

Feedback from Survey Sanctuary Scheme run by Hearthstone

Purpose of consultation:	<p>The purpose of the consultation was to find out</p> <ul style="list-style-type: none"> • What support and advice participants had received to help them choose the right service for them • What participants were told about the type and level of service they would receive • Had participants received the level of service they had expected • How participants felt the service could be improved
Methodology:	Focus group and telephone interviews.
Findings:	<p>The participants valued the service provided by the Sanctuary Scheme and felt that it made them more secure in their homes. However a majority of the participants felt that the service could be improved in a number of ways.</p> <ul style="list-style-type: none"> • Hearthstone and/or those making an assessment of the property need to consult with service users on the security measures provided and whether it meets their needs. • Consideration needs to be given where the service user is uncomfortable being alone with the assessor or contractor, for example making a support worker available. • The length of time taken to carry out the work and the impact that has on the safety of the service user should be considered. Service users are likely to need additional support for the service user while waiting for the work. • There is a need to follow up with service users regularly, both to ensure that the agreed work has been completed and that it continues to be adequate, particularly where circumstances may change. • The security measures provided by the Sanctuary Scheme do not seem to be sufficient in themselves to ensure that the service users feel safe in their home. There is a real need for additional support and counselling for service users. A system of regular visits and phone calls should be put in place.
What does this mean for us?	<ul style="list-style-type: none"> • We re-wrote the Sanctuary Procedure to ensure greater efficiency and effectiveness. • In April we set an increased target of 80 Sanctuary

	<p>installations per year. This has meant a big uptake in this particular service provision and we are aiming to meet that target by April 2009.</p> <ul style="list-style-type: none"> • We set a timescale for work to be completed - a maximum of 6 weeks, but in the case of an emergency we are able to install in a week. • We have organised for a female support worker to be present when the installation takes place. Uptake has not been great but it is still regarded as important by the service users. • Many clients have contact with a support worker but we also advocate the use of injunction where need be. • When a service user frequently calls on Hearthstone or if there is a change in circumstances, we have arranged for these cases to be followed up to ensure long term safety working closely with Pinner Locks. • Now that the MARAC is established in the Borough, risk assessments completed by Hearthstone in High Risk DV cases are reviewed regularly.
How were results communicated?	In a report by Solon, who ran the consultation. This was made available to all members of the Domestic Violence Partnership Board and is also available upon request and via the web.
For further information, please contact:	penny.rutter@haringey.gov.uk
Dates of consultation:	19 September 2007
Ward/ neighbourhood affected?	Anyone in the borough wishing to access support and advice on domestic violence