



Women's Health Improvement Research: Improving The Way We Work



Introduction

- Introduction to the project
- Service User Engagement
- Challenges experienced
- Actions / Next steps



Service User Engagement

- Women's Health Research Project – Change , Justice , Fairness – 2016
- Key experiences of women who had experienced domestic abuse
- Independent Research
- Looking at experience of service delivery

Key Theme's

- Too complicated to get advice
- Too many different staff dealing with enquiries / Repeating story
- Empathy of staff
- Why should I have to move?
- Lack of support
- “Seems like I was part of a production line. If I could have given them my story first and then treated as an individual it would have made me feel human at least”

Key principles

- Person centred approach
- Driven by choice
- Supportive environment
- Promotes partnership working
- Values service user feedback
- Covers the Fife Housing Partnership

Challenges

- Choice
- Remaining at home
- Working with the legal system
- Rehousing perpetrators
- Allocations
- Communication

Actions against Offenders

- Working closely with Fife Law Centre to look at legal actions individuals can take
- Person Centred Problem Solving (Tasking Groups)
- Allocations – allocating a property to the perpetrator – Management Points to move
- Potential Support for the Offender to move
- Working with Caledonia Project to encourage perpetrators to take ownership of their actions

Practical Help

- Furniture / Storage of Furniture – assisting with retaining or accessing furniture to help sustain tenancy
- Support to retain settled accommodation – isolation, perpetrator potentially knows home address
- Current Multi-Agency working – MARAC, MATAC
- Safe, Secure & Supported at Home – home safety, security, befriending
- Financial Challenges for service users, ongoing tenancy support

Accessing Safe Accommodation

- New models of Housing Advice
- Case Management model – one person manages case throughout
- Safe Lives DASH Form (when to use it)
- Interviewing where women feel safe / comfortable
- New on-line information (designed with our Service User Group)
- New on-line application (designed with our Service User Group)
- New paper application form / leaflets

Training for staff

- On-going work with Shelter – housing specific e-learning / face to face training,
- ESIP Gender Equality Training, Domestic Abuse and Sexual Violence Training made mandatory
- Staff need to have better Housing Law knowledge
- Short tool box training for staff from other services
- Practitioners Guide
- Updated Protocol & Work Instructions



End

Any questions – feel free to ask or send me an email?

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