



WOMEN & THEIR FAMILIES CENTRE

1) **EXECUTIVE SUMMARY**

- 1.1 The Women and Their Families Centre offers a safe place for women to obtain advice and support and also a programme of courses which aim to offer new opportunities for women only. These include practical courses, health and wellbeing groups, groups for drugs and alcohol, domestic abuse and more. They provide group peer support and one-to-one support for women who want to make changes in their life, but don't know where to start.
- 1.2 Since the centre opened many women have utilised its services. Based on the last year an average of 279 women have utilised the centre *each quarter*. This includes women who attend for more than one quarter. On average, approximately 45% are new attendees quarter. Only 30% of the women who attend do so to secure adequate completions of requirements for criminal justice purposes, the remaining 70% are referral by other agencies and self.
- 1.3 The women benefit greatly from being in a secure, neutral environment and often state that they would not attend elsewhere due to this reason.
- 1.4 The centre has helped many women over the period so far by joint working with other agencies to bring groups, courses and advice to the centre. The centre assists women to attend the Freedom programme (identification and advice on empowerment over domestic abuse) Parenting courses, and gain advice, support and treatment for housing, finance and drugs and alcohol issues as well as ensuring all women offenders meet the conditions of any probation order. By providing the crèche on site during groups/advice, many women attend who would not be able to due to lack of alternative childcare.
- 1.5 This centre has proven to be a very valuable service and resource and is considerably good value for money in differing ways, which can be seen by the cost benefit analysis. The centre shows the demand for women-only provision and is working with women and families to address pressing issues around increased demand for this service via partner agencies with particular regard to children.
- 1.6 This report requests funding by way of, firstly, a request for an extension to the existing grant. This is in order to align Public Health funding and provision to match that provided by the Office of the Police Crime Commissioner until 31 March 2018 which was secured to expand this service into 2 additional areas. Additionally, continued support is requested to fund centre provision beyond 31 March 2018 in recognition of the continued work and female-only provision to women in the borough. It is noted that a form of market testing will be necessary beyond 31 March 2018.

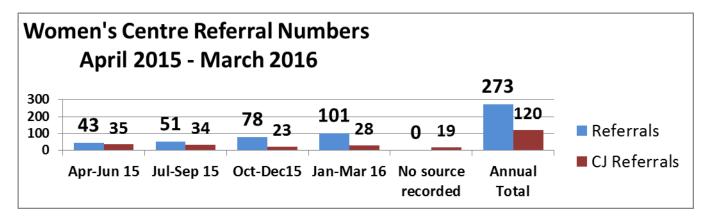
2. INTRODUCTION / GRANT

- 2.1 In 2011, the Probation service, along with the Council's Community Safety Unit (Drug & Alcohol Action Team) agreed a proposal for a women-only centre to be provided in order to manage the women of Tameside who were both offenders and none offenders in a completely different way.
- 2.2 Women were known to be one of Tameside's 'hard-to-reach' groups within the borough and until then had proven to be difficult to draw into the multiple services on offer. Women offenders were historically only included within the same services as men, however, adverse effects on the family unit namely for children are known to be much higher when a woman is taken into custody which breaks up the family.

- 2.3 The idea was to help women who required assistance due to domestic abuse, offending, drug and alcohol, mental health, financial and housing issues, to provide advice, guidance, support, and where necessary and possible, avoid custodial sentences and keep family units together.
- 2.4 A grant was provided and the centre began in 2011.
- 2.5 Immediately, there were a high number of attendees and the centre has continually shown no evidence of stigma attached to the fact that the probation service (now Community Rehabilitation Company) conduct and manage all groups and access. All women who were subject to a probation order attended the centre to see their worker and non-offenders also attended referred by partner agencies.
- 2.6 The Women and Their Families Centre offers a programme of courses which aim to offer new opportunities for women, including practical courses, health and wellbeing groups and more. They provide group peer support and 1:1 support for women who want to make changes in their life, but don't know where to start.
- 2.7 The centre hosts partner agencies sessions on neutral ground for women who some admittedly state they would not attend at the services bases. Integration has been established with major partners such as Bridges, Greater Manchester Police, My Recovery Tameside, Probation (CRC/NPS), Leap, Job Centre Plus and Department for Works & Pensions. Other services refer into Centre and this engages the women and ensures that their young children are safe whilst they attend a whole host of groups and sessions which makes attendances at other services possible. Stakeholders provide feedback on the service later in the report.

