

Aylesbury Women's Aid

Annual Statistics April 2018 – March 2019

KEY STATISTICS

60	Women stayed in the refuge	73	Children stayed at the refuge
242	Women used the Outreach Service	399	Dependent children of outreach clients
210	Women used the IDVA (Independent Domestic Violence Advocate) Service	273	Dependent children of IDVA service clients
14	Men used the Male IDVA Service	0	Dependent children of male IDVA service clients
147	Women attended Freedom Programmes (Aylesbury & Buckingham)	203	Dependent children of Freedom Programme clients (Aylesbury and Buckingham)
25	Helping Hands Programmes facilitated in schools	160	Children attending programmes in schools
32	Young people attending 1:1 Sessions	287	Young people attending group work
55	Women attended counselling sessions (New service from November 2017)	66	Dependent children of counselling clients

WHERE CLIENTS/RESIDENTS CAME FROM:

Location	Residents	Outreach	IDVA	Counselling	Total
Aylesbury Vale	3	242	172	53	470
Wycombe	3				3
Other parts of Buckinghamshire	9		49	2	60
Other Areas	45		3		48
Total	60	242	224	55	581

CLIENTS / RESIDENTS REFERRED BY:

Referred by:	Residents		Outreach		IDVA		Counselling		Total	
	Total	%	Total	%	Total	%	Total	%	Total	%
Adult Social Care		2%	2	1%					2	1%
Another Refuge or DV Service	12	24%	4	2%					16	2%
Aylesbury Vale District Council	1	2%							1	1%
Children's Centre	1								1	1%
Council/Housing (Other Areas)	10	17%							10	1%
Counselling			1	1%	1	1%			2	1%
Family/Friend	1	2%	6	3%	1	1%			8	1%
Freedom Programme			1	1%					1	1%
Health										0%
Health Visitor										0%
Homeless Charity										0%
Housing Association	1	1%	1	1%					2	1%
IDVA (Other Areas)	5	3%			1	1%			6	1%
MARAC Board (Other Areas)					94	32%			94	11%
Mental Health Services		1%	2	1%					2	1%
Other Statutory Agency	1	2%	6	1%	1	1%			8	1%
Other Voluntary Agency	1	2%	3	1%					4	1%
Outreach (AWA)	1	1%	4	1%	4	1%			9	2%
Police	4	3%			116				120	21%
Probation										0%
School			3	1%					3	1%%
Self (inc. National Helpline)	20	43%	194	80%	2	1%	55	100%	271	47%
Social Care (Child & YP)	2	4%	15	6%	1	1%			18	3%
Victim Support					3	1%			3	1%%
Total	60		242		224		55		581	

AGE OF CLIENTS/RESIDENTS USING THE SERVICE

Age Group	Residents		Outreach		IDVA		Counselling		Total	
	Total	%	Total	%	Total	%	Total	%	Total	%
Missing Data			1	1%	1	1%			2	1%
16 – 20	1	1%	3	1%	12	5%			16	2%
21 – 25	13	22%	23	10%	35	17%	2	4%	73	14%
26 – 30	16	27%	34	14%	34	16%	6	11%	90	15%
31 – 35	12	20%	43	17%	35	17%	6	11%	96	16%
36 – 40	6	10%	64	27%	37	17%	12	22%	119	20%
41 – 45	5	8%	31	13%	23	10%	10	18%	69	12%
46 – 50	3	5%	19	7%	21	9%	6	11%	49	8%
51 – 55	1	2%	11	5%	9	3%	9	16%	30	5%
56 – 60	3	5%	6	2%	6	2%	2	4%	17	3%
61 – 65			1	1%	2	1%	2	4%	5	1%
66 – 70			2	1%	4	1%			6	1%
71 – 75			3	1%	4	1%			7	1%
76 – 80			1	1%	1	0.50%			2	1%
Total	60		242		224		55		581	

