

Appendix of London Councils funded violence against women and children services

This appendix gives details submitted by London Councils funded organisations about their work and the impact of withdrawing or reducing funding levels, as well as the importance of pan-London funding. The information is indicative of the range of services funded by London Councils in the field of violence against women and children.

This information has come from funded organisations themselves, but does not represent all services funded by London Councils in this area. The information has been collated by WRC to complement the Interim Consultation Response submitted to London Councils on 8 October 2010.

Service 42

Increase access to refuge-based services & appropriate gender-specific hostel & supported housing options for women & children

Total services users 2009/10: 2, 564 across all 33 London Boroughs

Solace Women's Aid

What evidence is there for the need of this service?

Many victims of domestic violence use drugs or alcohol (or both) to cope with their situation. Other women have been forced to use alcohol and/or drugs by their abusive partner, so that he can increase his control over her. Using alcohol or drugs can make it difficult to find the support you need. If you want to go into a refuge in London, you are more likely to be accepted if the Solace Women's Aid drugs and alcohol worker is assisting you. This is how important the service has become, it is the difference between having to stay in a potentially life threatening situation, to being able to access the support you need to make positive changes in your lifestyle.

It has been identified that this service is a well established and much needed service; set outcomes, outputs and targets are always achieved- the evidence clearly seen in every return we have completed for London councils. In just 2 years we have supported 233 women and children and have provided services across a wide range of providers and a significant geographic spread.

An agency response to the Adult service was "*I believe that Solace Women's Aid provides an invaluable 'lifeline' to residents and staff within refuge surroundings and understand the complex issues that can surround domestic violence and substance misuse.*"

In response to the play therapy a 5 year old child received he stated that "*without special time (play therapy) I would be in care.*"

This is the vast difference that is made every day in children's and adults lives with this service. We have managed to change agency responses to women and children escaping, before the service they were being discriminated against and not allowed to access refuge

accommodation because of the lack of specialist support available to them – our evidence shows that this has changed, more women and children are able to escape abuse and possible death because of this service.

What evidence is there for the impact of withdrawal of this service?

Women and children will no longer be able to access safe refuge accommodation; they will have to stay in their abusive homes as they will see no other options. Often these women and children self harm or attempt suicide when this happens – that is if they are not killed by the perpetrator. Women and children will not be able to access the substance misuse and domestic violence support they require which has massive social implications. Their mental health will be affected; they will not be able to work thus costing the government more money than would be spent on funding these posts. Children can potentially become involved in crime, drug using, gangs and anti social behaviour themselves if these childhood issues are left unresolved. Safe guarding would be affected which means many women in this situation would lose their children to the care system – costing the government even more money. Family relations will become broken which will result in future abuse and vulnerability.

Is it important that this service is delivered on a pan-London level (rather than in individual boroughs)?

There are demonstrable benefits of providing Domestic Violence Services and this programme cross London as the problems of domestic violence and substance misuse are cross borough and Solace work successfully in addressing these.

Women and children fleeing domestic violence are frequently subject to changes in geographical area in order to maintain their safety and to access services. Because of the nature of increasing access to refuges it would not work based on individual borough funding. Women and children often seek support firstly in their danger borough, then they are moved to a temporary safe borough, then they are resettled into another borough. To supply a consistent service through each borough would require pan London funding. Substance misuse and domestic violence affect women and children in every London borough. SWA Access to Refuge Services specifically enables a consistent approach to service delivery for individual mobile service user groups which has enabled individuals to develop trust and a positive working relationship with the worker and proved to be their first point of engagement in the support process

Jewish Women's Aid

What evidence is there for the need of this service and what would be the impact of withdrawing it?

London Councils contributes £45,000 to JWA which part funds a range of services. If the funding was withdrawn we would no longer be able to employ our community support co-ordinator or our education co-ordinator who runs programmes on healthy relationships in schools. In fact, the outcomes and outputs by which London Councils measure us include beneficiaries from parts of the JWA service that London Councils do not fund. This represents real value for money. The £45,000 is vital to keep the service as a whole running, but the Jewish women of London receive additional services from JWA to those specifically funded by London Councils.

The Emma Project, the nia project

As the only service in London to provide a specialist refuge specifically for women with substance use issues in addition to their experiences of violence there would be significant impact felt to both individual service users and the wider community if this service was no longer funded. The Emma Project has successfully provided a highly specialised service to some of the most vulnerable women in London.

The Emma project was set up after multiple research projects highlighted that substance use and domestic violence were overlapping issues dealt with often ineffectively in separate services (e.g. Domestic Violence and Substance Use; Overlapping issues in separate services? The Stella Project 2005). This project has allowed women to access specialist support around both of these areas at the same time. The overall success of the project can be summed up with one statement: Every single woman that has left our service has reported feeling safer; be this safety from the perpetrator, or future perpetrators, safer drug use, safety from themselves or more often than not all of the above.

A particular case example can be highlighted: A 24 year old woman was referred to our service as she was fleeing an intimate relationship where she was experiencing domestic violence and was an injecting heroin user, after assessment it transpired that this young woman had also experienced abuse from family members, had been involved in prostitution for over 10 years and had multiple conflicting mental health diagnosis. Our service did not refuse this woman because of her substance use or complex needs.

On arrival at the project the service user was informed that her key worker was experienced in working with substance use as well as violence against women, that we would work at her own pace, and that we were coming from a non judgemental perspective. She was particularly reassured by the fact that she did not need to be abstinent to access the service. Through key work focussing on all aspects of individual need, group work within the refuge, and partnership work with other agencies this service user was accepted to detox and rehab. She has now secured permanent accommodation and has been accepted on a volunteer programme.

Below is an extract from a thank you card received from the service user:

"Hi ho, hi ho, it's off to detox I go...and I'd never have got there without all your support, guidance, care and kindness. You have all been really fab! and deserve to win an award. Although it's been a rocky year, the nia has given me much needed stability, helped me to feel safe, and you wonderful women never once gave up on me. You've made a big difference to my small world."

The Emma Project has provided family support around very sensitive and complex cases, supporting women with substance use issues to have their voices heard whilst ensuring the highest level of care and support for children who have been affected by substance use and domestic violence.

In addition The Emma Project has used its expertise to provide training and consultancy around the dual issues and how both sectors can work together effectively, receiving excellent feedback with an acknowledgement from all parties that this work was long overdue. For example The Senior Support Worker has developed and delivered training in conjunction with the Stella Project to a number of refuges in Ireland to provide them with the tools to be able to effectively work with women with substance use issues. The feedback received from this training highlighted how useful it was to have practice examples to see that the work could be done.

We have recently provided consultation to Homework's an organization in New Zealand that examine gaps in housing provision. Debbie the founder and chair of Homework's first visited the nia project during the development stages for the opening of our specialist refuge and outreach support service for women with the dual domestic violence/substance use support needs. In response to this visit, Debbie researched the relationship between domestic violence and mental illness for a Masters in Public Health at Auckland University. In 2010, Debbie obtained a Winston Churchill Memorial Trust grant to research the re-visited the nia project in September to visit our specialist service and speak to workers about the specialist provision. We provided best practice advice and support and policy information for Homework's to use in their research to lobby for funding for provision in New Zealand.

The nia project has been at the forefront of developing and delivering specialist violence against women services. The demand for the Emma Project, demonstrated by a void level of almost zero indicates the need for more specialist service provision not less, to lose the project at this stage would have a far reaching impact on individuals, families and services across London.

