

## 13.0

## DELIVERY PLAN

<b>Aim 1 Improve <i>quality of service</i> by providing customer satisfaction at their first point of call.</b>					
<b>Ref</b>	<b>Action</b>	<b>Target / Date</b>	<b>Outcome</b>	<b>Lead</b>	<b>Progress and monitoring</b>
1.1	Increase the skills of front line officers working with children and families who experience domestic violence by delivering awareness training	March 2009	<ul style="list-style-type: none"> <li>All frontline staff to receive basic awareness raising as part of the Safeguarding Adults awareness raising sessions.</li> </ul> <b>March 2009</b> <ul style="list-style-type: none"> <li>All Neighbourhood management visiting staff to receive Domestic Violence Training</li> </ul> <b>March 2009</b>	S.E.M	
1.2	We improve the first point of contact by having designated Domestic Violence Champions in each Neighbourhood Team.	September 2008	<p>Each team to have a DV Champion to help advise front line staff on DV cases.</p> <b>September 2008</b>	S.E.M	
1.3	We will improve awareness and referral procedures by ensuring front line staff receive an updated Information Handbook and Directory	September 2008	<ul style="list-style-type: none"> <li>Visiting staff to be supplied with awareness raising / support leaflets and cards to issue to customers</li> </ul> <b>April 2008</b> <ul style="list-style-type: none"> <li>All Neighbourhood staff to have access to fully updated support manual</li> </ul> <b>September 2008</b>	S.E.M	
1.4	Increase the communities awareness of domestic violence actions taken and 2010 Rotherham's / partners zero tolerance approach to it	September 2008	<ul style="list-style-type: none"> <li>SRP Publicity material to be promoted in the neighbourhood office reception areas and contact with resident groups.</li> </ul> <b>April 2008 &amp; ongoing</b>	S.E.M	

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			<ul style="list-style-type: none"> <li>Ensure appropriate domestic violence information is included on the 2010 website a</li> </ul> <p><b>June 2008 ongoing</b></p> <ul style="list-style-type: none"> <li>Summer round Your place article produced tied to the website</li> </ul> <p><b>September 2008</b></p>		
1.6.	Drive performance by monitor and evaluate performance to the anti-social behaviour service standards	July 2008 & ongoing	<ul style="list-style-type: none"> <li>Produce quarterly performance reports</li> </ul> <p><b>July 2008</b></p>	S.E.M.	

<b>Aim 2 Improve the support available to ensure that the customer can remain in their home.</b>					
<b>Ref</b>	<b>Action</b>	<b>Target / Date</b>	<b>Outcome</b>	<b>Lead</b>	<b>Progress and Monitoring</b>
2.1	Work with RMBC and Investigate and feasibility of developing the safer Homes Scheme to include a Sanctuary room.	March 2009	<ul style="list-style-type: none"> <li>Identify an appropriate case to trail use of an internal sanctuary room. Conduct the work and evaluate.</li> </ul> <p><b>September 2008</b></p> <ul style="list-style-type: none"> <li>Roll out the scheme if the evaluation merits it</li> </ul> <p><b>March 2009</b></p>	S.E.M	
2.2	Raise the profile of the Safer Homes Scheme amongst partners	September 2008	<ul style="list-style-type: none"> <li>Roll out the “Every visit Counts “ scheme to all parts of the borough &amp; evaluate progress</li> </ul>	S.E.M	

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			<b>September 2008</b>		
2.3	Monitor and in appropriate cases take enforcement action against the perpetrator	July 2008	<ul style="list-style-type: none"> <li>On a quarterly basis monitor the volume of case against enforcement action taken.</li> </ul> <b>July 2008</b>	S.E.M	

<b>Aim 3 Improve the support available to recourse victims of domestic violence</b>					
<b>Ref</b>	<b>Action</b>	<b>Target / Date</b>	<b>Outcome</b>	<b>Lead</b>	<b>Progress and Monitoring</b>
3.1	Work RMBC to apply the revised allocation ( NB policy to be submitted to cabinet in April 2008)	April 2008 onwards	<ul style="list-style-type: none"> <li>Quarterly report on cases re-housed due to domestic violence</li> </ul> <b>July 2008</b>	S.E.M	