3. REFERRALS

3.1 The number of women who attended the women and families centre in 2015-2016 are graphed below. 393 women were referred in in the year. 30% of referrals come from a criminal justice referrer.



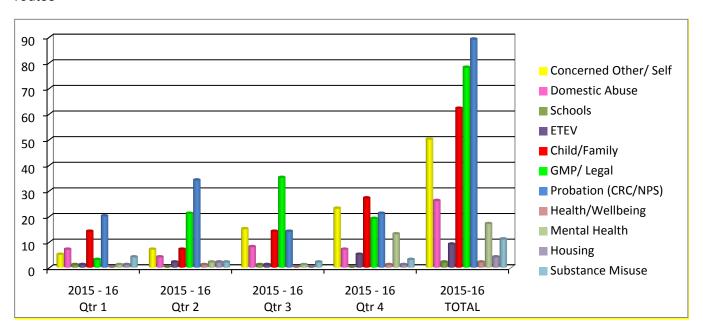
4. STATISTICS AND DEMOGRAPHICS

- Women from all ages can, and do, attend.
- Some women attend more than one centre and some attend multiple times a week.
- 87 women accessed domestic abuse interventions provided by agencies at the centre.

- Age varies from 16 to 75+, however, the majority of women are between 18 45 yrs and the highest group are 26-35 yrs.
- The majority of women are White-British, however numbers of Pakistani, African have increased and small numbers of women from many backgrounds have attended, with numbers having increased overall.

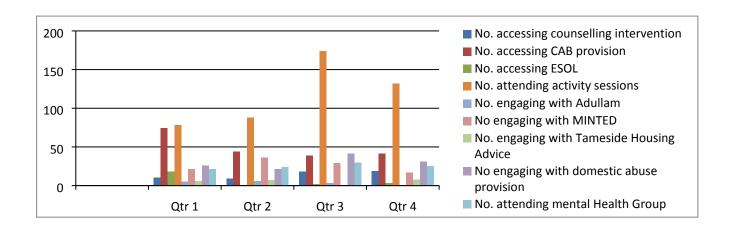
5. REFERRAL SOURCES - 2015/16

- 5.1 Referrals from Early Help and Children's Social care have doubled over the year 2015-2016.
- 5.2 Police, Probation, Children's/Early help and self-referrals remain the highest referral routes

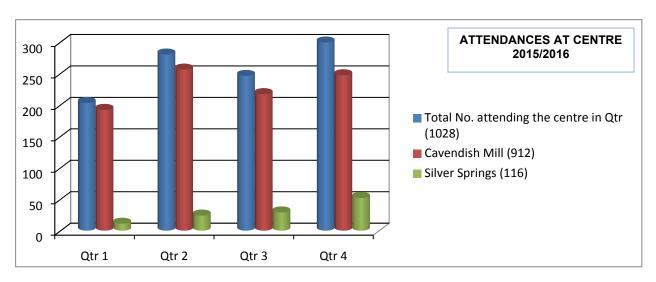


6. Accessing Groups, Support and Interventions

- 6.1 More women are engaging in other activities and progressing to use the multiple agencies who work out of the centre as they engage in sessions that give them the confidence needed, to tackle their issues, attend counselling and move onto other needs.
- 6.2 A lack of external funding for ESOL saw these sessions stall for a period however the centre are discussing the provision with Hyde Community Action and it is hoped these will return early in 2017.



