

2008 Consultation with Managers - Impact of attending adva domestic violence and abuse Managers training



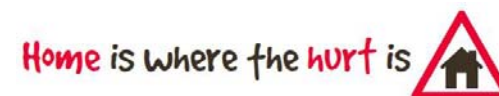
Question 1: Did you find the Managers Tackling Domestic Violence and Abuse – the Links to Duty of Care training useful to you in your role as manager of staff?

Q1	Yes	Useful but not a manager of staff	Did not answer question	No	Total
ACS	29		1		30
CEX	23		1		14
CYPS	53	2	1	1	57
EEC	5				5
FITT	25			2	27
P&P	21	1			22
Health	1				1
Police	2			1	3
Housing	1				1
Total responses	158				160

Question 2: Have you provided support to any dva victims/survivors in your staff/team/Dept/Directorate since the training?

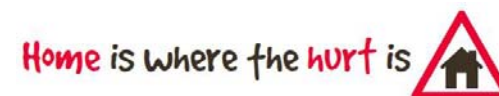
Q3	Yes	If yes, how many	What were the outcomes for the victim?
ACS	7	7	<ul style="list-style-type: none"> • Coping well – positive • Support group (?) contacted and person has moved from situation. Starting to get her life back together. • Aware member of team has suicidal thoughts, shared info with Wellbeing at Work & line manager • She accessed help and the issue, as far as I am aware, is resolved • Not directly; aware of an incident going on and checking support is provided. In this case Police providing support. • Feedback was that she felt she received really good support and advice from support service. • Member of staff is no longer in that relationship; think she felt comfortable enough to broach the subject with me. It helped her to speak in confidence. • The perpetrator moved out of the shared property

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			<ul style="list-style-type: none"> Support is on-going through supervision for staff member in emotionally abusive and controlling relationship.
CEX			<ul style="list-style-type: none"> Aware of suspicious signs of one colleague; further discussion indicate another cause
CYPS	8	9	<ul style="list-style-type: none"> Three were before training; one victim ok, one having on-going support; one 'no comment' Since training friend confided in me; able to have informed conversation with them thanks to course Have concerns about a member of staff; have approached person; am keeping close eye Had informal discussion since training as now believe might be dva incidents. Individual's personal circumstances changed; open door Referred to OHU for support; issues on-going Supported one colleague (did not give details) Better working patterns (if needed); talking about any issues Acknowledgement of what had happened Discussion over what is happening at home enabled her to see it differently and make changes
EEC	1	3	<ul style="list-style-type: none"> One subject to a hearing re inappropriate language in office and emails; conduct policy One member has left on 'compromise' agreement following poor performance & attitude Someone has approached me about a friend (not DCC employed); passed on literature & basic information
FITT		4 (past)	<ul style="list-style-type: none"> I identified one member of staff who suffered from DV many years ago; person ok now. In two cases the dva circumstances overtook the work situation & the employees left. Following the training I was reassured that the actions I took at the time were appropriate and relevant. However, I'd now be more confident to offer support to staff at earlier stage should I see signs. This would hopefully result in retaining staff. A member of staff approached me and said it was a pity this level of awareness was not available 10 years ago when she suffered from abuse. Now person in happy/stable relation.
P&P	3	4	<ul style="list-style-type: none"> Supported recovery Been approached by a member of staff who is survivor and would like to take part in project when DVAC service is formalised Completed adva risk-assessment; safety strategies identified for employee at work; employee referred to MARAC which I (manager) attended. Employee left partner and required no support from police or women's aid. General signposting; counselling Indirectly believe some people reviewing the course material may have 'issues' going on. Believe 'open door' route to discussion will help.
Health			
Police	1	1	<ul style="list-style-type: none"> Appreciation of support and reconciliation

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Housing		
Total responses	24 'new' 4 (past)	

Question Two: If you have provided support since receiving the training, what have you done?

Q2	Proactive since training?		If yes, what have you done since training?		If no, what's the reason	
	Yes	no				
ACS	24	6	Discussed with all staff/team	7	Very short staffed	1
			Leaflet distribution	4	Time constraints	1
			Now part of supervision	4	Intend to review in staff meeting in New Year	1
			Raised in team meetings	3		
			Encouraged others to attend training	2		
			Put up on staff room notice boards	2		
			Raised as equalities issue	1		
			Standing item on team meeting	1		
			Discussed with Managers	1		
			Open door policy to talk	1		
			Discussed with managers	1		
			Info cascaded to over 60 staff	1		
			Referred staff to counselling/specialist support	1		
			Directly supporting one staff member	1		
			Publicised in ACS newsletter + willing to continue	1		
			Put stickers on back of loo doors	1		
CEX	13		Team meetings	6	Do not regard it as my role to pry	1
			Cascaded info at managers meetings	2	Proactive strategically in Devon (not with 'staff')	1
			Encouraged all managers to attend course	2	Likely to raise with my team now	1
			Incorporated into equalities and recession work	1	Staff shortages/time pressures	1
			Cascaded training to all line managers in Devon Trading Standards Service	1	I have not tried to coerce staff into taking me into their confidence	1
			Discussed with team (all single)	1	No problems in my unit	1

