
Taskforce for Action on Violence within Families

Family Violence Interagency Response System (FVIARS) Baseline

A snapshot in time

Family Violence Unit, Ministry of Social Development

29 June 2012

Introduction

The Taskforce for Action on Violence within Families (the Taskforce) assigned responsibility for leading a number of cross-agency work streams arising from its 2011/2012 Programme of Action (POA) to the Family Violence Unit (the Unit). This paper has been prepared by the Unit staff and is one of two papers being written as part of the Family Violence Interagency Response System (FVIARS) project (POA 4.2). The 2011/2012 FVIARS project has focused on developing a better understanding of the current FVIARS process to inform further development.¹

FVIARS is a multi-agency response designed to enhance the information sharing and risk assessment of family violence incidences reported to police. FVIARS was introduced nationally in December 2006 and is delivered locally throughout New Zealand. FVIARS was originally based around a tripartite response involving Police, Child Youth and Family and the National Collective of Independent Women's Refuge (NCIWR), although in some communities many more agencies have become involved in FVIARS.

This FVIARS Baseline document identifies each individual FVIARS in New Zealand. It includes information on their current structure, operations and volumes, and summarises local operational processes. The baseline document has been shared with all FVIARS so they are all able to learn how the different FVIARS operate.

Purpose and development of this paper

Prior to the development of this paper there was no one source of information as to the number of FVIARS in New Zealand or information about how they operated. FVIARS were operating autonomously with no clear knowledge about how other FVIARS operate. This baseline document has been developed to fill this gap.

It is a living document and will need to be updated on a regular basis to ensure there is always a current source of information about FVIARS nationally.

Data collection

This document is a collation of information gathered from a number of sources:

- A survey was sent to all Police Family Violence Coordinators by the Police National Family Violence Coordinator. We received over 50 surveys back from Police.
- A survey was sent to the NCIWR head office who distributed the survey to all affiliated refuges. We received 20 surveys back from refuges
- Data already collected from the prior FVIARS improvement project in 2010²
- Site visits to FVIARS around the country

¹ A meeting was held on 25th October 2011 attended by representatives of Office of the Chief Social Worker, Refuge and Police (this group, including Child, Youth and Family, became the FVIARS Project Reference group that met six weekly for the duration of the project). The meeting was called by the Family Violence Unit to develop an understanding of what should be the focus of any national FVIARS project. It was agreed that improvements needed to be made to FVAIRS to better meet the needs of vulnerable children and women. However, the key partners agreed that we would not be in a position to look at expansion of FVIARS as per the Taskforce Programme of Action until the following work was done – develop a better understanding of the current FVIARS process and capacity issues to inform further development and understand the outcomes of the current process.

² In June 2010, Child, Youth and Family suggested that a multi-agency working group, led by Child, Youth and Family and Police, be established to further develop an integrated community-based family violence response model for trialling in the New Zealand context.

- Population data from Statistics New Zealand (2010 population projects)
- Ethnicity data from Statistics New Zealand (2006 census data)
- Police Family Violence Investigations, Police Safety Orders and Protection Order data from Police
- Family Violence referrals and notifications data from Child, Youth and Family.

A draft of the baseline document was sent to Police, Refuge, Child, Youth and Family and local family violence network coordinators to confirm and/or amend the information contained in this paper.

The information is as accurate as possible as at June 2012. New information will need to be added to the document as changes are made at sites over time for it to remain a useful, living document.

Limitations

The baseline is a partial view of FVIARS operations, mainly focused on Police process, as the majority of the data for this version came from Police.

No data was collected from Child, Youth and Family sites involved in FVIARS. Any Child, Youth and Family data presented here has come from data collection undertaken in 2010, so it may now be out of date.

There are independent refuges operating in New Zealand and 11 of them are involved in their local FVIARS. Only one independent refuge was contacted for data for this version of the document. It is important that this data is gathered for any subsequent versions.

