helpful. Learned more than I realise.

This weekly session is my lifeline - as I negotiate a way of separating from my emotionally abusive husband, Hilary & the Survive team have provided me with the very best possible opportunity to rid myself of a 25 year long abusive relationship and contemplate Freedom!!

I love Survive

Thank you!

great session

Always fantastic support

Awesome class

Love Survive Freedom Program

Self believe

Great session as always, lovely honest caring group

As always enlightening and stopped me from slipping backwards at a difficult time.

Always helpful and useful

Always brings things back up but useful sessions.

Will not be in after Easter due to a new job. Would like to do more in this area as I feel I have done a lot of things wrong in the past. Also lacking confidence in myself in this area.

Related to it a lot

Interesting

Related to it a lot

It made me very upset. It made me realise that I have been through it. I never realised he was sexually controlling. Which was quite hurtful - making me think can I ever be in a normal relationship.

Absolutely gutted the Freedom Programme is ending through Survive as they have brought me through an awful time and it's a shame other girls and women won't have that chance.

Couldn't do without the support

#### Quarter 2 Commentary

Context - Next Link took over the contract from SURVIVE on 1st July 2017. Next Link agreed that the participants of the group could complete the Freedom Programme from the week commencing 11/09/17 . There were 8 women who needed to complete this group. A new group will start the week commencing 30/10/17. % of referrals engaging - although only 28% engaged, 71% are on the waiting list for the group week 30/10/17.

\* - Victims engaging increase - This is now because we have decided to record each attendance (seats occupied) at each session, instead of counting an attendee once for that quarter, inc their feedback at the end of each session.

#### Quarter 3 Commentary

A new Freedom Programme Programme has started in Patchway, with 10 attendees attending all sessions. This programme will continue through to Q4. Another Freedom Group will be starting in Q4 in Yate. There will be two Freedom Groups running in Q4. Next Link Staff are completing recovery toolkit and CRUSH training in Q4. Creche facility has been an issue due to children centre no longer offering creche placements free or providing Creche workers that Next Link could pay as sessional workers. We are looking at avenues of funding to continue providing a Crech for the Freedom Programme. There will be 2 groups running in Q1 2018-2019, one in Patchway and one in Yate.

#### Quarter 4 Commentary

Percentage engaged - this was calculated from the 19 referrals to the Patchway programme as the Yate programme is starting early in Q1 2018-19 due to difficulties with providing a creche which has now been resolved. 5 participants didnt engage post referral, but all were engaged in the outreach service with Next link. 6 service users couldnt attend on the qaurter but are hopng to attend in the next quarter. Outcomes - Of the 2 who didn't successfully complete the programme, they are on the attendance list for the new Patchway group.

## Complex Needs IDVA

## South Gloucestershire Police and Crime Grant 2017/18

Survive / Next Link £19,275

**Description:** Group work to support women who have experienced or are experiencing domestic abuse

Summary	Q1	Q2	Q3	Q4
Number of cases	25	15	32	20
- Open cases	17	9	21	41
- Cases closed	8	6	11	32
Number of clients with positive outcomes from the service.	25	5	9	23

Aim	2017/18 Result	
N/A	92	N/A
N/A	88	N/A
20	57	
15	62	

Activity	Q1	Q2	Q3	Q4
New referrals	31	15	29	20
Number of clients worked with during the quarter	25	15	32	41
Number of open cases on last day of the quarter	37	9	21	28

Aim	2017/18 Result	
N/A	95	N/A
20	Average 28	
N/A	95	N/A

Outcomes	Q1	Q2	Q3	Q4
Successful completions / Exit surveys completed	8	5	11	19
- Number clients reporting increased confidence in accessing the service	100%	71%	72%	68%
- Number clients reporting increased personal and family safety	100%	71%	81%	79%
- Number clients reporting positive outcomes from having accessed the service	100%	71%	81%	68%

Aim	2017/18 Result	
20	43	
70%	78%	
70%	83%	
70%	80%	

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Quarter 1 Commentary

“Anna (Survive) is an amazing person and I couldn’t have got through the last months without her support, advice and presence during my court appearances. The service Survive provide is brilliant and one that is so important and beneficial to Victims of Domestic Abuse.

I cannot thank everyone enough for their kindness, support and help.

I am attending the Freedom Programme which has also been a very important part of my recovery/coming to terms with the situation I have been in, again I could not have got to where I am without the Help and support of Hilary and Annabel, they are both amazing people also”

Quarter 2 Commentary

Quarter 3 Commentary

Quarter 4 Commentary



## Youth Crime and Substance Misuse Prevention

South Gloucestershire Police and Crime Grant  
2017/18

Youth Offending Service £28,000

**Description:** Work with young offenders including those abusing substances

Summary	Q1	Q2	Q3	Q4
First Time Entrants Rate (Number per 100,000 young people)				
Percentage planned (successful) completions				

Aim	2017/18 Result
N/A	N/A
95%	XXX

NI111: First Time Entrants to the criminal justice system per 100,000 10-17 year olds	Q1	Q2	Q3	Q4
First Time Entrants (Number of young people)				

Aim	2017/18 Result
N/A	N/A

Young People Discharged from Treatment Through Planned Completions (YOT managed caseload)	Q1	Q2	Q3	Q4
Number of young people discharged from treatment				
- Number that were planned (successful) completions				

Aim	2017/18 Result
N/A	N/A
95%	XXX

## Quarter 1 Commentary

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## Quarter 2 Commentary

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## Quarter 3 Commentary

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Quarter 4 Commentary
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