7. ATTENDANCE DATA 2015/16



		2015-2016							
ATTENDANCES CENTRE	ΑT	Qtr 1	Qtr 2	Qtr 3	Qtr 4	TOTAL			
Total No. attending centre in Qtr	the	203	280	246	299	1028			
Cavendish Mill	192	256	217	247	912				
Silver Springs	11	24	29	52	116				

- 7.1 The centre has seen a high number of women attending for sessions to support them and their families.
 - 472 women accessed activity sessions.
 - 56 accessed counselling (inc. 2 x dual diagnosis and 7 x Off the Record)
 - 198 attended CAB sessions
 - 23 attended ESOL sessions
 - 103 accessed Minted sessions
 - 119 attended Bridges/Domestic abuse provision
 - 100 engaged with the Mental Health groups

8. Activity sessions

8.1 These vary and are flexible to need, recently these have included: International Women's Day, Gym access, Baking, PINK!, Narcotics Anonymous, Easter Egg Hunt (for children under 7), Royal Exchange (theatre production and visits) and a Creative Minds group.

9. Offenders

- 9.1 From a probation service focus, the related women within the criminal justice route are assessed against 12 pathways. Data on 224 assessments has been collated so far (of women who engage and are assessed).
- 9.2 As can be seen in the table below, the greatest need is around Attitudes, Thinking & Behavior (93.3% of women), followed by mental health and wellbeing (71.9%) and Domestic Abuse (57.6%).
- 9.3 Of the women assessed, 91.5% have multiple needs. 57.6% have needs in at least 5 of the 12 pathways.

		As at end Sept 16						
% with need at assessm	nent	Number	%					
Attitudes, Thinking, beh	naviour	209	93.3%					
Mental health/Wellbei	ng	161	71.9%					
Domestic Abuse		129	57.6%					
Training		104	46.4%					
Finance/Debt		103	46.0%					
Substance misuse		102	45.5%					
Accommodation		92	41.1%					
Education		52	23.2%					
Volunteering		48	21.4%					
Employment		40	17.9%					
Physical health		30	13.4%					
Sex working		3	1.3%					
Total cases assessed		224						

10. Expansion (Ridgehill / Hattersley)

- 10.1 Recently, the Police Crime Commissioner has agreed to funding that will provide an extra Coordinator role to bolster the main grant, initially this is for 1 year. This role has been recruited to in November 2016 and the coordinator is beginning to work more within the additional areas.
- 10.2 This coordinator will provide the necessary expansion of services into both Ridgehill (to further the work that has begun) and work with the Hattersley women via the Hattersley hub. Until now, the centre has attempted to provide some limited provision at both sites and now aim to build on this over the coming year.

11. Provision within the Centre

11.1 Within the Women's Centre, women learn and develop new skills, from English and Maths through to practical skills. These include IT knowledge which can be used to assist with job applications and planning and understanding of healthier ways to live well such as living and cooking within a budget and cultural diversities and awareness allowing cross-cultural learning.

- 11.2 These are vital skills needed to provide for their families which can often be taken for granted, however, disadvantages experienced when growing up mean that some women were never shown or given a chance to learn certain things, leaving them less privileged than their peers.
- 11.3 Mental health affects a lot, if not all, of the women who attend the centre in differing ways from complex issues which requires community mental health support through to milder problems that can receive help in groups provided in the centre. Many women attend groups to increase their self-esteem and confidence following engagement in negative relationships, this gives them the ability to look for work, care for their children and manage a house with income and expenses which they could not have achieved before. In 2016 a specific group 'Opt in' aimed at helping those with mental health issues had to leave their existing premises at Wilshaw House and were in need of a place to hold their group. The Women's Centre were approached for support and now 'Opt-in' have re-established their meetings through facilities at the centre.
- 11.4 Some of the sessions, groups and 'drop ins' are below and whilst some are static others move flexibly to the current needs of women attending with groups created around their present requirements.