Service 59

Interventions - children & young people involved or at risk of sexual exploitation

Total services users 2009/10: 2, 053 across 18 London Boroughs

Barnardo's

The case for continuing to fund the prevention service;

- The preventative service acts as a crucial introductory year to the recovery service, which is currently set to remain. Staff at the project have observed that professionals who benefit from the preventative service are more likely to; identify YP at risk of SE, make appropriate referrals, support the Barnardo's recovery intervention and continue to safeguard the YP from SE after the Barnardo's intervention has completed
- The prevention service also provides a vital opportunity for Barnardo's to engage with each Local Safeguarding Children Board, in order to share best practice, advise on local policies and provide information on research and trends
- The prevention service raises awareness of sexual exploitation amongst multi agency professionals including; teachers, social workers, youth workers, health workers, Police officers and members of the voluntary sector, enabling them to identify, prevent and respond to sexual exploitation
- The prevention service sees capacity building as a key priority, with an emphasis on equipping professionals with evaluated resources and techniques to continue sexual exploitation prevention work amongst their client group and colleagues
- The prevention service has been marketed as a pan London service since 2008. 8 boroughs are yet to complete their prevention service year and another 8 have yet to commence their funded period. Encouraging a consistent response to sexual

exploitation pan London is a crucial objective of the prevention service and as such, the opportunity to engage equally with all boroughs is of paramount importance

- External need for preventative work can be evidenced by the repeat requests for training and work in schools which are frequently received and responded to
- Data on outcomes of the prevention service is also available from the independent evaluation reports produced on a six monthly basis by Barnardo's independent Policy and Research Unit
- The prevention service has encouraged partnership working with other agencies, including PACE, Brook, Nia, the NSPCC and The Children's Society, in order to share information and ensure that YP receive the most relevant and appropriate service to meet their needs
- The prevention service is the first time that an SE service has been delivered pan London, providing a useful overview, opportunities for comparison and development and a unique evaluation with a large sample of participants. Significant time and expenditure has already taken place on the evaluation, which would be lost if the service were to end
- The prevention service is distributing the LC funded resource BWISE2 Sexual Exploitation and empowering professionals to deliver preventative work with young people. Ending the prevention service early would limit the distribution of this pack and it is likely that 8 boroughs which are expecting access to this resource would not receive it
- In terms of the equalities impact, loss of a pan London SE service is likely to particularly affect; looked after children, young people out of mainstream education, young people with learning difficulties, young people from BME communities and young people who have previous experience of domestic violence, poverty or neglect

The case for delivering sexual exploitation work on a pan London basis;

- To date there has been limited success in securing SLA's to work in individual boroughs.
- SE cases are not confined to individual boroughs. Perpetrators often work over several boroughs and victims are internally trafficked between different areas of London. Young people may also be moved out of borough for their safety or to attend education – a pan London service means the work is less likely to be disrupted if a young person moves during the intervention, which is common in our experience
- A pan London service enables boroughs which have established SE procedures and responses to influence and support boroughs which are developing in this area of work
- The overheads and running costs of the service are reduced when operating over multiple boroughs, increasing efficiency
- Operating a pan London service enables staff to develop a useful overview of SE in London, identify trends and emerging issues and develop knowledge of other support services, leading to improved responses to individual cases and skills in providing consultancy to other organisations

The training was very effective in that it gave real examples and also plenty of resources/solutions to the issues of CSE. It also provided good insights into the signs/symptoms of young people who are not only vulnerable but who are already possibly victims of CSE.

Comment from training participant, Independent Evaluation report, October 2010

The young people enjoyed the session. It was a break from the norm. The content was strong and it appealed to them. Not just lecturing but learning by doing."

Comment from teacher, Independent Evaluation report, October 2010

I came into this role thinking the best way to do stuff like this is to bring experts in ... [as] I don't have the confidence never mind the expertise. The confidence to deliver something like that comes from experience in that work. But also from the students point of view. I always worry that they see me as the guy in the classroom every week. And if I'm dealing with something particularly significant and important they might not take it from me.

Comment from teacher, independent evaluation report, October 2010

This programme is very helpful. It is a continuing programme to help staff identify exploitation, share information on such matters and use legislation to disrupt and bring justice to those who offend ... awareness in the borough has heightened. More information is being forwarded to me [Police] detailing possible exploitation.

Comment from training participant, Independent Evaluation report, October 2010

Service 60

Counselling & psychotherapy support for those affected by domestic violence, rape or sexual abuse to improve safety, confidence, emotional health & wellbeing and promotion of safe choices

Total services users 2009/10: 2, 352 across all 33 London Boroughs

Family Matters

What evidence is there for the need of this service?

Family Matters (FM) does not advertise extensively, most of our referees hear about us by word of mouth. Despite that FM sees 670 victims of childhood sexual abuse and rape each year for therapy across our operational area which covers Kent, SE London. FM also takes some 3,000 calls on their helpline.

From the London Boroughs of Bexley, Greenwich, Bromley and Lewisham alone, a total of 155 people sought therapy from FM. Approximately 70 of these were rape victims and a quarter of those girls aged 12 to 16. Government figures tell us that only around 14-18% of rapes are ever reported (Cross Governmental Action Plan Sexual Abuse and Violence 2007) and that we probably only know of around 1 in 800 cases of childhood sexual abuse (Dr J. Nurse 2002). Given that the latest prevalence research tells us that between 5-10% of girls and 1-5% of boys suffer penetrative sexual abuse (Gilbert et al; Lancet Jan 2009) the clients Family Matters sees represent only the tip of an iceberg of hidden shame.

What Family Matters does know from both research and experience is that victims of sexual violence are likely to suffer many debilitation impacts, drug and alcohol issues, relationship issues, a failure to achieve educational potential, suicide and self harm. A Department of Health report in 2002 estimated that approximately 40% of women accessing mental health services had been abused sexually.

What evidence is there for the impact of withdrawal of this service?

The NHS have no specialist services to support victims of childhood sexual abuse and few, beyond physical examination, for rape victims, apart from generic GP counselling support. Further support can only be accessed when a victim is suffering from a diagnosable mental health issue and the cost to the state for that omission is substantial.

A key element of Family Matters' therapy is to fortify the victims so that they can make wiser choices and reduce the chances of either they or their dependants suffering further abuse - over 80% of our clients tell us they feel better able to resist further abuse after our therapy. Organisations like Family Matters have grown out of the needs of victims who set up the groups to get self help. Many like Family Matters have grown into professional organisations providing therapy to plug the gap in NHS provision. In the absence of statutory support we will continue to try and support our victims but with considerably reduced capacity which will lead to increased expense on mental health and drug and alcohol support services to say nothing of the waste of human capacity that not supporting these people will cause.

FM's most frequent referrers are GP and PCT services - next are mental health teams and social workers - it's time they paid for the services of the Voluntary sector.

Rape and Sexual Abuse Support Centre (RASASC)

What evidence is there for the need of this service?

Last year RASASC saw 882 clients and has a waiting list of 85 clients. Clients come from all over London, from every socio-economic group, ethnicity, culture, background. There has been an increase of 13% in sexual offences in London. Croydon has the highest number of rapes committed and there is a 5% increase in rape cases this year. 159,000 women survived a sexual assault last year. The cost to the public purse of sexual offences totals £1,443,579 every year and the cost of one woman in a mental health ward for 1 week is the equivalent to one year's therapy at RASASC. Violent crime is amongst the top three issues that Londoners rank as most important to them.

What evidence is there for the impact of withdrawal of this service?

RASASC's counselling service is the foremost recovery service for clients who have survived serious abuse including Rape, Incest, Paedophile Rings, Ritual Abuse, Child Pornography, trafficking, prostitution and exploitation. We provide a service that helps women to recover from sexual violence. RASASC's funding from London Councils is their only source of funding for this work and constitutes one third of all their funding. If RASASC did not receive this funding, thousands of women would suffer, the cost to the health service would substantially increase, fourteen therapists would be out of work and they would not be able to pay the rent and the whole organisation would have to close. This would not only mean an end to London Councils funded services, but also the ISVA, Advocacy Service, the Rape Crisis National Sexual Violence Helpline and all the support and therapeutic groups. If the organisation closed down who would provide the services to the 5,000 women we support each year?

Women and Girls Network (WGN)

What evidence is there for the need of this service?

In Year 1, of the completed data of the women using the service:

- 75% reported an increase in confidence and self-esteem, motivation and 75% increased assertiveness
- 79% reported a reduction in clinical symptoms
- 75% reported an overall improvement in health and wellbeing
- 50% reported a reduction in violence and abuse and enhanced ability to make safe choices
- 62% reported an increased understanding of perpetrators tactics and have acquired skills to safely negotiate out of potentially abusive relationships
- 33% required signposting and increased access to services
- 33% reported an understanding of the available options
- 21% were referred to other specialist agencies

In Year 2, of the completed data of the women using the service:

- 84% reported an increase in confidence and self-esteem and motivation and 90% increased assertiveness
- 81% reported a reduction in clinical symptoms
- 84% reported an overall improvement in health and wellbeing
- 74% reported a reduction in violence and abuse and enhanced ability to make safe choices
- 77% reported an increased understanding of perpetrators tactics and have acquired skills to safely negotiate out of potentially abusive relationships
- 52% required signposting and increased access to other support services
- 77% reported an understanding of available options and 52% with a additional support needs were referred to other specialist agencies.
- 77% reported being able to achieve long-term improvements in their lives
- 84% demonstrated and reported a reduction in symptoms and an overall improvement in well being
- 77% reported total and sustainable recovery

What evidence is there for the impact of withdrawal of this service?