Child, Youth and Family data is only at site level. There are multiple FVIARS that map back to a single Child, Youth and Family site and some FVAIRS map back to multiple Child, Youth and Family sites. This makes the data less useful in terms of looking at difference in practice of individual FVAIRS, and the ability to link practice to outcomes as detailed in original FVIARS Memorandum of Understanding Appendix III (2006).

With the implementation of the Police new risk assessment tool ODARA and replacement of the PoL FVIR form, there is likely to be some significant changes to some processes within FVIARS over the next six months. This means this document could become out of date quickly.

The data section contains data for 2011 only, because prior to 2011, the Police used a different system for recording the data which made straightforward comparisons of data difficult. Future versions will need to build up a data set and compare data over time.

Terminology

Acronyms used throughout the document were provided by the people who filled out the surveys. Where possible we have replaced the acronyms with full words where we were sure of their full meaning.

Data Caveats

Police Safety Order and Protection Order data

Please note that this data is provisional and drawn from a dynamic operational database. They are subject to change as new information is continually recorded.

Police FVIRS data

Family Violence Investigations are jobs Police deal with as family violence. Any given Family Violence Investigation may relate to one or more offences and/or non-offence incidents. Only one of these (usually the most severe) is used to categorise the investigation. Family Violence Investigation data are provisional and drawn from a dynamic operational database. They are subject to change as new information is continually recorded.

Please note that, in general, family violence is no longer distinguished in the Official Statistics for recorded offences. However, Police undertakes a manual audit of homicide offences each year, enabling family violence homicides to be identified as such in these statistics.

Child, Youth and Family data

Child, Youth and Family data is from 2011.

Population data

The ethnicity data is from 2006 census and the populations are 2010 population projections based on 2006 census data.

“How the process works” Information

We have reported the information pertaining to each FVIARS as it was provided to us – there has been no re-working of this data. Once the initial data from the surveys was collected, and collated the draft document was returned to those who had contributed to check the data pertaining to their area and advise us of any amendments required. Any amendments reported to us have been made.

Key findings

This baseline document needs to be read in conjunction with the FVIARS issues paper³ which outlines key issues identified from the compilation of this baseline document and through site visits and other sources.

The baseline document shows that:

- there is huge variation in the operation of FVIARS throughout the country in terms of the volume of activity (and hence the number of meetings), the agencies involved and the scope of the process
- there is no consistency across the country in the volumes that each site deals with. The population that a FVIARS site covers varies greatly meaning that some FVIARS sites cover large geographic but sparsely populated areas and others are responsible for a much higher population in an urban area. The range is from small meetings held every month averaging three cases a week to meetings in larger cities dealing with over 100 cases a week and meeting four times a week
- the scope of cases discussed at a FVIARS meeting differs across the country also. Some sites include only cases involving children, others review all cases reported to Police, and some also

³ Family Violence Unit, MSD (2012). Current issues in improving Family Violence Inter-Agency Response System

have a process to accept referrals from agencies working with families that have not come to Police attention

- some FVIARS sites have a tiered response, but the structure and purpose of this differs across sites. A small number of sites run separate high risk meetings resulting in more intensive case management
- there is a large variation in the attendees at a FVIARS meeting. Some FVIARS sites still operate with just the three original signatories, whereas some have over 20 agencies participating
- in 2011 there were 86,722 calls to the Police that were flagged as family violence. The percentage of family violence investigations that result in at least one offence being laid ranges from 31 per cent to 86 per cent across different FVIARS areas.
 - in 2011 there were 82,240 Police Family Violence reports to Child, Youth and Family:
 - 25,087 became Child, Youth and Family notifications
 - 57,153 were noted as a Child, Youth and Family contact record and either no further action was taken or a referral to a family violence service provider was made through the FVIARS process.
- there is significant variability in the outcome of Police Family Violence reports processed by the various Child, Youth and Family offices, for example:
 - the percentage that became notifications to Child, Youth and Family ranged from 7 per cent to 100 per cent
 - the percentage that resulted in no further action ranged from 21 per cent to 90 per cent
 - the percentage that resulted in a referral to a family violence service ranged from 0 per cent to 63 per cent.

