

Level

Tier

Scope

Service

District, Unitary

Housing



ForWard House

Characteristic(s) / CSF(s):
Managing Expenditure



**Staffordshire
Women's Aid**

Together Against Domestic Violence Since 1976

Problem and Approach

- Demand for services often exceeding capacity
- Places often oversubscribed, overcrowded and unable to take large families or those with complex needs. There were shared bathrooms, a kitchen and a small lounge area.
- Lack of space meant that scope for communal education or therapeutic activities were limited.
- Evidence demand around numbers and what was needed.
- Continuous improvement is a focus of the project and a mental health practitioner was recently placed within the refuge as a demand was needed.
- In terms of sustainability, the council supports the refuge to not be reliant on single funding streams, but the refuge looks to access grants/ community fundraising where possible.

Outcomes

- The service users and the service improved over a number of significant measures
- Over 97 per cent of service users felt safer after using the service;
- 96.5 per cent felt they were more able to access other services;
- 97.5 per cent felt more able to live independently;
- 98 per cent had improved physical or mental health;
- 97 per cent of service users had increased confidence.

<https://www.local.gov.uk/forward-house-new-model-outstanding-refuge-provision>



The public sector transformation partner