

Redcar & Cleveland Borough Council

Integrated Domestic Abuse and Substance Misuse Model

Summary



Background

Too many adults never achieve their full potential merely 'existing' in society and often falling through the net of complex systems that they are often ill equipped to navigate their way through.

People who are just coping or vulnerable are not "of a type", they are all different although they have some things in common. They are all used to being passed around and misunderstood by systems. They have presented to various services and organisations many, many times because they are struggling.

To address these issues Redcar and Cleveland Council are considering new approaches to support vulnerable people. Working against a backdrop of reducing resources and increasing need, we are looking to appoint, through a competitive procedure with negotiation procurement process, a design and delivery partner to work with us to co-produce an Integrated Domestic Abuse and Substance Misuse Service Model (IDAS).

We believe working alongside an appointed partner from the outset to co-design the model will offer significant scope for creativity and innovation, and that this will be reflected in the developed service model. Our aim is to move away from the traditionally prescriptive, linear, and often "one size fits all" type of service model that repeatedly fails to help those who most need support.

It is our intention that the relationship with our appointed partner will be equitable in nature, and that ongoing learning, coupled with the acquisition of additional externally sourced funding, will be key to continuous service development and innovation.

Our ambition is to develop a model that will deliver services which will provide easy access to and through, the system. The service will adopt an integrated, flexible, innovative, and collaborative approach with 'a no wrong door' culture that places the person firmly at the centre of the support framework.

We want to create an expansive IDAS model that will, through trusting partnership, drive the delivery of a pro-active service that is responsive to; and shaped by; the needs and views of the community and which is able to achieve positive and sustainable outcomes.

Once we have appointed our partner, we will commence the IDAS model design through a structured negotiation process (working through specific service development stages) and this will take place within the published procurement process timetable.

Ongoing and continued development of the services delivered through the IDAS Model is a key requirement and as such, partners should note that the development of the IDAS Model will be an ongoing and contractual requirement throughout the duration of the contract term.

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Services to be provided:

The IDAS model will concentrate on essential service delivery elements of Domestic Abuse and Substance Misuse. Operating with, and through a range of partners, the model will provide services and support in a much more integrated and collaborative way and as such it is anticipated that the IDAS Model will simplify and streamline access to support, better meet individual need and ease transit through the various support services.

Domestic Abuse - Essential Service Delivery Elements will be built around the following key areas:

- ***Refuge Accommodation and Dispersed Properties***
The provision of accommodation and a safe environment for women and children who are fleeing domestic abuse. Support for women to ensure their immediate and future wellbeing. Ongoing support to help women to achieve and sustain independence and helping women gain confidence and rebuild their life.
- ***Provision of IDVA Service***
Independent Domestic Violence Advocate (IDVA) service based in the refuge it is delivered throughout the community. The IDVA service provides support to women and men who have been victims of domestic abuse assisting them in seeking justice and helping victims navigate the legal system. IDVA also provides advice to MARAC.
- ***Children's Therapy Service***
Delivery of Therapy to children who require additional support.
- ***Children's Support Service***
Provide support to children and young people who have experienced domestic abuse and this support will be provided to children who are resident and non-resident in the refuge.
- ***Perpetrator Programmes***
Delivery of a behavioural programme for perpetrators of domestic abuse

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Substance Misuse - Essential Service Delivery Elements will be built around the following key areas:

Substance Misuse will require the delivery of community recovery that also includes access, where appropriate, to structured recovery treatment, rather than one of a recovery treatment service that also provides recovery support. Creating a culture of visible recovery, empowering individuals to recover in, and with the support of, their community which will, in turn, lead them to contribute to sustainable, visible recovery. This will include as a minimum:

- **Prevention**
Development of a community asset-based Recovery Partnership; education; community training and capacity building; and provision of early intervention services.
- **Harm Minimisation**
Through the provision of information, advice, and guidance in the community; both fixed site, and satellite, needle exchanges; and the sub-contracting, management, and monitoring, of community pharmacy providers.
- **Community Recovery Support**
Comprehensive assessment, recovery co-ordination, and provision of stand-alone, evidence-based, recovery support interventions in the community. Provision of, retention in, continuing care on discharge; and re-engagement with; Recovery Treatment.
- **Family and Carers Support**
For family and carers of substance users, including of those not currently accessing R&WB Services.

An essential requirement of substance misuse will be the delivery of a safe, effective, and regulated Clinical service, specific to Substance Misuse services this must be delivered and overseen by an appropriate and robust clinical governance framework.

Clinical Services will include as a minimum:

- **Recovery Treatment**
Where appropriate - the clinical management for the treatment of substance dependence. Including the sub-contracting, management, and monitoring, of community pharmacy provision, supervised consumption, prescribing and psychosocial support.
- **Detoxification**
- **Residential Detoxification**
- **Residential Rehabilitation**
- **Psychosocial Support**
- **Retention**
Support to assist individuals in treatment to maintain engagement.
- **Peer support**
Development and delivery of peer support and access to mutual aid.

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- **Continuing access**

Community recovery support including after care, and relapse prevention, on discharge from, and re-engagement with, Recovery Treatment.

Essential Considerations and Requirements for the over-arching IDAS model

Operational Delivery

Delivery of the model will be built around the following:

- **Trauma-informed approach** - to practice/service delivery.
- **Person centred focus will be key.**
- **Flexibility**

Will be essential – options should always be given to seeing clients, and their families, in a suitable safe community setting, when appropriate, to encourage integration with their local community.

- **Virtual/digital offers.**
Flexible Service delivery options must include
- **Safety**

We will apply Contractual requirements for the provision of safe working environments and service delivery option for employees and service clients

Governance - Clinical, Financial and Operational

Robust governance will ensure the successful partner(s) organisation has in place appointments to Key Officer positions, policies, and processes to help identify and in turn, mitigate any potential risk at the earliest point. The Governance Framework must identify clear lines of responsibility and accountability and will include mechanisms for regular review of the inter-partnership operations, service delivery and outcomes delivered.

Continuous Service Development

It is expected that our appointed partner will work in partnership with the Council to continually develop the service offer throughout the duration of the contract term.

Performance and Outcomes

Performance measures will be a key part of the service delivery.

Collaboration

Collaboration is central to delivering the IDAS model and the appointed Partner(s) will be required to work collaboratively with a range of stakeholders, included The Council's Statutory Housing Support Service and wider agencies for example Police, Mental Health Services, broader NHS, Housing and Social Care.

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External Funding Opportunities

Our appointed Partner(s) will be expected to source and apply for additional funding through external opportunities that would be inaccessible to the Council. It should be noted that any such funding is to be used for the benefit of the IDAS model development and enhancement, the partnership, and the aims of the IDAS Service; and will not be directed to any individual member organisation.