AGES OF DEPENDENT CHILDREN

Age Group	Residents		Outreach		IDVA		Counselling		Total	
	Total	%	Total	%	Total	%	Total	%	Total	%
Under 5	42	57%	137	34%	102	37%	18	27%	299	36%
5 – 10 Years	23	32%	125	31%	86	31%	24	36%	258	31%
Over 10 Years	8	11%	133	33%	83	29%	22	33%	246	30%
Not Recorded			4	1%	11	3%	2	3%	17	3%
Total	73		399		282		66		820	

CLIENT / RESIDENTS WITH DISABILITIES

Disability	Residents		Outreach		IDVA		Counselling		Total	
	Total	%	Total	%	Total	%	Total	%	Total	%
Disability – Yes	9	15%	41	17%	39	15%	4	7%	93	16%

CLIENT / RESIDENT ETHNICITY

Ethnic Groups	Residents		Outreach		IDVA		Counselling		Total	
	Total	%	Total	%	Total	%	Total	%	Total	%
All White Groups Total	37	58%	192	79%	152	69%	43	75%	424	73%
British	32	53%	177	73%	142	63%	39	71%	390	67%
Irish			2	1%	1	1%	1	2%	4	1%
Gypsy or Irish Traveller	2	3%							2	1%
Eastern European			7	3%	1	1%	1	2%	9	2%
White – Other	3	5%	6	2%	8	4%	2		19	3%
All Mixed Groups Total	2	4%	12	5%	8	3%	2	4%	24	4%
White/Black Caribbean	1	2%	5	2%	5	2%	2	4%	13	2%
White and Asian			4	2%					4	1%
White/Black African			1	1%					1	1%
Mixed Race other	1	2%	2	1%	3	1%			6	1%
All Asian Groups Total	11	18%	24	10%	17	9%	2	3%	54	9%
Pakistani	5	8%	17	7%	8	4%			30	5%
Bangladeshi	2	3%	1	0.5	1	1%			4	1%
Indian	3	5%	3	1%	7	3%	1	2%	14	2%
Asian – Other	1	2%	3	1%	1	1%	1	2%	6	1%
All Black Groups Total	6	10%	7	3%	5	3%	5	9%	23	4%
Black British										
Caribbean			2	1%	1	1%	1	2%	4	1%
African	6	10%	3	1%	3	1%	3	5%	15	3%
Black – Other			2	1%	1	1%	1	2%	4	1%
Any Other Ethnic Groups	4	7%	4	3%	3	5%	3	5%	14	3%
Prefer Not To Say			3	1%	39				42	7%
Total	60		242		224		55		581	

LIVING ARRANGEMENTS OF CLIENTS / RESIDENTS WHEN FIRST ENGAGING IN SERVICE

Living Arrangements	Residents		Outreach		IDVA		Total	
	Total	%	Total	%	Total	%	Total	%
Married / Living with Partner	18	30%	83	35%	50	22%	151	28%
With Partner – Living Separately	2	4%	11	5%	9	4%	22	4%
Separated / Divorced	39	65%	111	46%	96	42%	246	47%
Single	0	0%	32	13%	33	13%	65	12%
Living with Family	1	1%					1	1%
Unknown			5	1%	36	16%	41	8%
Total	60		242		224		526	

CONTACT ISSUES & SOCIAL CARE INVOLVEMENT

Families with Contact Issues	Residents		Outreach		IDVA		Total	
	Total	%	Total	%	Total	%	Total	%
Number of Families	5	8%	68	34%	46	33%	119	36%
Number of Children Involved	10	14%	104	-	47	-	161	-

Families with Social Care Involvement	Residents		Outreach		IDVA		Total	
	Total	%	Total	%	Total	%	Total	%
Social Services Involved	21	29%	177	44%	162	57%	360	57%
Children on a Child Protection Plan	16	-	38	-	44	-	98	-
Children in Need	3	-	57	-	27	-	87	-
Other	2	-	10	-	5	-	17	-

SERVICE ENGAGEMENT LENGTH

Engagement Length	Residents	Outreach	IDVA
Average Length of Stay in Refuge or client engagement (in Months)	2.83	3.57	2.63