If WGN had to withdraw services, women would:

- Have inconsistent access to services throughout the boroughs, especially those where we base services (Lambeth, Southwark, Lewisham and Hammersmith and Fulham)
- Poor accessibility to services - for example, services are in remote parts of the boroughs
- Service provision that is largely focused on advocacy and support services rather than specific support around gendered violence
- Have to try and access counselling offered via GP's which is largely generic and has lengthy waiting lists
- Face a lack of choice around therapeutic interventions with the majority of agencies offering short term counselling sessions. The majority of these services also use unqualified counselling trainee volunteers or placement students to deliver counselling to vulnerable women and girls
- Have no access to a service providing a holistic response of body therapies and group work or specialist therapeutic interventions e.g. CBT or EMDR

- Be restricted by the fact that most services have projects focusing primarily on domestic violence rather than other forms of gendered violence resulting in a lack of specialist support for women experiencing other forms of violence.

Is it important that this service is delivered on a pan-London level (rather than in individual boroughs)?

Women do not always feel safe to access services in their own boroughs, for example, for fear of being seen by the perpetrator. By offering a pan-London service women are able to access support more holistically and according to their needs

Each borough has different services and it is important to give women a choice in the types of services available for example, specific boroughs may have more culturally and linguistically appropriate services due to the local demographics
Providing a pan London service enables all women across London to access specialist gendered violence services.

Working pan-London has enabled good partnership working across the sector and has enabled effective and timely referral pathways across services

Delivering pan-London services means that services can work in a holistic and complimentary way to ensure the most vulnerable women and girls receive appropriate support. Local boroughs do not have this level of specialism and expertise and the cost of replicating services would be very costly for each borough

Service 61, 63

Advice, outreach, referral & drop-in services for those affected by domestic violence or rape & sexual abuse to improve access to services & knowledge of rights and promotion of safe choices

Total services users 2009/10: 76,724 across all 33 London Boroughs

Latin American Women Rights Service (LAWRS), part of the Women Together Against Abuse (WTAA) partnership

What evidence is there for the need of this service?

LAWRS sees more than 300 cases of VAW annually; on average receiving 5 new cases of VAW each week. 29% of the community speak little or no English; women often have no opportunity to get to know their rights or the system, given that they get up very early (typically 4am) to work 2 – 3 cleaning jobs in shifts lasting to 10pm, jobs no native Briton would work. They do not understand how empty the threats from their partners make them and fear authority too much to report incidences of violence to the police. These women experience high levels of isolation and more often than not end up enduring extreme forms of abuse and violence often with impunity before they find out about our services. In Bolivia (where many of our users come from), 64% of women have experienced gender violence.

Women’s lives and safety in our community would be put at risk if LAWRS services were to be withdrawn or faded out. Many women victims of DV come to us through word of mouth

and it is not until they come in contact with LAWRS that they get to find out about their legal rights and what options they have to put an end to the abuse and violence they are suffering.

What evidence is there for the impact of withdrawal of this service?

If funding is to revert to borough level, the only VAW advice & advocacy service in London for Latin American (LA) women will be lost. LAWRS are the only holistic support service that exists for LA women; we go far beyond the remit and resources of larger or public organisations, supporting more than 50 women per year with no recourse for public funds. Many services refer women to LAWRS when they find their access limited because of immigration restrictions, and language support which prevents these women from having access to safe housing or benefits to escape domestic violence.

Around 100 users annually are referred from statutory and voluntary services who were not able to help them, implying that 100 women who had already taken steps to seek help from other services were faced with no other option but to come to a specialist service. LAWRS works with women at the margins of society, who have no knowledge that domestic violence is a crime. If this service were to be cut, these women would be condemned to putting up with the violence.

LAWRS puts a great deal of emphasis on the education and awareness raising process, through workshops, talks & media campaigns.

98% of women who come to LAWRS to find out about their rights, have managed to stop the abuse in their relationships. Simply knowing that the threat of deportation is not real, or that they can access legal remedies, is often enough for their partner to stop abusing them, or for them to take steps and leave the relationship. If this service did not exist, it is highly likely that this 98% would carry on experiencing escalating abuse and violence, putting their lives and their children's lives at risk.

Is it important that this service is delivered on a pan-London level (rather than in individual boroughs)?

London is becoming increasingly diverse. Many BME, migrant and refugee communities are dispersed across London, and although some have a significant presence across London as a whole, there are often no sufficient numbers of a given community in any one local authority to warrant funding from a single borough. Yet these are communities which are over-represented amongst the poorest, more socially excluded and marginalized groups in London. Because ethnic monitoring has not kept pace with migration trends, many communities are completely ignored by local authorities in ways in which they are not by London-wide authorities and pan-London agencies. Pan-London issues require pan-London solutions.

The most vulnerable groups of women are women who have or have been forced into a transient lifestyle, moving constantly from one authority to another and with no proper local connections in any one borough: asylum seeking women, migrant women, women who have been trafficked into prostitution, women caught in pavement culture (affected by homelessness, drugs, street prostitution). Agencies find it very difficult to engage with these women and once engaged and trust is built, these women need support wherever they are in London, and they are likely to be always on the move. Single borough funding could jeopardize agencies' ability to provide support to women who miss out the most and are more vulnerable.

Repatriating funds is highly likely to result in inefficient use of resources. LC commissioning has created a number of partnerships and consortia which have led to

more efficient use of resources-it makes sense to build on this rather than going back to silos and wasted resources.

Repatriating will affect the under-resourced groups (inc. women's groups). They tend to locate in premises they can afford and these may not necessarily be in the boroughs where they draw most of their users. Yet, it is difficult for organisations to attract funds from a local authority when they have no physical presence in that authority (e.g. LAWRS draws most users from Southwark, but we are in Tindlemanor in Islington because it is an affordable location where we can provide women only safe services). From this you can make a point that women's organisations tend to concentrate in buildings where they can assure women that they will be safe. Repatriation can therefore affect some women's groups in very negative ways.

The Latin American community is a relatively new community, most arriving after 2000. As such, there are not any real 'hubs' where the community concentrates, and the community lives dispersed across all London Boroughs.

In the Latin American community, women are living below the poverty threshold, have no stable employment, housing is very insecure and it is very normal to change addresses (which includes moving from borough to borough) regularly. Borough-specific funding does not allow for any continuity and therefore quality of care or support for these women. The lack of affordable housing in some central areas forces women further out of the centre: forcing services to be localised would isolate women living in areas less populated by their own community.

Further, in cases of domestic violence, women's safety is the first priority, which often means re-housing women in a borough away from her borough of residence. And for those women with no recourse to public funds (NRPF) many local authorities are refusing to assist abused and destitute women and increasingly interpreting their duty to protect children extremely narrowly. The instability caused by their immigration status means that their housing conditions are extremely unstable and when local connection is necessary in order to attain some kind of housing, whether emergency/temporary or permanent, local authorities often deem it as non-existent. In these cases, being a pan-London service is vital, as we can advocate with other localities when one refuses to accommodate survivors of abuse.

There is also a case to be made for culturally specific services, where women simply do not have knowledge of the language, culture and systems, due to long working hours, lack of English and high levels of marginalisation from mainstream society. Local borough / branches of mainstream organisations cannot tend to the needs of all communities, do not understand the complexities of the immigration system, or those of the migrant community in question.

For example, LAWRS frequently receives referrals from mainstream women's refuges, domestic violence support services and social services departments when Latin American women are limited in their access to state services but in dire need of help. LAWRS have taken referrals from women where interpreters cannot be provided, or the organisation refuses to pay for an interpreter. They have also received referrals simply because the advisor and user cannot build up an understanding of each other, or because they realise that culturally specific services can provide a far more appropriate service, especially when a woman is too traumatised and fearful to put her case across in another language. If funding is to revert to borough level, the only VAW advice & advocacy service in London for Latin American women will be lost.

LAWRS also receives London Councils funding for advice on housing, money and debt, a service to which they refer all VAW clients as they will almost always have suffered some

sort of financial abuse, need re-housing if they have had access to a refuge / public funds, and help in securing safe, low-cost accommodation even if they do not have access to state benefits. The impact of losing this service is enormous, as without safe accommodation or financial independence, women are far more likely to return to their abusive partner, given that they will depend on them for accommodation and financial support.

Is it important that this service is delivered on a pan-London level (rather than in individual boroughs)?

Violeta came to the UK in 1997 on a tourist visa when she was 22. Her mother lived in the UK, married to a Moroccan citizen (and UK resident), Violeta's stepfather. Her mother and stepfather had a child together. Violeta's mother passed away in 2002. Her little brother was five years old. She was left to care for her five year old brother and live with her stepfather. By now she had become an overstayer.

Her stepfather made many empty promises to help her sort out her immigration status. She was lonely and depressed, knew no one here. Soon he began to take advantage, emotionally blackmailing her to start an intimate relationship with him. She felt lonely, had nowhere else to turn to and resigned herself to believing that this was her fate.

In 2006 she had a child with her stepfather. She felt dirty and ashamed, that God was going to punish her. He started getting aggressive, constantly threatening her that he was going to kill her. He started raping her regularly, beating her up on a regular basis.