DROP INS

My Recovery Tameside **CAB/Minted** Leap Drug & Alcohol Recovery 'Daisy Chain' parenting Money, finance & debt Advice, support, referrals & support sessions advice training Bridges Anew Foundation Domestic Abuse Recovery housing ADVICE, support & Women-only Apply Housing support Freedom Programme. Bromley Legal Group Adullum Opt In Legal advice **Unlocking Potentials** Mental Health Support Tenancy advice sessions

SESSIONS/GROUPS

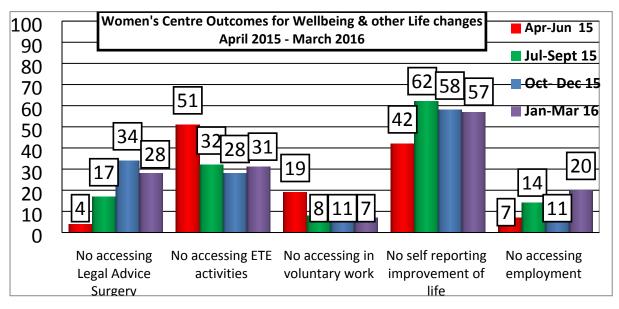
Pink **SMART** Smoking cessation Confidence & Parenting support session Addictive behaviours Self esteem Your Anchor – Wellbeing for Pennine Trust Health What Makes You Tick support for family & Wellbeing - Mental aimed at women Women & their members of Health issues under 25 yrs Families alcohol/drug users Believe & Achieve – Purfitt – creative Maths, English & ICT Creative writing employment/training expression courses focussed ESOL – Eastern & Central European Wiser & Probation Counselling sessions (Self Esteem, confidence & Employability

12. Outcomes/Case studies

☑ 212 women attended employment substance misuse treatment with centre's legal advice surgery help. children (who were not ☑ 142 women accessed already registered) ☑ During the year, 64 Employment, training and registered with a GP / women successfully or education Dentist completed their interventions including order/licence and 212 ☑ 219 reported a selfmaths, English. women successfully improvement in their life ☑ 45 women now completed requirements. due to abstinence, volunteer as a result of completion of orders, attending. eating problems

13. Wellbeing -self reported improvement

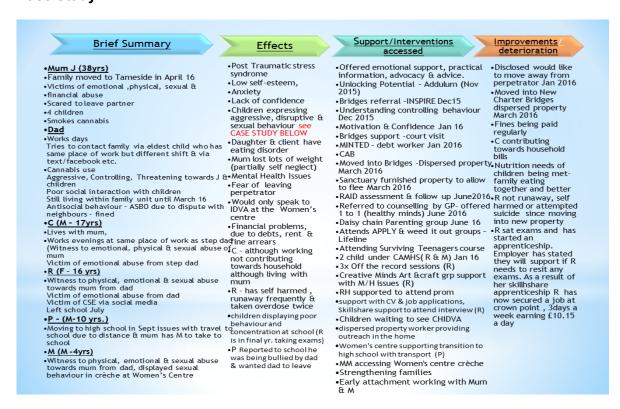
13.1 Periodically, women report on how they feel the centre is helping them improve their lives, which can be in many ways. The 4th column seen below shows the effect woman attending feel the centre has.



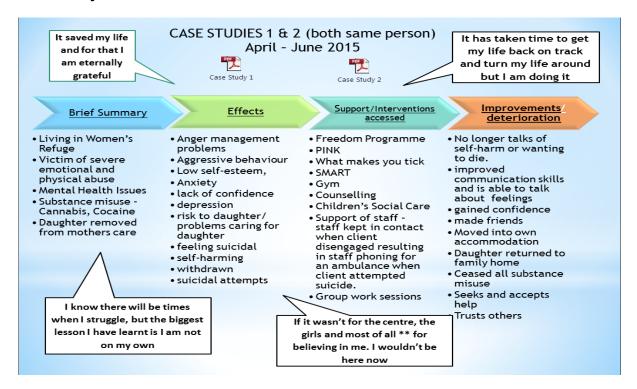
14. CASE STUDIES

14.1 A couple of summarised case studies are included here below to show; a sample of the presenting issues, effects, interventions and outcomes for some women at the centre.

Case Study 1.