REFUGE SERVICES AND OUTCOMES

Where Residents Moved On To (49 Residents Exited the Service)	Residents	
	Total	%
Another Refuge	4	6%
AVDC – temporary accommodation	9	15%
Home – no protection	6	10%
Home – abuser left	4	6%
Private Rental	3	5%
Rehoused – Housing Association or council in another area	3	5%
Rehoused by VAHT/Housing Association in Aylesbury Vale	4	6%
Relatives/Friends	7	12%
Still Resident	11	18%
Temporary Accommodation – another area	3	5%
Unknown	6	10%
Total	60	100%

Aftercare Services for Ex-Residents	Number of Contacts	
	Total	%
Visits to the refuge	59	27%
Calls for support and information	83	36%
Advocacy phone calls/emails/letters	71	31%
Accompanied to courts/solicitors/case conferences etc.	12	5%
Resettlement visits to ex-resident's homes	3	1%
Total Contacts	228	100%

Provision of Refuge Spaces	Number
Space found for families from Aylesbury Vale (Out of Area)	72*
Families refused refuge – no spaces available	42
Women Refused Space – complex or other needs (of which:)	39
Severe Mental Health Difficulties	19
Severe Drug and Alcohol Dependency	11
Not Current Domestic Abuse	1
Disabled Unit not available	5
No Recourse to Public Funds	3

*Figure is lower than previous year due to increased contact from agencies (eg Housing, Social Care) requesting direct contact numbers for refuges outside the Aylesbury Vale. This has resulted in a lower number of Space found full referrals.

OUTREACH & IDVA SERVICES AND OUTCOMES

Helpline Calls & Information	Number
Information / Support Calls from Women	428
Information / Support Calls from Other Agencies	282

Services to Outreach / IDVA Clients	
	Total
Calls/emails to and from clients for information and/or support	6990
Clients visit to office:	
Support Meetings	330
Solicitor's Appointment	196
Counselling	471
Advocacy phone calls/letters	776
Accompanying to court, solicitors etc.	57
Case Conferences attended	17
CIN meetings attended	18
Core Group meetings attended	22
Total Number of Contacts	8877

OUT OF HOURS SUPPORT

Out of Hours Calls	Aylesbury		Wycombe		Total	
	Total	%	Total	%	Total	%
Problems in the refuge – support	60	57%	4	25%	64	53%
Problems in the refuge – maintenance	3	3%			3	2%
Messages/Advocacy with police/social services/friends etc.	7	7%	2	12%	9	7%
Women seeking information/support	11	10%	5	31%	20	17%
Refuge space refused due to lack of space in Buckinghamshire	3	3%	6	4%	9	7%
Calls from out of area	19	18%		0%	19	16%
Pre-arranged Admittance	1	1%		0%	1	1%
Emergency Admittance	1	1%		0%	1	1%
Total Contacts	105		16		121	

TRAINING, PRESENTATIONS AND AWARENESS RAISING

Training, Presentations & Awareness Raising Sessions	Number of Sessions	Number of Groups	Number of Attendees
Awareness Raising /Workshops– Statutory Agencies	3	3	82
Awareness Raising Workshope – Young People	4	4	152
Presentations – Voluntary Agencies	7	7	54
Training – Statutory Agencies	2	2	31
Relationship Empowerment Course for Teenage Girls/Boys	65	12	139
Helping Hands Programme for 4 -11 years	150	25	160
Freedom Programme Awareness	1	1	14
Freedom Programme Training	1	1	12
Freedom Programme	176	16	147

CLIENT & STAKEHOLDER FEEDBACK

Client Feedback	Strongly Agree		Agree		Not Sure		Disagree		Strongly Disagree	
	Total	%	Total	%	Total	%	Total	%	Total	%
Coming to this service has made a positive difference in my life	125	72%%	36	21%%	9	5%	2	1%	0	0%
I feel that my privacy was respected	153	88%	20	12%	0	0%	0	0%	0	0%
I was supported to make my own choices	146	84%	20	19%	1	1%	0	0%	0	0%
Staff here have been knowledgeable and competent	157	91%	15	9%	1	1%	0	0%	0	0%
The service I accessed was non-judgmental	155	90%%	16	9%	1	1%	0	0%	0	0%
I'd recommend this service to family/ friends if they needed help	144	82%	19	11%	0	0%	0	0%	1	1%