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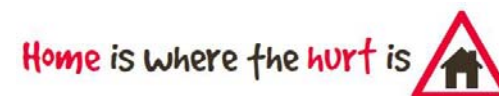
			Introduced in one to one meetings	1	No opportunity as yet	1
			Raised profile with team leaders	1	Have greater awareness	3
			Raised at appraisals	1		
			Staff notice board	1		
CYPS	45	12	Discussed at team meetings	16	Small team, so I'd be aware of issues	1
CYPS			Put up notices / leaflets on display	10	Not yet, plan to raise in supervision	1
Cont.			Supervision	8	Not a line manager currently	3
			Encouraged others to attend training	7		
			Disseminate information/learning	5		
			More open to 'signs'	4		
			Discussed at management meeting	2		
			Checked to see DV Policy is now linked with Managing Absence Policy	2		
			Released staff for training; built into CYPP & service business plan 2008-9: <ul style="list-style-type: none"> • Continue prog of awareness , defining training as a requirement • Revise our lone worker risk assessment • Build overt links to child protection e.g through EWO • Build into service action plans • Ensure equal access to services 	2		
			Considered each member of staff / signs	1		
			Raised at one to one meetings	1		
			Looked at issue with regard to absence	1		
			Feel comfortable to discuss with staff on one to one	1		
			Referred staff member to OHU for support	1		
			Supporting colleague through training & another to become a champion	1		
			Drafted a flowchart of process for calls coming to HR Helpdesk and Schools Helpline	1		
			Supported recording system to capture DV-related calls	1		
			Reminded staff not to encourage partners to come into County	1		

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			Hall			
EEC	4	1	Discussed with management team	1		
			Identified it as possible cause to consider in staff performance issues	1		
			One staff hearing for 'inappropriate language & emails'	1		
			One staff 'compromise' leaving agreement following poor performance and attitude	1		
EEC cont			Champion: distributed adva publicity to over 1,000 staff. In our internal newsletters; noticeboards in many buildings. Fed back to Managers Team; Encouraged others on training.	1		
			Open door philosophy	1		
FITT	20	7	Talked of issues in the office/team meetings	11	Not aware of such issues currently in the office	1
			Encouraged other managers to attend training	4	Remote worker	1
			Put up posters / literature	4	Lack time	1
			Discussed in one to one meetings	3	We are an all male team	1
			Refreshed perception / more alert to signs	2		
			Talked to other managers	2		
			Introduced into supervisions	2		
			Cascaded training	1		
			Reviewed work regimes to consider potential problems	1		
P&P	17	5	Promoted training for to staff and managers	9	Workload priorities	1
			Raised in team meetings	7	Attended not as a manager but to promote to Members	1
			Amended supervision sheet to allow issue to be raised	3		
			Promoted materials	3		
			Information on office walls	2		
			Raised awareness with staff	1		
			Raised my own awareness	1		
			Emailed all staff with information	1		
			Ordered more information packs for staff who asked for them	1		
			Made link between managing absence and our DV policy	1		
			Involved in writing and communicating policy	1		
			Introduced 'reference to home' for 'return-to-work' interviews after	1		

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			absence		
			Paper to SMG to target further training in ACS		
			Ensured one of team attended MARAC training to include in other Safeguarding Adults work	1	
Health	1		Raised awareness with staff	1	
Housing	1		Flagged to West Country Housing that need policy like DCC	1	
Police	2	1	Raised awareness through Briefing	1	
			Offered confidential service	1	

Question 4: Have you provided support to any dva perpetrators in your staff/team/dept/directorate since the training?

Q4	Yes	No	What were the outcomes for the perpetrators?
ACS	0	30	
CEX	0	24	
CYPS	0	57	
EEC	2	4	<ul style="list-style-type: none"> one is subject to a hearing regarding inappropriate use of language in office and in emails one is to leave under 'compromise' agreement, following poor performance and attitude
FITT	0	27	
P&P	0	22	
Health	0	1	
Police	0	3	
Housing	0	1	
Total responses	2?		

Questions 5: Would you like anything further from adva/DCC to support you in your role as Manager? If yes, what?

