

## **LEICESTERSHIRE SAFER COMMUNITIES STRATEGY BOARD**

**8<sup>TH</sup> SEPTEMBER 2016**

### **LSCSB UPDATE: JOINT COMMISSIONING ASSURANCE BOARD**

#### **Background**

1. The purpose of the Joint Commissioning and Assurance Board (JCAB) is to oversee the monitoring and management of the United Against Violence and Abuse (UAVA) contract to provide the delivery of domestic abuse services across Leicester, Leicestershire and Rutland (LLR). The Board also ensures a consistent and joined-up approach across LLR when liaising with UAVA and is currently chaired by Simon Down from the Office of the Police and Crime Commissioner.

#### **Notable developments and challenges:**

##### **Past Year**

2. There have been some challenges over the previous year, which was to be expected given the amount of resource available to deliver such a vast service; however UAVA agreed to the conditions of the contract within the Commissioning Agreement and as such JCAB has a duty to support them to ensure those contractual agreements are not broken.
3. The primary issues have been:
  - Lack of face to face contact with victims;
  - Unanswered telephone calls to the helpline;
  - The lack of robust outcomes monitoring for partners to assess the impact of the service.

##### **Coming Year**

4. JCAB discussed face to face contacts with UAVA and agreement has been reached on the adjustment to the target figure. This was necessary due to a miscalculation by the Provider at the time of submission. In agreeing to this reduction JCAB emphasised that there was an expectation that professional judgement would be exercised by UAVA workers in deciding when face to face contacts are required.
5. The caveat to this reduction is that JCAB's assessment of the impact that this reduction has, will be based upon outcomes monitoring. Without strong evidence that demonstrates good outcomes, despite the reduction in face to face contacts, JCAB will revise the target and increase it again.
6. JCAB were pleased to see the progress made in relation to dropped calls and the greater detail in the monitoring which gives a much clearer picture of how

things are going and greater confidence in the quality of service delivery; this will continue to be monitored closely.

7. The level and standard of data received is improving and the providers have given case studies highlighting the positive outcomes of their integrated service.
8. JCAB has invited UAVA to attend the next Board meeting to present an overview of quarter 2 data, with specific reference to progress against the improvement areas.
9. JCAB shall continue to monitor and work with UAVA and other partners to make the best use of the resources available. Stakeholders will be contacted as part of the 360 degree review and there are also standing feedback opportunities available via UAVA and via the city council online feedback survey.
10. A County group has been established, chaired by Gurjit Samra-Rai, in order to update District and Borough Councils on discussions at JCAB and to take local concerns and issues back.

#### **Key issues for partnership working or affecting partners**

11. Capacity – partners from all agencies frequently highlight the effects of increasing demand against reducing resource.

#### **Issues in local areas**

12. There are no issues identified at this time affecting specific areas of the County.

#### **Recommendations for the Board**

13. That the Board notes the update.

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