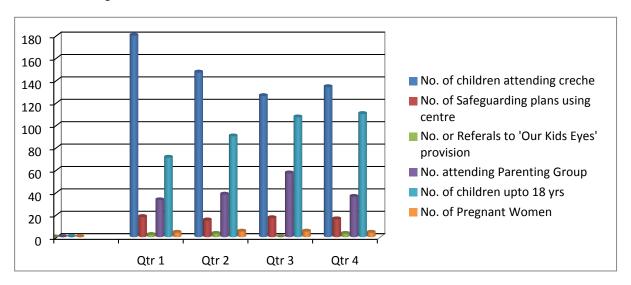
Case Study 2.



15. CHILDREN

15.1 In 2015/2016

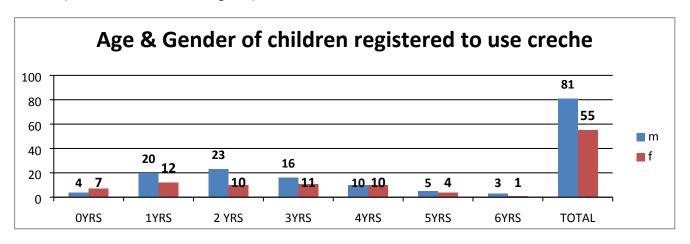
- 587 attendances were recorded for children at the crèche during 15/16
- 66 safeguarding plans were completed at the centre
- 164 women attended a parenting peer support group
- Women engaging had a total of 387 children. In Qtr 4 of 15/16 69% were in mum's care.
- 18 pregnant women referred into the centre for support
- Referrals to Leap increased following changes in children's provision for parenting/ counselling.



16. Crèche

16.1 Due to changes within the crèche provision, this information below dates from a collection we produced in May 16, but does give a flavour of children attending within the centre.

- 16.2 Whilst women attend the centre for a group, they can place their child into the on-site crèche free of charge (for 5yrs & under). This allows the parent/carer to access a wide range of support programmes whilst children access qualified learning support. Many women state they could not attend groups/1:1 sessions without this provision. It is also clear from some parents comments that some children do not experience any other forms of crèche or qualified learning or structured activities outside of their home due to the situations they presently experience.
- 16.3 At the time of data collection, 136 children were registered to use the crèche over 2 sites (Cavendish Mill and Ridgehill)



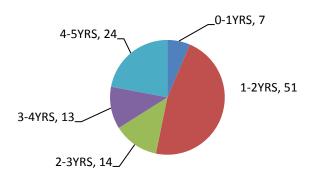
16.4 The crèche runs 2 sessions a day Monday, Tuesday & Friday's at

Cavendish Mill.

Attendance at Cavendish	May (Total 16 sessions)
0-1YRS	7
1-2YRS	51
2-3YRS	14
3-4YRS	13
4-5YRS	24
No FAMILIES	99
No CHILDREN	109
ESOL	7
SEN	3

Attendance at Silver Springs	May (Total 6 sessions)
0-1YRS	0
1-2YRS	22
2-3YRS	10

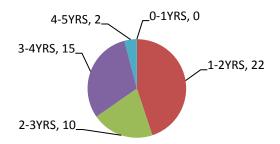
May attendence at Cavendish creche



16.5 The crèche runs 2 sessions on a Wednesday at Silver Springs, Ridge Hill Stalybridge.

3-4YRS	15
4-5YRS	2
No	
FAMILIES	41
No	
CHILDREN	49
ESOL	20
SEN	0

May attendance at Silver Springs creche



16.6 In addition, as mentioned above, the centre expanded after May and now provide 1 day a week in Hattersley.

17. CURRENT FUNDING

17.1 The centre is currently funded via Public Health Grant of £99,570 per annum. Additionally for the year 2016-2017 the Office of the Police Crime Commissioner has provided funding of £44, 500 to provide an extension coordinator who will expand the centres activities more fully into the 2 areas mentioned previously in Hattersley and Ridge Hill.