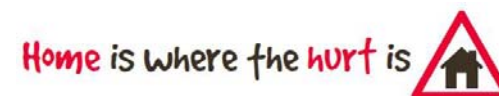
	Would you like anything further from adva/DCC to support you in your role as Manager with regard to dva. If yes, what?	Any other comments?
ACS	<ul style="list-style-type: none"> keep managers informed of any changes training should be offered to assistant managers update training x 3 	Excellent training; I'm now really aware of this issue, particularly managing a team mostly staffed by women.
CEX	<ul style="list-style-type: none"> maintain awareness x2 	<ul style="list-style-type: none"> I have been impressed with the work done in this field

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	<ul style="list-style-type: none"> • annual refresher 'guidance notes' by email • regular information/updated contact details 	<ul style="list-style-type: none"> • I am now able to be more vigilant in my position of line manager • The statistics in the training were an eye opener and made me aware that this is an issue that could easily be overlooked
CYPS	<ul style="list-style-type: none"> • Risk assessment process/skills • Guidance on what to do if someone discloses either that they are a victim or a perpetrator • More info on DCC staff counselling service & how this is progressing. • Regular updates of any changes to types of support available to managers and to individuals x 4 • Would not hesitate to contact adva team for more info or support • Raise issue in Insider during the regularly so we are reminded to re-consider this at work • Awareness training days every two years • Another short session in a year or so, to time with updates x 3 • Reference to DV in Phil's blog from time to time • Items/sources of help listed in the Insider etc • Info stickers on the back of loo doors • Keep managers attending the training • I have worked in a number of authorities and feel the DV response in Devon is one of the most positive and progressive elements in DCC approach • Would like more detail on statistics (that can tend to produce disbelief) • Would welcome roll out beyond senior managers/service heads 	<ul style="list-style-type: none"> • Staff within my team have undertaken at least Level 1 training (some level 2) • Beneficial course in work, and privately • Recommend a refresher for managers every 2-3 years • Not had issues with team but have been supporting a friend who has been a victim of DV for 29 years. She has now left her husband, is unsupported with legal costs & has experienced negative attitude from police. When she called them to support her in finally leaving her husband she said they made her feel like the perpetrator and not the victim. This was in Exeter in the last 12 months. • Carry on doing a good job • This has been an excellent project and has highlighted the programme across the Authority. News coverage and awareness in the media has supported the work. It has clearly raised these areas as issues to be given thought and explored in managing teams.
EEC	<ul style="list-style-type: none"> • Clear guidelines on what is/is not acceptable and a quick resolution, including terminating employment • I hope more DCC staff can attend the training or at least a shorter awareness session 	

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FITT	<ul style="list-style-type: none"> • A refresher course every 2 years x 3 • Would like to see subject kept on the agenda and not just be this initial push for awareness to then dwindle away • Strong support mechanisms for managers • A half day refresher in six months • Should be rolled out to lower tier managers eg team supervisors etc as these people are close to employees that may be experiencing these issues. • I think the issues if very difficult to include in work based supervisions 	<ul style="list-style-type: none"> • I felt running a mixed discipline course (police on same course with extensive knowledge of dv) meant that the subject matter took a quantum leap from the intro to in depth discussion without visiting some of the basics e.g signs to look for, support available within DCC for both managers and victims / perps., and the question/answer sessions and quizzes were rather lead by them which perhaps stunted valuable discussion in break-out i.e. every group question answer was provided by the police sergeant with the result there was no discussion. • Probably the highest impact training I have ever received!
P&P	<ul style="list-style-type: none"> • Regulate update training x2 • Training for team who work closely with staff on a daily basis, across DCC • Emails (like this from Phil) to remind me to keep things in my forethought. • Possibly more in depth training • Would like the whole management team trained 	<ul style="list-style-type: none"> • This course should be attended by every manager • Made me feel I could do something if I was worried about a situation. Have heard others who have attended echo these sentiments. • The whole issue of dv needs to be highlighted further & in particular in regard to perpetrators. There is v little support for perps in the community unless they have received a criminal conviction (IDAP). Alternatively they can volunteer for REPAIR but there are long waiting lists. My view is if we change one perp's outlook we will change potentially quite a few women's lives as perps will move from one relationship to another. • Under the Duty of Care umbrella every manager has a duty to be aware of this issue and be best placed not just to react, but inform and resolve/play a part in resolving any case the are made aware of.
Health		
Police	<ul style="list-style-type: none"> • Are there any training DVDs for general release? • I would like to see a course delivering a tool kit of options for managers to dip into • Would be useful to send out a pre-read and ask managers to read 	<ul style="list-style-type: none"> • I'm looking forward to the MARAC course • Most of the day was level 1 with managers issues bolted on at the end • The course didn't help to tackle the difficult issues

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Home is where the hurt is 

	their own policy and bring it with them to the training	<ul style="list-style-type: none"> • The trainers were good.
Housing		<ul style="list-style-type: none"> • I really enjoyed the training however had recently attended the level 1—half of which was repeated in the morning on Managers course.