In desperation, she went to social services to seek help. They told her there was nothing she could do because she had No Recourse to Public Funds. She went to a women's refuge, where they told her they couldn't help her because she had No Recourse to Public Funds.

With a very heavy heart, she went back to her stepfather. By 2008, she had had a second child. By now she had been in the country for 13 years. An immigration solicitor was helping her to obtain a visa under the 14 year rule. The solicitor referred her to LAWRS. The day she came she was suicidal. The day before, her stepfather had tried to force her to have sex with him again. She had even considered going back to Peru, to an abusive father.

LAWRS advised her of legal rights to stop the abuse, and gave her counselling in her own language. An appointment was made the next morning to see a family law solicitor specialising in domestic violence. She obtained an occupation order to remove the stepfather from the house and a non-molestation order the very next day. The judge also ordered the stepfather to pay maintenance and rent for the three children. In three days, the abuse Violeta had been suffering for six years, was stopped.

It was not the first time she had sought help. Despite a legal obligation to support Violeta because her children were at risk, social services had refused to intervene. Violeta continues to support other women in similar situations to her, by participating in workshops, research and supportive events. Our services, through information, advice and advocacy made a real impact on the life and survival of Violeta and her children – our ability to go the extra mile, speak to Violeta in her own language, and rely on creative resources when the law is not enough, helped her to a life free from violence.

She is living proof of someone who would not be eligible for help at any other community or statutory organisation.

Refuge and Women's Aid (National Domestic Violence Helpline)

What evidence is there for the impact of withdrawal of this service?

The helpline received 146,852 calls in the period April 2009 to March 2010.

Monitoring of the London Councils funded 24 hour Freephone National Domestic Violence Helpline shows that in the last year 36% of these calls were from the London area, indicating the high level of demand for the service amongst Londoners.

All callers were given risk assessment and safety planning, and where appropriate were referred to emergency safe accommodation and provided with information about legal, housing, welfare, immigration, child protection, criminal, and civil remedies as well as referred to relevant services. The support these women received can be said to be literally life saving.

The helpline receives high satisfaction ratings in our surveys of samples of callers. In the most recent 6 monthly period ending March 2010 found 96.5% of women reported having a better understanding of the options available to them, 99% reported satisfaction with the quality of the service they received from helpline staff. Professional callers reported similarly high levels of satisfaction with 98% reporting that the helpline assisted them in their job.

The NDVHL is the only National helpline, offering a service to women experiencing domestic violence in the London area, which has been awarded the Telephone Helplines Association Quality standard. For the majority of callers to the NDVHL there is no alternative service they might use. There are only two local helplines in London boroughs and these are both only open limited hours. Those experiencing domestic violence are often only able to call at odd times for example when the perpetrator goes out - the 24 hour service offered by the NDVHL is really important as it allows them to do this.

There are a few specialist helpline services in the London area for example for men, Asian women and Jewish women but these are complementary to the NDVHL rather than duplicating provision.

The NDVHL also benefits from daily updated information on refuge places across the country that is taken from UK Refuges on Line (UKROL) – a database of bed space available in the UK. UKROL allows the NDVHL to advise women of the availability of places in refuges not only in their local area but also further a field. This is essential for women who are terrified of being found.

Ultimately without the NDVHL callers would be unable to explore their options and access referrals, actions that significantly reduce their risk of murder or serious harm.

Is it important that this service is delivered on a pan-London level (rather than in individual boroughs)?

Beneficiaries of the NDVHL service come from all London boroughs. The contribution of each borough to the funding of the service is small but the impact on the availability of the service to residents is large. For a relatively small funding contribution each borough is benefiting from economies of scale so that residents get a high quality professional service 24 hours a day 7 days a week. A helpline that is funded by and for residents of only one London borough is unlikely to be able to offer the same availability in terms of number of hours. Purely local "helpline" services often offer staff who take calls between other

duties, have limited availability and are only able to signpost rather than offer the in-depth support and information needed to those experiencing domestic violence.

There would be a considerable increase in staff time and therefore cost if a larger number of grants had to be applied for and reported on. Refuge would have to try to pass on the cost of administering a large number of grants to funders. Individual local authorities would also experience increased costs if they had to administer a large number of grant applications together with the cost of monitoring the use of grants.

Solace Women's Aid

What evidence is there for the need of this service?

The team has dealt with nearly 2,000 women, (75% more women call the advice line but cannot get through, so the 2,000 are those that do/did) who are most often in life-threatening crisis.

This service deals with women with No Recourse to Public Funds and is Pan-London, and is often the only service to turn to sometimes for women and their children who would otherwise be forced to risk their lives remaining in violent situations or who would possibly be forced to turn to prostitution. SWA have also dealt with an increasing amount of callers who have experienced sexual violence, frequently not within a domestic relationship context. It has been apparent that there is a shortage of services in many parts of the country, including London, to assist women in the initial and later stages following sexual violence; this service has provided a lifeline at a crucial stage for these women.

What evidence is there for the impact of withdrawal of this service?

If 75% of callers fail to get through, then clearly the impact of a loss of such a service will be huge.

Women will have to rely on non-specialist advice services that are already overstretched dealing with burgeoning caseloads pertaining to increased debt etc due to the economic downturn. Women will also rely on the word of friends and may make unsafe decisions to be harboured by family members resulting sometimes in fatalities because of ease of their location's identity and a possible increase in Honour killings etc. The economic downturn and increased unemployment have impact on DV and SV levels and financial abuse becomes more evident. Vulnerable adult abuse will also increase and children's welfare will be put at increased risk. The impact on No Recourse to Public Funds women and children will be substantial.

Is it important that this service is delivered on a pan-London level (rather than in individual boroughs)?

It is of value that SWA's Advice Service is implemented as a Pan-London service because they have a number of callers who are experiencing/ have experienced domestic or sexual violence from someone who they believe has privileged access to personal records in the Borough they live/where abuse is happening. They do not want to seek help from Borough-specific service because they believe it would compromise their safety. Remember, some abusers are police or social workers or GPs who victims believe have wide powers to access records about their victims through an elaborate range of methods. Equally some victims work as a social worker in same Borough they live or have other jobs in education or youth and community work.

They do not want to receive help from Borough-specific services, they welcome the anonymity aspect of a Pan-London service and they are able to recommend it to friends in similar situations, in the knowledge that the originating Borough for the victim is not a hindrance to receiving an Advice service of a high calibre. Some Boroughs have very few services, even part time versions of High Risk monitoring and safeguarding IDVAs. Women have almost certainly stayed alive because of calling SWA and that is because the service is Pan-London.

Women and Girls Network

What evidence is there for the need of this service?

In Year 1

- 60% of total service users reported a better understanding of the options available to them.
- 25% of total service users reported having a better understanding of and were able to take up the options available to them as well as having increased ability to access appropriate services leading to more independent living
- 19% of total service users reported an increased understanding of options available and sources of support for independent living
- 33% of total service users identify with issues of self-esteem, confidence and well being reported an improvement
- 4% of total of callers were from BAME communities and from marginalised groups accessing the service

In Year 2

- 90% reported having a better understanding of and were able to take up the options available to them as well as having increased ability to access appropriate services leading to more independent living.
- 91% accessed other services such as health agencies or training
- 91% report increased understanding of options available and sources of support for independent living
- 89% report increased understanding of options available and sources of support for independent living
- 93% had improved self-esteem, confidence, emotional health and well-being and physical health.
- 80% of the women supported by the Helpline identifying with issues related to self-esteem, confidence, and well being will reported an improvement
- 100% report enhanced physical health and well-being.

In a 10 week monitoring period, the website was visited by 2,878 unique users. 816 women made further contact with WGN for additional service information after visiting the website.

Helpline: Has operated for 5 x 3 hour sessions per week. It is staffed by 12 volunteers who have completed accredited training and been assessed. It has been accessed by 740 callers, of which 121 were silent callers. Of the known callers, 0.32% were men. The majority of women called for emotional support (78%). 15% wanted to access counselling from WGN or other agencies. Only 7% of callers primarily called for information on legal or housing issues. 96% of callers were survivors of gendered violence, 4% being supporters (friends/families/agencies). The most common presenting issue was childhood sexual

abuse (72%), followed by domestic violence (17%) and rape/sexual assault (7%). The majority of callers did not wish to state their age, sexuality or religion. Of the 352 who did, 129 were aged 18-24, 100 aged 25-34, 100 aged 35-44. Of the 404 callers who gave information, 89% were white British. Of the 494 callers giving feedback, 91% understood options available and where and how to access further support after using the WGN helpline.