18. COST BENEFIT ANALYSIS

- 18.1 In November 2016, the Public Service Reform team within the Office of the Police Crime Commissioner produced a brief cost benefit analysis using the recognised 'New Economy' model.
- 18.2 The model takes into consideration a number of factors including; mental health, reduced drug and/or alcohol use, reduced incidents of crime and reduced statutory homelessness. Outcomes measured demonstrate reductions in elements of police, criminal justice, temporary housing and health related costs and show improved wellbeing of individuals with outcomes such as increased emotional wellbeing, reduced isolation, increased confidence/self-esteem and positive functioning (i.e. autonomy, control, aspirations).
- Currently, based upon data for the women offenders within the centre, the report details that for every £1 spent on the Women Centre benefits realised show gross benefits of £3.88. Within the wider system of social care the benefits increase to £1:£25.32 and to the NHS alone £1 spent at the centre saves £6.71.
- 18.4 These benefits are evident throughout the work shown in the case study examples, especially when you consider the intricate work that the coordinators within the centre do to negotiate, navigate and centralise all the services together in one place making it easier for women to meet services and increase rates of attendance overall.
- 18.5 A further cost benefit analysis should be available late summer 2017 which will consolidate data received from more women within the centre using a new data system.

19. PARTNER AGENCIES AND STAKEHOLDERS

19.1 Many agencies refer into and work with the Women's centre. A few comments have been gathered to understand the impact the centre has on the wider community.

Police

"We refer/signpost Victims of Domestic Incidents to the woman's centre on a regular basis through our OP Strive process. We find a lot of our DV incidents occur due to a concoction of factors from financial difficulties ,drug and alcohol abuse ,parenting problems and legal issues - to name a few.

The woman's centre is an extremely useful tool to be able to offer people who need involvement from a number of services and can get this all under one roof.

It also provides victims with a place they can meet people who are in similar situations to encourage them to seek support and remove any isolation they may feel."

Annabelle Biddle, GMP

Department for Work and Pensions

"We refer people we work with to the Women's Centre to access support and training. We've found the support and training they receive is excellent and helps us in our role supporting people to move closer to work.

Katherine Cotton, Troubled Families Employment Adviser, Tameside, DWP

Housing

"I have made referrals to, and had referrals from the Tameside Women's Centre. Without this resource being there, I fear a lot of these cases would be stuck in a revolving door of domestic violence without ever truly being resolved. I have found a good working relationship with the staff and they are always helpful and eager to assist me in any circumstance. "

Michael Ripley, Housing Advice Officer

"Very positive working relationship with the Women's Centre –Excellent solution focussed information sharing"

Jo Wells, Accommodation Officer, Tameside Housing Advice

"An invaluable service that benefits customers and professionals immensely. It is a safe & calm environment for meeting vulnerable customers, The partnership working is an effective way of everyone having the same information and co-ordinating a vulnerable households journey to

".... Custody Detention Officers (CDOs) and sergeants at Ashton have developed a much closer working relationship with the Women's and family centre. ...dedicated CDOs on each shift, have a better understanding of the services on offer. If there are any issues they are quick to raise them with me, which is great. Due to liaison and diversion posts effective from February I would expect all of our support / partner agencies to see an increase in referrals in the new year."

Inspector Bill Callaghan, Criminal Justice and Custody Branch, Greater Manchester Police

recovery and normality. Without this service some vulnerable customers would not be able to get the support they need in the way it is needed."

Jenni Edgar, Team Leader – Accommodation Team

Anew

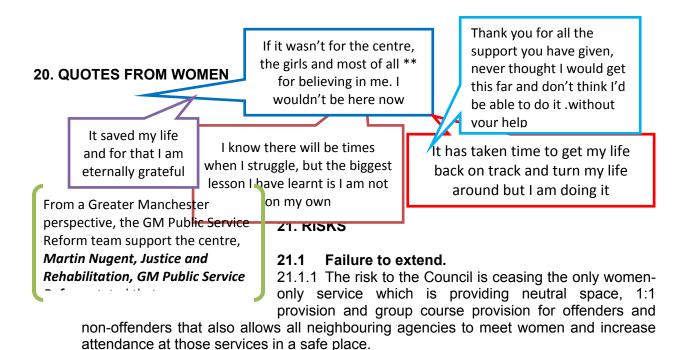
"These groups run twice a week and are very well attended. The benefits are that the individuals are empowered to look at making positive changes in their lives that will not only have a positive effect on them but also those around them. They will gain knowledge around addiction and also how their own thought process works. This also promotes self-awareness. I work very closely with the centre coordinator to ensure all the clients individual needs are catered for and this multi-agency working relationship works very well."