Ashburton

SUMMARY MEETING INFORMATION

Location of meeting	Ashburton
Attendees	CYF, South Canterbury Womens' Refuge, Police
Coordinating organisation	CYF
Structure of meetings	Fortnightly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	10
Police stations covered	Ashburton, Rakia, Methven
CYF office	Ashburton
Refuge that attends	South Canterbury Women's Refuge (NCIWR)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	335
Total FVIRs that resulted one or more offences (2011)	183
Percentage of FVIRs that resulted in one or more offences (2011)	55%
Total Police Safety Orders Issued (2011)	11
Total Police Safety Order Breaches Reported (2011)	2
Total Police Protection Order Breaches Reported (2011)	39

CYF DATA by CYF Site/s

CYF Site/s	South Canterbury
Total Police Family Violence Notifications and Referrals to CYF	540
Percentage that were notifications	61%
Percentage of referrals (including notifications) that received a Family Violence service	38%
Percentage of referrals (including notifications) that had no further action	20%

Client Outcomes for Notifications	Additional Information: 1 Further Action Required: 193 No Further Action: 39 Partnered Response: 34 Refer Family Violence Services: 61	Client Outcomes for Referrals	No Further Action: 166 Refer Family Violence Services: 46
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AREA DEMOGRAPHICS

Police District	Canterbury
DHB Area	Canterbury DHB
Urban/Rural	Large town, rural surrounds
TLAs covered	Ashburton
Population of the TLA	29,400 in Ashburton TLA
Ethnicity of TLA	95% European or other, 6% Maori ethnic group, 1% Asian, 1% Pacific for Ashburton TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

Referrals are driven primarily by Police POL FVIRS. Cases are discussed in the meetings along with any repeat offenders and current interventions.

Case Management

An excel spreadsheet is used to track progress of interventions for each case. Police record agreed interventions for each case in NIA as well.

Risk Screening and Risk Assessment

No separate high risk meeting. Managing high risk cases is done through a process involving the Police family violence constable.

Direct referrals to Refuge and CYF when identified as high risk as per original MoU

Risk is identified by Police officers and local knowledge from Family Violence Constable and Family Violence Sergeant. Information is also passed on through agencies. Because we have good local knowledge we know are families well.

Family Violence Constable tasked with doing an intervention with high risk families. Encouraging long term investment in the relationship between FV Constable and the family.

Information Management (*distributing referrals, storing data, administration*)

Referrals are faxed to CYF and Refuge dependent on if they meet the FVIR's criteria

The spreadsheet is stored on a shared drive at Police and can only be accessed by Police.

Administration and preparation

Community Agencies:

Police: *Collation of files, NIA checks on active prosecutions (i.e. bail conditions, next court dates) background check / history. Transferring data to the spreadsheet.*

Administration: *The typist is utilised for NIA file reviews and inputting of FVIRS interventions*

Review of FVIARS processes

The FVIARS process is occasionally reviewed. Ashburton are currently reviewing the FVIARS process and considering going to weekly meetings to ensure that information is not delayed due to missing weeks due to operational commitments. A previous review lead to the use of the spreadsheet to track progress and interventions.

Auckland City Central and Western - Volume Meeting

SUMMARY MEETING INFORMATION

Location of meeting	Grey Lynn CYF Office
Attendees	SHINE, Police, CYF, Supportline, Inner City Womens' Group
Coordinating organisation	Police
Structure of meetings	Weekly
Referrals included	Police FVIR referrals only where women have children
Referrals (weekly average)	130
Police stations covered	Auckland, Central, Downtown, Waiheke, Ponsonby, Balmoral, Avondale, Grey Lynn
CYF office	Grey Lynn
Refuge that attends	Supportline Womens Refuge (Independent)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding 2007 MoU "FVIARS" Policy Protocols developed that includes Shine as partner