A series of workshops were delivered in the four boroughs targeted for intense work (Hammersmith and Fulham, Lambeth, Lewisham and Southwark) on topics of Healthy Relationships; Self-Care and Self-Defence/Assertiveness. The workshops were attended by 453 women and children. Evaluations showed the overwhelming majority of women left the events knowing more about services available to them; felt more confident; felt less isolated and more connected; had increased self-esteem; felt better able to make safer choices in their relationships. The fact that the workshops were women-only spaces had crèche provision and were held in locally known community centres were vital to women attending, feeling safe and participating fully. Virtually all of the women attending had never attended a workshop before. The events were moving and uplifting, and created a sense of solidarity and community for the women attending.

What evidence is there for the impact of withdrawal of this service?

If this service were withdrawn, women would not have access to:

- A helpline that operates at hours which are not covered by other gendered violence help lines in London
- Support during crisis when they do not have any other specialist advisors to support them
- Emotional support, for example some of the women calling are suicidal and without the support could go onto take their own life
- Support from their own phones. For example, women may not be able to leave their home and so being able to call for support maybe there only avenue of support
- Furthermore, the pressures on statutory services would be vast
- Discrete support and information via the website

Is it important that this service is delivered on a pan-London level (rather than in individual boroughs)?

- Women do not always feel safe to access services in their own boroughs, for example, for fear of being seen by the perpetrator
- By offering a pan-London servicewomen are able to access support more holistically and according to their needs
- Each borough has different services and it is important to given women a choice in the types of services available for example, specific boroughs may have more culturally and linguistically appropriate services due to the local demographic
- Providing a pan London service enables all women across London to access specialist gendered violence services
- Providing a pan London service enables all women across London to access specialist gendered violence services

- Working pan-London has enabled good partnership working across the sector and has enabled effective and timely referral pathways across services
- Delivering pan-London services means that services can work in a holistic and complimentary way to ensure the most vulnerable women and girls receive appropriate support
- Local boroughs do not have this level of specialism and expertise and the cost of replicating services would be very costly for each boroughs

Mosac

What evidence is there for the need of this service?

Annually Mosac supports 500 clients and are the only organisation supporting parents and carers of sexually abused families as they believe in holistic approach.

- Approx 7.7 million adults in the UK have experienced childhood sexual abuse
- Approx 2 million children are experiencing or have experienced sexual abuse
- Only 1 in 800 of child sexual abuse cases are reported to child protection services
- 16% of children aged under 16 experienced sexual abuse during childhood.
- In London approximately 230,720 children under the age of 16 might have experienced sexual abuse

What evidence is there for the impact of withdrawal of this service?

If the funding is withdrawn prematurely Mosac would not have any service running which means that 500 plus families supported each year will not have any service.

Is it important that this service is delivered on a pan-London level (rather than in individual boroughs)?

Mosac is a unique service providing services to parents and carers of sexually abused children.:

- Mosac's concern is that the repatriated funds will not be ring-fenced – and there's no guarantee that local authorities will spend them on the voluntary sector, let alone violence against women services
- Sexual violence and sexual exploitation are issues that affect all London boroughs. Approx 7.7 million adults in the UK have experienced childhood sexual abuse. Approx 2 million children are experiencing or have experienced sexual abuse. Only 1 in 800 of child sexual abuse cases are reported to child protection services. 16% of children aged under 16 experienced sexual abuse during childhood. And In London approximately 230,720 children under the age of 16 might have experienced sexual abuse
- When escaping sexual exploitation, women and children are frequently forced to move across borough boundaries for their own safety. They require the support of services that can be coordinated across borders.
- Cost-effective delivery by economies of scale.

Service 65

Provide routes out of prostitution and associated violence and abuse through outreach, counselling and support and advice for women

Total services users 2009/10: 433 across all 33 London Boroughs

New Horizon Youth Centre

What evidence is there for the need of this service?

New Horizon Youth Centre (NHYC) runs a drop-in twice a week for women involved in Sex work in London based in Kings Cross area. They also run a street based outreach service for women involved in sex work in Camden and Islington and a drop-in service once a week in HMP Holloway Prison for sex working women throughout all of London. NHYC provide resettlement for women exiting street based prostitution or those on release from prison, hospital or custody, as well as support and referrals to appropriate services for women who are victims of violence from their partners or men buying sex. They have a close relationship with Domestic Violence services in several boroughs.

NHYC has seen an increased use of their service since the start of London Councils funding. 89 women utilised the service in Sept 2008- March 2009 and 143 women using our service in Apr2009 - March 2010. This has included those women who use the drop-in service, those within the criminal Justice system (courts, prisons) and on outreach shifts in Islington and Camden. They have also met 87 women in the last year on outreach who were sex working. The outreach team has given information on street safety, appropriate services in their area and we are looking at ways we can give them a service around their needs without attending our drop-in. The service has surpassed every specification set out by London Councils with interventions with women from every Borough in London which we had a target for and all other targets set by London councils

What evidence is there for the impact of withdrawal of this service?

NHYC has seen a decline in the numbers of women working on the streets of Camden and Islington and more women looking for support around street safety, exiting sex work and needing help around domestic violence and violence against women in general. They also have been able to support women back into education, training and work. We also provide a social environment for the women to meet and relax from the street environment. They provide housing referrals to all boroughs, DV referrals to relevant agencies, work around substance misuse, establish benefit claims so that they can access services, stabilise their lifestyle and look at long term move on options.

NHYC has been working with this client group for 15 years believe that without this service in central London more women would suffer from physical, emotional and sexual attacks and possibly killed. The clients would not be able to access housing especially if they come from outer boroughs as they may not be the relevant services for the women in that area. NHYC has carried out user surveys with the women who use their drop-in and most women who use the service say that without it they would not have been able to access housing, benefits, medical, safe space for women, advice and referrals for training courses, education and work. The women know that they are available not only on the

days we run the drop-in but can contact their case worker by phone in emergency and they will get the support they wish to access.

Is it important that this service is delivered on a pan-London level (rather than in individual boroughs)?

It is very important as the women who are street based sex working are generally working in the central London area but come from nearly every borough in London. This has meant that NHYC has had some exceptional outcomes in accessing women based in the outer boroughs into services in their local area, especially around housing, substance misuse and support services, where they exist for sex working women, in their local area as well as education, training and work. It has been important that appropriate services in their borough of origin are accessed or in the case that women are facing violence or domestic violence that they access safe housing in other boroughs even if they have serious substance misuse issues.

Women and Girls Network

What evidence is there for the need of this service?

In Year 1

- 61% of beneficiaries reported an increased understanding of legal rights, immigration status and housing options
- 58% of beneficiaries reported an increased awareness of alcohol and drug support agencies
- 16% of beneficiaries reported mental health improvements
- 53% of beneficiaries reported an increased awareness of the possibility of exiting prostitution
- 16% of beneficiaries reported a reduction in clinical symptoms and an overall improvement in their health and wellbeing
- 14% of beneficiaries reported improvements in self-esteem and confidence
- 31% of beneficiaries reported an increase in the quality of relationships
- 7% of women reported a reduction in the use of alcohol and substance misuse
- 61% of beneficiaries have a greater understanding of how abusive relationships develop
- 61% of beneficiaries reported an increased understanding of healthier relationships
- 40% of beneficiaries have increased awareness of safety strategies
- 14% of beneficiaries reported an increased understanding of how to reduce the impact of the violence in their relationships
- 31% of beneficiaries have increased awareness of how to access information on training, education or employment
- 16% of beneficiaries expressed a desire to increase skills and life choices
- 31% of beneficiaries are able to identify skills gaps and barriers to them existing prostitution

Year 2

- 75% (187 number) of beneficiaries reporting an increased understanding of legal rights, immigration status and housing options.
- 75% (187 number) of beneficiaries reporting an increased awareness of alcohol and drug support agencies.
- 20% (50 number) of beneficiaries reporting mental health improvements.

- 75% (187 number) of beneficiaries reporting increased awareness of the possibility of exiting prostitution.
- 60% (72 number) of beneficiaries reporting increased awareness of the possibility of exiting prostitution.
- 63% (82 number) of beneficiaries reporting an increased understanding of legal rights, immigration status and housing options.
- 60% (78 number) of beneficiaries reporting an increased awareness of alcohol and drug support agencies.
- 21% (27 number) of beneficiaries reporting mental health improvements.
- 46% (70 number) of beneficiaries reporting increased awareness of the possibility of exiting prostitution.
- 21% (27 number) of beneficiaries reporting a reduction in clinical symptoms and an overall improvement in their health and well-being.
- 19% (25 number) of beneficiaries reporting improved self-esteem and confidence.
- 36% (46 number) of beneficiaries reporting improvements with self-care strategies and emotional and physical well-being.
- 5% (7 number) of beneficiaries reporting an increase in the quality of relationships.
- 10% (13 number) of women reporting a reduction in the use of alcohol and substance misuse.
- 63% (82 number) of beneficiaries will have greater understanding how abusive relationships develop.
- 60% (78 number) of beneficiaries reporting increased understanding of healthier relationships.
- 44% (57 number) beneficiaries will have increased awareness of safety strategies.
- 19% (25 number) of beneficiaries reporting an increased understanding of how to reduce the impact of the violence in their relationships.
- 33% (43 number) beneficiaries have increased awareness of how to access information on training, education or employment.
- 21% (27 number) expressing a desire to increase skills and life choices.
- 36% (46 number) of beneficiaries will be able to identify skills gaps and barriers to them exiting prostitution.
- 100% of beneficiaries will have increased understanding of the needs of women involved in prostitution.

