

Appendix A - Proposed Commissioned Service

The overall purpose of the commissioned service is reduce the risk of harm to victims of domestic abuse, offer access to emergency accommodation and to provide information, advice and support which assists victims to meet their individual outcomes.

Service	Details
Helpline	<ul style="list-style-type: none"> Acts as single point of contact for advice and signposting for victims, family and friends, referring agencies and members of the public. Offers triage, risk assessment, safety planning, advice and signposting for male and female victims and their children.
Access to refuge/housing support	Housing related support, including retaining accommodation where appropriate, managing and ensuring access to local and out of county refuge/emergency accommodation with the aim that service users will secure sustainable long term provision.
Support within the Hereford Refuge	Information, advice, support and signposting
Outreach support	Information, advice, support and signposting
One to one support	For adults in complex cases
Group work	Evidence based group work which focusses upon understanding domestic abuse, empowerment and peer support.
Information and advice	Assistance with navigating 'the system', including: <ul style="list-style-type: none"> Housing Benefits Adults and children's social care The criminal justice system The civil legal system, including access legal advice and restraining orders Connecting victims to health and wellbeing services including sexual health, substance misuse, mental health, the Sexual Assault referral Centre (SARC) and a wide range of informal, community based organisations.,
Education	Awareness raising of domestic abuse for professionals and pupils in schools
Support for children	Providing support to children who have witnessed abuse and connecting them to early help and the Troubled Families Programme
Intelligence sharing	Sharing information with other agencies where safeguarding applies
Strategic influence	Contribute to partnership working