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	3512
Total FVIRs that resulted one or more offences (2011)	1229
Percentage of FVIRs that resulted in one or more offences (2011)	35%
Total Police Safety Orders Issued (2011)	230
Total Police Safety Order Breaches Reported (2011)	22
Total Police Protection Order Breaches Reported (2011)	116

CYF DATA by CYF Site/s

CYF Site/s	Grey Lynn		
Total Police Family Violence Notifications and Referrals to CYF	2434		
Percentage that were notifications	20%		
Percentage of referrals (including notifications) that received a Family Violence service	74%		
Percentage of referrals (including notifications) that had no further action	10%		
Client Outcomes for Notifications	Additional Information: 25	Client Outcomes for Referrals	No Further Action: 1707
	Further Action Required: 222		Refer Family Violence Services: 246
	No Further Action: 103		
	Partnered Response: 127		
	Refer Family Violence Services: 4		

AREA DEMOGRAPHICS

Police District	Auckland
DHB Area	Auckland DHB
Urban/Rural	Urban
TLAs covered	part of Auckland Council (used to be part of Auckland City)
Population of the TLA	450,200 in old Auckland City TLA (note some of this population will be served by other FVIARS in Auckland)
Ethnicity of TLA	60% European or other, 8% Maori ethnic group, 25% Asian, 13% Pacific for Auckland City TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

Information is forwarded to CYF and Shine on Monday (or at the latest Tuesday) for discussion on Wednesday to enable them to review their databases on relevant information to ensure follow up with at risk families is carried out.

Referrals are generally only made by Police and these are every Family Violence incident attended by Police where children live in the house.

Although women without children don't go into volume meetings Shine will still do an intervention with her. Up until approximately April 2012 Shine had a triage framework that they would use to decide whether non-arrests would be assigned; i.e if there were certain high risk factors evidenced in the narrative the file would be assigned (e.g. strangulation). Due to capacity issues these cases are not currently being assigned, however receive a letter inviting the client to make contact if they wish.

Once the referral has been done the FVIARS involvement is over.

Sometimes agencies ask for updates, usually this would only happen if the case was unclear about whether or not a CYF's referrals was necessary.

Good decisions rely on shared input.

Case Management

Each case has a cover sheet which is updated after the meeting and is to inputted by administrators at Shine - there is a huge backlog of these. Shine prioritises data entry on files where there is to be further action taken, but the cases with no further action have now been archived. Police and CYF have their own data entry processes.

Risk Screening and Risk Assessment

Cases discussed at the Volumes Meeting can be any risk level: low, medium or high. If the case is high risk (either by the Police and / or Shine's RA) then the case will most likely also be on the High Risk Meeting list.

Cases that are assigned for follow up to a Shine advocate will present as being low – medium risk. These cases will only get 3 phone calls and a letter, with the purpose being to engage the client in our service. The client's readiness and risk level will inform the ongoing intervention provided by Shine.

If the case is high risk then the response is more creative, more resources are attached, the advocates push harder to make contact with the victim, safe at home is offered and more pressure is placed on holding offenders accountable.

The risk assessment following FVIARS referral is undertaken by the agency who picks up the referral using their own individual agency risk assessment.

Information Management (*distributing referrals, storing data, administration*)

Hard copy of all POLFVIR forms sent to Shine by Post

All POLFVIRS that result in arrest and Police Safety Orders are emailed via PDF from NIA every morning to Shine

Outcomes are entered by Police Family Violence Coordinator into NIA

Shine - Has their own database

Auckland City Central and Western - Volume Meeting

Administration and preparation

Community Agencies: Each case has a cover sheet which is updated after the meeting and is to inputted by administrators at SHINE - there is a huge backlog of these.

Informing Service Users

Sometimes offender/victims are informed they are part of FVIARS so they understand the level of multi agency attention. If there is one agency that takes the lead such as CYF's then no they are generally not told.

Review of FVIARS processes

Police Coordinator has discussed at FVIARS leadership meeting that there needs to be an evaluation process to ensure what we are doing is working. There needs to be independent governance of the FVIARS process. Concerns have been raised that Volume meetings are not based on good practice - there is no decision framework, no templates and no agreements about what happens.