What evidence is there for the impact of withdrawal of this service?

- There is no other appropriate service that the targeted women can access across London
- WGN offers very specific and specialist support around gendered violence and no other agency at present has the expertise and experience to respond support women around the underlying issues
- The majority of other services use unqualified counselling trainee volunteers or placement students to deliver counselling to highly vulnerable women and girls who have complex needs and issues
- Be restricted by the fact that most services have projects focusing primarily on domestic violence rather than other forms of gendered violence resulting in a lack of specialist support for women experiencing other forms of violence

Is it important that this service is delivered on a pan-London level (rather than in individual boroughs)?

- The project is targeted in areas where there are high rates of prostitution and accordingly has to be based in more than one borough
- Women do not always feel safe to access services in their own boroughs, for example, for fear of being seen by the perpetrator
- By offering a pan-London service women are able to access support more holistically and according to their needs
- Each borough has different services and it is important to give women a choice in the types of services available for example, specific boroughs may have more culturally and linguistically appropriate services due to the local demographics
- Providing a pan London service enables all women across London to access specialist gendered violence services
- Providing a pan London service enables all women across London to access specialist gendered violence services
- Working pan-London has enabled good partnership working across the sector and has enabled effective and timely referral pathways across services
- Delivering pan-London services means that services can work in a holistic and complimentary way to ensure the most vulnerable women and girls receive appropriate support
- Local boroughs do not have this level of specialism and expertise and the cost of replicating services would be very costly for each borough

Service No 69 - Support children & young people who have experienced sexual abuse

Total services users 2009/10: 415 across 18 London Boroughs

Respond

What evidence is there for the need of this service?

Respond's Chief Executive is a Specialist Advisor to the Metropolitan Police Services' Project Sapphire and has been since its inception in 2000. Members of the Specialist Advisors Group have access to and are presented with up to date rates of reportings, numbers of crimes, prosecutions and convictions of rape and sexual assaults across all London boroughs. He has been able to witness first hand the emerging patterns of need across the London area and we were able to target the particular boroughs where there seemed to be most area of need.

Respond's own research into the experiences of their service users vividly portrays a picture of early childhood sexual abuse that has gone unrecognised but not unnoticed. This means that some people displayed a variety of behaviours that might lead one to suspect sexual abuse but those around them were unskilled in recognising these signs and therefore didn't investigate further. This has been confirmed by Respond's experiences in

delivering training to over 135 professionals a year since the start of the London Councils Grant whose interest in the training often lay in developing their skills in recognising signs of symptoms of abuse amongst the learning disabled population and then feeling equipped to be able to deal with any possible abuse.

The information disseminated to these professionals will have a much wider impact in terms of numbers of children and young people who will benefit from their increased awareness and knowledge. Research indicates that children with disabilities are 3.1 times more likely to experience sexual abuse than non-disabled children. (Sullivan and Knutson. 2000). Yet despite their prevalence in the abuse statistics there are very few therapeutic services which are accessible for young people with learning disabilities. This point has been reinforced by the Royal College of Psychiatrists' report entitled Quality Improvement Network for Multi-Agency CAMHS - Learning Disability Standards. They state that mental health service provision for children with learning disabilities is sporadic and inconsistent. This report also confirms that, 'Young people with learning disabilities are at greater risk of mental health problems and are more likely to live in childhood poverty, whilst their parents and carers report higher levels of stress or depression'.

What evidence is there for the impact of withdrawal of this service?

As stated above there is an issue of accessibility to mainstream mental health services for children and young people with learning disabilities, there are very few services which specialise in both mental health and learning disability. A number of Respond's referrals were initially seen by mainstream services such as CAMHS services which felt unable to work with the combination of complex needs and the effects of abuse.

For these reasons, young people with learning disabilities are often unable to access appropriate and effective psychological support which can result in young people developing long-lasting mental health issues and severe behavioural problems. This in turn has a lasting impact on the family as a whole.

The clinical outcomes that have been measured since the start of this service indicate the following:

- 90% of clients reported an increase in their self-esteem and a fall in levels of anxiety, with 40% reporting a considerable improvement
- 100% of clients reported some improvement in PTSD symptoms, self harm, inappropriate sexual behaviours and levels of aggression, with 50% reporting considerable improvement in the latter
- 70 - 80% of clients reported improvements in relational issues such as peer relations, socialising skills, communication and trust with 20% reporting a considerable improvement in interpersonal skills

The withdrawal of this service will mean that an already stigmatised group will be denied the opportunity to access the level of support and specialist input that can reduce the suffering of unrecognised abuse and help prevent further victimisation.

Is it important that this is delivered on a pan-London level (rather than in individual boroughs)?

As a service based in the London Borough of Camden and near to a number of excellent transport links; Euston Station, Euston Square, Kings Cross and St Pancras Respond are accessible to clients across London. As stated before, it is the very specialism of this service that makes it so unique, and it would not be as viable for Respond to merely provide the service locally.

They are able to provide a service to 32 young people a year from 13 boroughs; it is unlikely that just one borough would have 32 clients to refer to Respond, so a number of abused children across London would not receive the psychological support they need. They have had clients from boroughs in the east such as Newham, in the south such as Croydon, in the west such as Ealing and in the north such as Enfield. These clients would probably not have been able to access psychological support without the existence of the project. If a local service such as CAMHS were able to see a client, the chances of them not having a waiting list, which this project hasn't had, could mean that a child in crisis would have to wait, with the accompanying impact that would have on their own mental health and that of their families.

Any further evidence or comments related to this service?

As a service with a projected budget over four years the impact of that funding finishing one year early would not only impact on service users, but also on Respond's staff who are qualified, dedicated and experienced in this extremely specialist field. Having fulfilled all their targets and having delivered the service as required, this situation is very taxing as it means that time is being used to address this rather than looking forward at the sustainability of the service beyond the four years as Respond's fundraising strategy had previously identified.

Service 72

Provide domestic violence education & preventative initiatives to help children & young people to defuse conflict & reduce violence, gender-based violence

Total services users 2009/10: 9,126 across 24 London Boroughs

Tender

What evidence is there for the need of this service?

The evidence indicates that young people experience high rates of domestic and sexual violence in all areas of London.

Recent research by Tender shows that 40% of young Londoners know at least one person who has been sexually assaulted and 54% know one or more people who have been hit by their partner (respondents aged 13-18, 2009). In researching young people's direct experiences of abuse, the NSPCC revealed that a quarter of girls and 18 per cent of boys had experienced some form of physical partner violence (2009).

Tender continually assesses need for this service across Greater London. Between 2006 and 2009 they have conducted annual surveys with over 900 young Londoners. The results of the latest study show that two thirds of young Londoners felt it important to address the issues of domestic violence and healthy relationships at school. In particular, 65% wanted to learn how to prevent domestic violence and 47% wanted to know how to help friends who were experiencing it. A YouGov survey (2009) found that only 13% of young adults had learned about domestic violence at school.

The summary evaluation results from Tender's work in 39 secondary schools, between 2007 and 2009 indicate that:

- 89% of young people were engaged and positive about the work, despite the emotionally difficult subject-matter;
- there was a significant reduction in young people's attitudes of tolerance towards abuse; and
- 91% of teachers noted positive change in their students as a result of their involvement.

A follow-up study in 2009 found that the project was continuing to have an impact with teachers and pupils a year after the work had been delivered

- 4 out of 5 teachers noted changes in the way students responded to abusive or violent behaviour
- 4 out of 5 teachers noted a positive impact on their students' GCSE results
- 73% of young people felt the project helped them with their GCSE results

What evidence is there for the impact of withdrawal of this service?

The withdrawal of Service 27 will negatively impact on the safety and well-being of young people.

Young people will be less able to protect themselves from violence and abuse: For example, only 48% of young people could identify the early warning signs of violent relationships, prior to taking part in Tender's delivery of Service 72. This increased to 75% by the end of the project. An independent evaluation of the work in 2009 showed that the work had a significant positive impact on young people's attitudes towards domestic violence. They were better able to identify abuse and to speak out against it.