Matt Marriott, Anew, APPLY Group Facilitator

"Tameside Women's Centre forms an integral part of the Greater Manchester Whole System Approach (WSA) for women offenders. The WSA is recognised nationally as a ground breaking model of delivering interventions to women who are at risk of offending or who find themselves in contact with criminal justice agencies. The Government has been following with interest our approach across Greater Manchester and intends to launch a national WSA strategy by Easter 2017 drawing on the learning from GM.

Tameside is currently unique in its funding mechanism. Local leadership saw the opportunity to reach out to a group of women they had traditionally found hard to reach. Through the joint funding and delivery of this service it has grown and now serves the health needs of a significant number of women, the majority of which are not in touch with criminal justice. This approach is going to be taken to the GM Directors of Public Health services as the CBA for the element of savings funded by Tameside Public Health indicates for every one pound spent on the centre saving of £6.70 is achieved for health outcomes. а

Tameside is performing above average compared to other centres when we look at the "distance travelled" for a women against a range of 10 needs. This distance is indicative of improved resilience, greater confidence and less dependency on public services for the women. In Tameside on average there was a difference of 2.0 points between the first and most recent scores for clients included in this period (compared to a GM average of 1.6). The largest change was seen against offending (4.4 points compared to a GM average of 2.8) with 82% of clients seeing an increase in their scores. A positive change was seen against every scale."



21.2 Cost of provision

21.1.2 Currently as a grant, this is low cost provision and low risk. Equally there is a low risk of non-delivery due to the flexible nature of the centre delivery. The cost benefit analysis details the benefits of provision clearly well outweigh the costs within the wider partners regions. The grant is subject to examination via quarterly performance meetings. The GM OPCC also requires reports to be submitted regarding the outcome of their funding.

22. OPTIONS

22.1 Cease Grant

This will result in affected women being at higher risk of disengagement from all linked services, including domestic abuse, drug & alcohol, mental health, offending, health and emotional well-being. Children who attend with their mother will also not realise the benefits of their parent being involved in a centre which is proven to increase women's health and mental health as well as a greater understanding of their financial, housing and health situation which helps prepares children for school readiness.

22.2 Continue to fund as annual grant.

The provision can continue to be funded on a grant basis on a rolling year basis. This will continue to report as existing provision, including the expansion of provision into the two additional areas.

22.3 Extend grant provision for 12 months, expression of Interest & tender

The provision can continue to be funded on a grant basis for one year until 31 March 2018, with a view to receiving an updated cost benefit analysis, market testing, and preparing a plan to tender the Women Centre provision separately or as part of a framework of services devised by Public Health.

24. Conclusions

- 24.1 The current grant has enabled the delivery of an effective service that both achieves good value and has realised significant outcomes in the early intervention of women offenders and non-offenders.
- 24.2 The cost benefit analysis evidence some of the wider benefits realised from a small closely led team of probation workers and volunteers who have worked together to change the behaviours and lives of women and their children who attend the centre forever.
- 24.3 Continuing to provide a Women & Families Centre will enable the service to continue to embed and expand their work significantly to support women victims and offenders (who are often both) and their children to deal with the multiple issues and deprivation they face. This work will affect current and future generations of Tameside's female population to help deal with their problems, understand acceptable behaviour and grow mutually respectful relationships with their children and partners.
- 24.4 The breadth of the work being provided, alongside the integration with major partners in Tameside detailing the number of clients and families seen, evidences the clear necessity to continue with such vital provision.
- 25.5 Finally, it should be noted that an extension would include a paragraph similar to this one below in order to acknowledge that the grant may novate during its term;

