

Appendix 2: Contract Outcomes

Outcomes	Indicator	Outcome Measures
Increased Safety	<p>Cessation of abuse (physical, sexual, harassment / stalking and jealous/ controlling behaviours)</p> <p>Risk of further harm.</p> <p>Sustainability of the reduction in risk.</p> <p>Changes to feelings of safety.</p> <p>Changes to feeling afraid.</p> <p>The creation of a safety plan and impact of this support</p>	<p>% of women whose risk is reduced after using the service.</p> <p>% of women who report feeling safer after using the service.</p> <p>% of women reporting a cessation of physical abuse, emotional abuse, harassment and controlling behaviours.</p>
Improved Health & Wellbeing	<p>Improvements to quality of life.</p> <p>Client outcomes achieved and their impact measured across a series of domains:</p> <ol style="list-style-type: none"> 1. Health & Wellbeing: improved coping strategies; engagement with mental health, substance misuse & other health services; client accessing specialist counselling or IAPT. 2. Accommodation: secure and safe housing. 3. Support networks – positive change in client’s support networks; reduction in isolation. 4. Legal issues 5. Financial – improvement in financial independence and situation. 6. Children – positive outcomes recorded in relationship with their children and for the children. 7. Education, training & employment – positive outcomes in learning & work. 8. Empowerment and self-esteem – positive changes in self-esteem and feelings of self-efficacy. Patterns of behaviour changing. 	<p>% of women reporting an improved quality of life after using the service.</p> <p>% of survivors reporting a positive change in their support needs as a result of support from the IDVA service compared with intake.</p>
Increased confidence to access interventions and support	<p>Confidence knowing how to access help and support.</p> <p>Has ‘improved access to help and support’ been achieved and what impact has this had? Evidenced through questionnaire and self-report.</p>	<p>% of survivors who feel confident in knowing how and where to access help and support compared to intake</p>

Brent Children and Families Department further monitored the following outcomes:

Outcomes	Indicator	Outcome Measures
Improved access to specialist support services for survivors of domestic violence who have used children and family services.	% of women who engaged with services after being referred by children and family services.	At least 75% - 80% should be engaged with services on an on-going basis.
Increased knowledge by survivors of how and where to access support.	% of survivors who feel confident in knowing how to access help and support compared to intake.	At least 99% report of feeling confident in knowing how to access help and support in the future.
Improved feeling of being supported by survivors as a result of using services.	% of survivors reporting a positive change in their support needs as a result of support from the IDVA service compared with intake.	At least 85% of women reporting feeling supported following engagement.
Increased physical and emotional safety for survivors of domestic violence after receiving support services.	% of survivors who report feeling safer at the point of exiting services compared with intake. % of survivors for whom their risk has been reduced since using services.	At least a 90% report of feeling safer after using services. At least a 75% reduction in physical abuse. 83% reduction in sexual abuse experience. 62% reduction in harassment and stalking. 69% reduction in jealous and controlling behaviours.
Improved quality of life experienced by survivors as a result of using services.	% of survivors who report an improved quality of life compared with intake.	At least 85% of women felt their quality of life had improved after using services.
Children and Young People feeling more supported in relation to their experiences of domestic abuse.	% of children and young people reporting a positive change since engagement with the family support worker.	At least 85% of identified young people are safer, more settled, have better relationships with parents/carers and have better routines arising from the involvement of IDVA support.
Improvement in the knowledge and expertise of practitioners within social care and early help around domestic abuse and the impact on children and young people.	% of social workers who attended training identified that their understanding has improved and that they could apply what was learned to their practice.	At least 80% of social workers should have attended training. At least 100% of Managers reporting improvement in staff recognising domestic abuse, being able to apply relevant theories and research within assessment and reflecting on these issues in supervision.