Young people will have poorer skills for building healthy relationships: The project works with disadvantaged and vulnerable young people, many of whom are experiencing domestic violence at home and who present with behavioural difficulties at school – including the use of violence, bullying, and truancy. The project evaluation has shown that 91% of teachers noted positive change in their pupils as a result of Service 72. In the words of young people:

"I am an aggressive person, but this project has changed me in a different way. I can see now a woman needs to be loved and cherished."(Young man, 14 years old)

"It gave me the strength and the will to leave"–(Young woman, 15 years old, who had been in an abusive relationship)

Young people will be less able to seek support: Research shows that victims frequently blame themselves for the violence, particularly girls who experience sexual coercion (NSPCC, 2009). Service 72 empowers young people to be proactive in seeking support. After participating in Tender's project, the majority of young people reported that they would seek support from a professional or someone close to them if they experienced abuse: 88% would speak to a member of their family or a friend about their experiences, while 38% would contact a professional service such as Childline

Is it important that this is delivered on a pan-London level (rather than in individual boroughs)?

Service 72 is meeting a pan-London need. The current commissioning arrangements – centralised through London Councils - is the most cost-efficient means of achieving its outcomes.

- **PAN-LONDON NEED:** Domestic and sexual violence occur in every London borough. In the twelve months between June 2009 and 2010 a total of 51,448 domestic violence incidents were reported to the London Metropolitan Police with an average of 1,607 per borough. It is therefore important that we maintain our pan-London approach. Pan-London commissioning is the only means of guaranteeing pan-London delivery.
- **COST-EFFICIENCY:** Pan-London delivery is cheaper than delivery to individual boroughs. By working across Boroughs, Tender is able to operate economies of scale that minimise the cost-per-child of delivery. Overheads are kept at a minimum by reducing the administrative demands of reporting and tendering. In the long term, Service 72 could lessen government expenditure on the crimes of domestic and sexual violence. By using a preventative approach to the issues, the Service is working to reduce the incidents of violence and assault.
- **CONSISTENCY :** The organisations commissioned under Service 72 have built unique levels of expertise in the prevention of domestic and sexual violence. Tender has experience of delivering its independently evaluated model of healthy relationship education to more than 100 schools across Greater London. By continuing to deliver our work to nearly all boroughs across London, Tender ensures consistency in quality and effectiveness in all areas.
- **ADDED VALUE AT A NATIONAL AND INTERNATIONAL LEVEL:** By working at a Pan-London level, Tender has attracted national and international attention to London's pivotal role in violence prevention education. Tender's work through Service 72 has been featured at national events such as The 3rd Annual Domestic Violence Symposium at the Centre for Parliamentary Studies and the Prevention of Violence in Intimate Teenage Relationships Conference in Stuttgart, Germany. It has also attracted national-level media attention, including Teachers TV and a BBC3 documentary 'Dangerous Love'. Service 72 therefore serves to promote and disseminate London's ground-breaking role in the prevention of domestic and sexual violence.

Do you have any further evidence or comments related to your service(s)?

With the support of London Councils, Tender has delivered healthy relationship education to over 77 schools across Greater London in less than 2 years. The work is scheduled for roll-out to 83 further schools over the next 28 months, should London Councils funding continue beyond April 2011. 14,940 young people are scheduled to receive Service 72 through Tender's work, if the funding continues until November 2012.

Service 72 is an investment in the safety and wellbeing of young people, now and over the long-term.

London Centre for Personal Safety (LCPS)

What evidence is there for the need of this service?

"Thank you for telling me about domestic violence. I will never let it happen to me." (Young woman 15 years old participating in training delivered by LCPS)

"I don't feel afraid anymore, because I learnt things I can do to keep safe"
(Young woman 14 year old participating in training delivered by LCPS)

The issues of sexual violence/exploitation and domestic violence affect every London borough:

- 54% of young Londoners know at least one person who has been hit by their partner (2009, Until the Violence Stops);
- 51,448 domestic violence incidents were reported to the London Metropolitan Police last year alone with an average of 1,607 per borough (2009-2010).

This service addresses inconsistencies across London local authorities in terms of domestic violence prevention work. It tackles discrimination based on disability, race, sexual orientation and gender, engaging disadvantaged young people in violence-prevention. The cut-backs would be short-sighted. Domestic violence alone costs the government £3.1 billion per year in (Criminal Justice System, health, social services, housing, civil legal) (Women & Equalities Unit 2004). This London Councils' service addresses these issues at their root cause, providing primary prevention to reduce long-term expenditure on repeat offending, injury and murder.

LCPS provision will educate and train 1,700 children and young people to keep safe from gender based and other kinds of interpersonal violence, develop safe relationships, become effective agents for change, help and support peers. In year 4 80 professionals working with children and young people will be trained to continue to deliver this Safer Choice programme to their schools and organisations, leaving an additional legacy.

LCPS provides essential violence prevention and equalities training that has potential to provide long term benefits and savings, much of this will disappear. The working to encourage and develop pro-social skills, social cohesion and reduce inequalities, discriminating attitudes and beliefs that foster violence and crime and add huge social burdens to statutory authorities, aside from misery and limitations to LC residents lives. Most of this work will come to an end, as other alternative funding sources cannot pick up this scale of gap.

LCPS and service 72 provide essential life-skills education to prevent interpersonal violence, especially that stemming from discrimination, prioritising vulnerable groups, whether by age, gender, sexuality, disability, race or faith. LCPS's work over 30 years has consistently and repeatedly been cited as best practice in our field. We, Tender and Barnardo's have repeatedly won awards and recognition for our work and expertise.

LC confers status not only on organisations, but on the issues of domestic violence, sexual violence, sexual exploitation and homophobic crime. The Grants Scheme provides a lever for engaging local authorities in addressing these issues.

What evidence is there for the impact of withdrawal of this service?

London Councils is a key funder of work that directly addresses inequality and gender- and sexuality-discrimination. These services would suffer:

- 11 of the 69 London Councils services are for front-line delivery of services that address domestic violence, sexual violence, sexual exploitation and homophobic crime
- 4 additional services are for the second-tier support of the above front-line work
- LC and its contributing Boroughs will lose the bulk of a world class voluntary sector organisations expertise, service and delivery. This will be very difficult, far more costly and time consuming to replace and rebuild. This is an ill-advised and ill thought out plan

For LCPS this will mean loss of their only staff post, the extent to which we can continue to function as an organisation will be in question. The expert advice and consultancy we have

been providing to local and national government and the statutory sector eg Metropolitan Police service will be in jeopardy

LCPS will not be able to complete all delivery so some Boroughs who will lose provision entirely, though others have received far more than actually paid for.

Is it important that this is delivered on a pan-London level (rather than in individual boroughs)?

LCPS have approached individual boroughs for commissioning.

The following evidence indicates that these services are likely to see an overall reduction in funding if commissions were determined locally:

- 'Sexual violence' has not been selected as a priority indicator in any of the Local Area Agreements within London
- The administrative costs of services will increase: applying for local commissions and reporting back to individual boroughs instead of one centralised funder. It will exacerbate delivery problems and costs, fragment and impair quality of provision.
- An added administrative problem is that the organisations (such as schools) in the areas we work are increasingly disconnected from Borough boundaries, to access a target population in any one borough we have to deliver to residents of other boroughs. There are real benefits in doing so, particularly in providing a safety intervention, but local limitations will increase costs.
- LC currently has a world class network of VS organisations that we cannot afford to lose, but which this plan will eviscerate, just in time for the Olympics.
- Joined-up working and learning. If repatriation occurs, our members will need to increase the time spent by staff on pursuing local commissions and reports. At the same time, many organisations will be forced to reduce the size of their staff teams. With this squeeze, organisations will find it difficult to maintain high standards of information sharing.

Any 'repatriated' funds cannot and will not be ring fenced. So 'repatriation' appears to be an euphemism for 'cut'

Repatriation threatens to corrode the networks that compliment and augment the work within each individual borough.

LC funding has been far more successful at enabling delivery to vulnerable groups with less regard for place of residence. Local funding has posed many problems of access and cost that LC funding has helped reduce, and it has been significantly better than the often fragmented, piecemeal and constrained local delivery. It has enabled LCPS to take a much more effective preventative focus than is generally the case with local funding.

It is therefore prudent to address issues of violence against women at a pan-London level. Repatriation will create a post-code lottery for women and children who experience violence or are at-risk of violence. It will further reduce support for women and children who are forced to flee across borough boundaries to escape violence. The issues of domestic and sexual violence do not 'stay local': they create ripples across London and they require pan-London services.

