Domestic Abuse Small Grant Fund– KPIs for Routes 1,2&3 (direct services)

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# KPIs

### Adult clients

| **KPI No.** | **KPI Name** | **KPI Measure** | **Measurement Period and method** | **Target KPI** |
| --- | --- | --- | --- | --- |
| 1 | Access to Service | Referrals/presentations from target groups for Fund- see section 3 | Quarterly- intake and diversity profile | **n/a** |
| 2 | Reduce Domestic Abuse risk for individual | Clients have improved safety and support measures in place after receiving support | Quarterly- outcomes reporting | **80%** |
| 3a | Support offer | Clients who have maintained safe accommodation | Quarterly- outcomes reporting | **50%** |
| 3b | Support offer | Clients who have secured new safe accommodation | Quarterly- outcomes reporting |
| 3c | Support offer | Clients have an individualised plan to address needs | Quarterly- outcomes reporting | **100%** |
| 4 | Increase sense of safety for individual | Clients report feeling safer after receiving support | Quarterly- outcomes reporting | **70%** |
| 5 | Increase sense of wellbeing for individual | Clients rate their wellbeing as higher after receiving support (distance travelled tool) | Quarterly- outcomes reporting | **70%** |
| 6a | Service User Satisfaction | Clients complete satisfaction surveys | Quarterly- outcomes reporting | **80%** |
| 6b | Service User Satisfaction | Respondents report satisfaction with the service | Quarterly- outcomes reporting | **80%** |
| 7 | Staffing levels & training | All staff to have completed essential training: adult/ children safeguarding, equalities and domestic abuse | Quarterly- narrative report | **100%** |
| 8 | Performance reporting | All reporting requirements including KPIs, minimum dataset, diversity profile, income/expenditure reports and narrative report on data, to be submitted on time | Quarterly- intake and diversity profile, outcomes reporting and narrative report | **100%** |
| 9 | Self-defined KPI | Each project to define 3 KPIs which measure the success of the project | Quarterly |  |
| 10 | Self-defined KPI | Each project to define 3 KPIs which measure the success of the project | Quarterly |  |
| 11 | Self-defined KPI | Each project to define 3 KPIs which measure the success of the project | Quarterly |  |

### Child clients/parenting work

| **KPI No.** | **KPI Name** | **KPI Measure** | **Measurement Period and method** | **Target KPI** |
| --- | --- | --- | --- | --- |
| 1 | Access to Service | Referrals/presentations from target groups for Fund- see section 3 | Quarterly- intake and diversity profile | **n/a** |
| 2 | Reduce Domestic Abuse risk for children | Children are at reduced risk after receiving support (directly or to parent/carer) | Quarterly- outcomes reporting | **70%** |
| 3 | Support offer | Clients have an individualised plan to address needs | Quarterly- outcomes reporting | **100%** |
| 4 | Increase sense of safety for children | Child/parent or carer report feeling children are safer after receiving support | Quarterly- outcomes reporting | **60%** |
| 5 | Increase sense of wellbeing for Children | Child/parent or carer rate children’s wellbeing as higher after receiving support (distance travelled tool) | Quarterly- outcomes reporting | **60%** |
| 6 | Self-defined KPI | Each project to define 3 KPIs which measure the success of the project | Quarterly |  |
| 7 | Self-defined KPI | Each project to define 3 KPIs which measure the success of the project | Quarterly |  |
| 8 | Self-defined KPI | Each project to define 3 KPIs which measure the success of the project | Quarterly |  |

## Minimum data set

### Adults

|  |  |
| --- | --- |
| 1 | **New referrals/contacts** – broken down into number offered a service and number declined a service (with reason) |
| 2 | **Number of clients** - open on caseloads in each quarter (or numbers offered support if model is not casework) |
| 3 | **Number of children**- broken down into associated with adults supported and children supported directly |
| 4 | **Length of support offered** – cases closed in the quarter to be categorised into less than 1 month, 1-3 months, 3-6 months, 6 moths plus |
| 5 | **Referral source** - by Category |
| 6 | **Risk level-** at referral stage and on exit |
| 7 | **Staff and management** - including turnover, absence levels, number of posts vacant for over 12 weeks, and the actions being taken to address this. Overview of staff training to be provided quarterly. |
| 8 | **Complaints/compliments** - Number and details of all complaints/ compliments received |
| 9 | **Safeguarding** – Number of safeguarding (adult, children and MARAC) referrals made |
| 10 | **Referrals** - Number of people referred on to other services with breakdown of which service referred to |
| 11 | **Equality monitoring data** – see template submission |
| 12 | **Case Studies** –1 case study to be provided quarterly |

### Children/parenting work

|  |  |
| --- | --- |
| 1 | **New referrals/contacts** – broken down into number offered a service and number declined a service (with reason) |
| 2 | **Number of children** - open on caseloads in each quarter (or numbers offered support if model is not casework) |
| 3 | **Number of parents/carers**- broken down into associated with children supported and supported directly |
| 4 | **Length of support offered** – cases closed in the quarter to be categorised into less than 1 month, 1-3 months, 3-6 months, 6 moths plus |
| 5 | **Referral source** - by category |
| 6 | **Risk level-** at referral stage and on exit if known |
| 7 | **Staff and management** - including turnover, absence levels, number of posts vacant for over 12 weeks, and the actions being taken to address this. Overview of staff training to be provided quarterly. |
| 8 | **Complaints/compliments** - Number and details of all complaints/ compliments received |
| 9 | **Safeguarding** – Number of safeguarding (adult, children and MARAC) referrals made |
| 10 | **Referrals** - Number of people referred on to other services with breakdown of which service referred to |
| 11 | **Equality monitoring data** – see template submission |
| 12 | **Case Studies** –1 case study to be provided quarterly |

## Target audience for Fund

* Live in rural areas
* Live in deprived areas
* Live in the North of the county
* Identify as from an ethnic minority background
* Are refugees or asylum seekers
* Identify as LGBTQ+
* Are aged over 60
* Are aged between 16 and 25 years old
* Are neurodiverse or have a learning disability
* Have Multiple Compound Needs
* Are involved (or at risk of being involved) with the Criminal Justice system
* Misuse drugs and/or alcohol
* Experience poor mental health or wellbeing
* Are carers or are cared for
* Care experienced
* Have a disability
* Are pregnant and/or have children
* Are male victims
* Have no recourse to public funds
* Have English as an additional language
* Are veterans/from the armed forces and their family members