The Provider acknowledges that the Commissioner has entered into a pooled funding agreement with Tameside and Glossop Clinical Commissioning Group which may result in the delegation of funding and functions to the Tameside and Glossop Integrated Care NHS Foundation Trust. The Provider hereby consents to the Commissioner assigning the benefit and burden of this Agreement to Tameside and Glossop Integrated Care NHS Foundation Trust upon the giving of notice in writing from the Commissioner. The Provider shall enter into such legal documentation as reasonably required by Tameside and Glossop Integrated Care NHS Foundation Trust to effect such assignment.

Ashton Centre is open every Monday, Tuesday, Friday

We're right opposite ASDA.

Volunteering opportunities are available at the Women's Centre

for further information

Contact:

Nancy - 07947 106922

Paula - 07479 926556

Women & their Families Centre



Tameside Women's Centre

@Tamesidewomen

Monday, Tuesday and Friday
41 - 46 Cavendish Mill,
Cavendish Street,
Ashton-under-Lyne,
Lancashire,
OL6 7DN
Telephone:

Office - 07860 408902 Tracey - 07711 591878

Drop in

- Unlocking Potentials tenancy advice
- Bridges domestic violence support
- Legal advice
- Citizen Advice Bureau
- Minted money, finance and debt advice
- My Recovery Tameside Drug & Alcohol
 related support

Silver Springs

Where Women & their Families matter.

Wednesday's – at School Crescent, Ridgehill, Stalybridge

Coffee morning – Cooking - Arts & Crafts - & much more.......

Gym Session Friday's - 1pm-2pm @ Copley

Group Support

- Pennine Trust Health and Wellbeing mental health issues
- Pink confidence and self esteem
- Parenting support
- SMART addictive behaviours
- Wellbeing for Women and their Families
- Your Anchor support for family members of alcohol/drug users
- What Makes You Tick aimed at women under 25 years old
- Believe & Achieve employment/training focussed
- Purfitt creative expression
- Creative writing
- Maths and English courses
- ICT courses
- Counselling sessions
- ESOL Eastern & Central European (Self Esteem, confidence & Employability)

MONDAY	1 - 1 Room	1 - 1 Room (2)	Small Meeting Room	Large Meeting Room	IT Room	TUESDAY	1 - 1 Room	1 - 1 Room (2)	Small Meeting Room	Large Meeting Room	IT Room	FRIDAY	1 - 1 Room	1 - 1 Room (2)	Small Meeting	Large Meeting	IT Room
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9:00am	1 - 1 Support	Citizens Advice Bureau				9:00am	1 - 1 Support	1 - 1 Room	Arts & Crafts								
40.00				Ozabian	- :: · ·	-		Probation									
10:00am			Wellbeing for Women and	Cooking	English & Maths	10:00am	Multi-Agency			Same Smile, Different	PINK Self - Esteem and	9:00am					
11:00am			their Families														
11.00am			thoi ruiilles			44.00	Drop-in		WISER	0.11	0	10:00		1 - 1 Room	What	Haalib	Drive and Care
12:00am		1 - 1 Room	LUNCH	LUNCH	LUNCH	11:00am	Adullam			Culture Cooking	Confidence	10:00am	Counselling			Health Trainers	Primary Care Trust
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1.000			r di ditting		Exchange	1:00pm		Multi-Agency	WISER		Daisy Chain (Leap)			Surgery			
2:00pm				Knitting				Drop-in									
				Knitting Arts & Crafts		2:00pm		Bridges				12:00am			LUNCH	LUNCH	LUNCH
3:00pm										Health &							
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5:00pm		Your Anchor															
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6:00pm			0.0360	Giosea	G10360	8:00			Closed	NLP	Closed						
7:00pm						6:00pm 7:00pm											
7.00pm						/:uupm											

Gym session's Monday 13.00 – 14:00 Thursday 11.30 – 12.30