FORWARD – Foundation for Women’s Health, Research and Development

Children and Young People Female Genital Mutilation (FGM) Change Programme provides specialist health and social support to girls and young women at risk of and affected by FGM in London. The service is active across London at a policy level and in the following eight London boroughs working with communities:

- Brent
- Hounslow
- Lambeth
- Newham
- Southwark
- Tower Hamlets
- Waltham Forest
- Westminster

The service will target work with 6,000 girls and young women at risk of FGM in London; this represents 30 per cent of the total number of girls at risk of FGM in the UK.

The service comprises the following elements:

- Young people’s Gender Based Violence training sessions
- A regular Youth Forum
- Forward website has specific sections focused on children and young people
- Youth training on conflict resolution, negotiation and relationships
- Group counselling, counselling signposting and referral
- Training for professionals working with children at risk of FGM, i.e. children’s services, health, voluntary sector and education
- Resources on FGM available in community appropriate languages, e.g. advice leaflet, poster, website
- Annual radio campaigns through Ben TV

What evidence is there for the need of this service?

In England and Wales there are estimated to be over 20,000 girls under the age of 15 years who could be at risk of FGM; of these 20,000, London was shown as having the highest estimated prevalence of women living with FGM and girls at risk of FGM (source: ‘A Statistical Study to Estimate the Prevalence of Female Genital Mutilation in England and Wales’, 2007. Funded by the Department of Health and in collaboration with the London School of Hygiene and Tropical Medicine and the Department of Midwifery, City University)

In research studies undertaken by Forward and partners, it becomes clear that young people from FGM practising communities seldom have the opportunity to analyse, discuss and challenge FGM, and its significance, in their society. FGM and its practice can be exceptionally damaging to the physical, mental and emotional health of women, that it is an abuse of children’s rights and perpetuates a culture of violence against women.

The role of Forward is to enable community-wide efforts to end FGM and build the capacity of girls, young women and men in achieving this goal. The second crucial element to our work in London is the education and training of professionals in FGM practices and working effectively with affected girls and young women, and their families.

What evidence is there for the impact of withdrawal of this service?

Forward is the only organisation in London that specialises in FGM and the elimination of this practice to protect girls and women of FGM practising communities. The withdrawal of our service will mean:

- Significantly reduced capacity of young people, especially girls and young women, to challenge FGM practice constructively in their own communities
- An absence of collective, collaborative London-wide effort to cease the perpetuation of a cultural practice that is an abuse of the rights of the child and a violation of women
- A reduction in the capacity of Forward as a specialist FGM organisation to advocate for young women and offer a safe place for girls to share experience and fears
- Reduction in the resource and support available to professionals working with FGM practising communities

The young people with whom Forward work value the service immensely. For many this is the first time that they have enjoyed the opportunity to openly discuss the subject of FGM, as it pertains to them and their community, and to dispel the myths surrounding it. Forward's work has been impactful in raising the awareness of FGM as gender based violence and supported young people to form safe, healthy relationships based on respect and mutual understanding. One of the young women who participated in the project said in relation to talking to her friends about that:

'At first they were laughing but now they know what we told them, they actually want to have conversations and get more informed. So it feels good to be able to talk about it.'

Is it important that this is delivered on a pan-London level (rather than in individual boroughs)?

FGM practising communities are spread throughout the London boroughs, and it makes social sense and achieves economy of scale to take a London-wide approach. The project currently works in eight boroughs and in each borough, and it works in partnership with a cross-section of organisations working with children, young people and gender based violence; partners include Metropolitan Police, LB Brent, Westminster PCT and Women's Forum and Waltham Forest PCT African Well Women Service.

Forward has supported the establishment of a London Youth Forum that has been successful in bringing together young women and men to work toward the end of FGM practice in their communities and in London. This project is crucial to shaping London-wide work on protecting the rights of the child and developing good practice guidance with organisations addressing FGM and the wider issues of violence against women. These include the London Safeguarding Children Board, the Greater London Domestic Violence Programme and the Metropolitan Police.

It is likely that the delivery of this kind of project on a borough basis would not achieve economies of scale or value for money, that is similar work and effort would have to be replicated in each borough, there would be scant opportunity for joint endeavour and our ability to get a strategic view of FGM practice would be significantly compromised. In addition, given that very few local authorities commission work on gender based violence, the opportunities to secure funding will be slim resulting in one of London's most vulnerable groups of women and children continuing to face the threat of FGM and the endurance of its deleterious effects.

Further evidence related to this service

The young people Forward works with as part of this London Councils funded project have found their experience to be one that increases their confidence and builds their resilience in raising the issue of FGM with their friends, families and communities. Below is a selection of what they have said about the impact of Forward on their lives:

'All of our confidence has grown so much since doing this [film on FGM called Think Again], we feel like we now know what we are talking about, like we know statistics and stuff, so we feel comfortable and confident in talking about it.'

'We now have more knowledge and points to argue so it makes it easier to talk to people about it.'

'Some people didn't know about it and some had been through it and so I thought it was good that those girls were comfortable enough to talk to me.'

'I got a good reaction, some were shocked others were disappointed and said I was disgracing Somalians for talking about stuff like this.... But it only pushed me to do it even more and also after seeing some of the videos that are FGM related it would make you want to help out, which is what I continued to do.'

Service 70

Reduction of violent behaviour through domestic violence perpetrator programmes

N.B. Service 70 is not a frontline service, but it forms part of the package of services funded by London Councils around violence against women and children

Respect

What evidence do you have for the need of this/these service(s)?

- Perpetrator programmes are now recognised as an important component of a community response to domestic violence – as evidenced in the recent publications of the Mayoral strategy document “The Way Forward” and home office Strategy to “End Violence against Women and Girls”. It is therefore vital that there is some way of ensuring that organisations offering these services are accountable and importantly ensure safety for women and children. The Respect Accreditation Standard is the only current system that provides this expertise for community based programmes – so that providers, commissioners and women’s services can be assured of the quality of specific programmes.
- The need to ensure these programmes are maintained and viable is shaped by a number of arguments: Gondolf (2002) demonstrated that most men who take part in a well established programme situated in a co-ordinated community response to domestic violence stop using violence. Also, women whose partners and ex-partners take part in programmes feel much safer and attribute this to the programme.
- Dobash et al (2000) showed that participating in a perpetrator programme made criminal sanctions more effective
- Burton (2000) showed perpetrator programmes, through proactive contact with partners and ex-partners of programme participants, often make contact with and

provide support to victims who do not otherwise contact or receive support from any other organisation.

- Rajagopalan et al (2008) illustrated that where social services effectively operated a mandate for programme attendance men's partners would come into contact with more services that could help them.
- Meanwhile Walby (2004) estimated that the cost of keeping a child in the care system for a year was £25,000 P.A – the cost of supporting a man through a programme with linked support for his partner is less than £3000 and can result in both children's safety being increased and significantly less strain on the public purse as a result

Without Respect's input it is highly unlikely that the programmes in London will either reach the standards set down by Respect or indeed have the time to sufficiently promote their services to commissioners, funders and professionals within the statutory sector. Nor are they able to assume the policy initiatives such as linking better with the drug and alcohol fields that Respect currently provides.

What evidence do you have for the impact of withdrawal of this/these service(s)?

Without Respect support and input none of the following would have been possible with our London members:

100% of our London member projects were worked with to produce a written assessment report evaluating every aspect of the Respect national service standard

66% of these implemented work programmes developed with Respect to improve standards as a result and reported an improvement in service delivery

Due to publicity drives across London - callers to the Respect and Men's Advice phone lines in the London area increased and members reported seeing their referrals increase as a result. The number of men in London who sought help to address their violent and abusive behaviour increased by 3.25%

Respect also piloted and introduced a database tool to ensure better capturing of statistical data in London and 50% of our London members are using this with 100% of all their staff having received training in how to use this

Following a series of Respect led trainings 20 professionals from outside the perpetrator field reported an increased awareness of the impact of perpetrator programmes and key components of best practice

66% of our members reported improved partnership working with drug and alcohol services and have implemented appropriate diversity strategies.

Is it important that this/these service(s) is/are delivered on a pan-London level (rather than in individual boroughs)? Why?

The need for the regional pot of funding for VAW projects is essential. There are services that would not get enough funding to start if they were dependent on their clients just living in one borough. We would quickly return to an exacerbated postcode lottery in terms of the provision available to increase women and children's safety – just at the time when we are beginning to make headway over cross borough services. Without cross borough fluidity the lives of those most at risk are likely to be most adversely effected.

Therefore, hanging on to some regional provision however small remains vital. I would

argue it is also much more cost effective to provide something on a pan-London basis than it is to try and decide on such a vital policy area individually. The subject of Violence against Women and Girls is a massive public issue. It is a major issue of health and a major issue of crime. As such it cannot afford to be subject to the whims of nibyism.