Auckland City Central and Western - High Risk Meeting

SUMMARY MEETING INFORMATION

Location of meeting	CYF Grey Lynn CYF Office
Attendees	Police, CYF, Shine, Work and Income, Supportline, Women's Refuge, Probation, Auckland Womens Refuge, Te Whare Ruruhau o Meri
Coordinating organisation	Police District Family Violence Coordinator
Structure of meetings	Fortnightly
Referrals included	High Risk Cases
Referrals (weekly average)	15 - 25
Police stations covered	Auckland, Central, Downtown, Waiheke, Ponsonby, Balmoral, Avondale, Grey Lynn
CYF office	Grey Lynn
Refuge that attends	Supportline Womens Refuge (Independent) Auckland Women's Refuge (NCIWR)
Guiding documentation	

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	3512
Total FVIRs that resulted one or more offences (2011)	1229
Percentage of FVIRs that resulted in one or more offences (2011)	35%
Total Police Safety Orders Issued (2011)	230
Total Police Safety Order Breaches Reported (2011)	22
Total Police Protection Order Breaches Reported (2011)	116

CYF DATA by CYF Site/s

CYF Site/s	Grey Lynn		
Total Police Family Violence Notifications and Referrals to CYF	2434		
Percentage that were notifications	20%		
Percentage of referrals (including notifications) that received a Family Violence service	74%		
Percentage of referrals (including notifications) that had no further action	10%		
Client Outcomes for Notifications	Additional Information: 25 Further Action Required: 222 No Further Action: 103 Partnered Response: 127 Refer Family Violence Services: 4	Client Outcomes for Referrals	No Further Action: 1707 Refer Family Violence Services: 246

AREA DEMOGRAPHICS

Police District	Auckland
DHB Area	Auckland DHB
Urban/Rural	Urban
TLAs covered	part of Auckland Council (used to be part of Auckland City)
Population of the TLA	450,200 in old Auckland City TLA (note some of this population will be served by other FVIARS in Auckland)
Ethnicity of TLA	60% European or other, 8% Maori ethnic group, 25% Asian, 13% Pacific for Auckland City TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

All referrals are forwarded to Police and collated in a document managed by SHINE. The document is forwarded out 3 - 4 days prior to the meeting to all agencies involved to enable them to review all their information held. Police provide all the administrative support to keep the notes. Discussion held on each case and taskings are issued to each agency to ensure the safety of the victim and accountability of the offender. A collective decision is made whether to keep a case in the FVIARS forum or take it off if and when all avenues for safety and accountability are complete and there are no immediate fears for the victim's safety. If there is non engagement with the victim and there are children involved then the case is referred to FST, if FST has capacity to accept the case. If CYFS close a case PRP and the outcome is none engagement then the case is brought back to FVIARS. If a case is removed from FVIARS but another incident occurs it is brought back immediately. If the case results in an FST referral then it is monitored as per their policy and practice.

Referrals are mostly made by the Police and Shine. The odd referral is made by another partner agency.

Referrals are made on the level of risk identified. Police have a blanket referral for cases with a 17+ risk score. In the Western Area there has also been some discretion shown with referrals made with lower risk levels for the current incident but historically high risk level and / or level of recidivism. Shine refers based on their risk assessment and also certain risk factors; e.g risk score may be low, but there is strangulation or loss of consciousness.

Meetings are held weekly at Grey Lynn CYF.

Information is forwarded to all partner agencies that will be in attendance at the meeting on the Monday for discussion on the Wednesday to enable them to review their databases on relevant information to ensure follow up with at risk families is carried out.

Outcomes are entered by Police into NIA

Risk Screening and Risk Assessment

This is the High Risk Meeting. The standard is that there has been serious physical assault and the risk of a further serious assault and / or homicide is high. Pure physiological abuse cases are not meant to be discussed, however Shine has referred these types of cases to the forum (with some excellent results).

Police refer any case with a 17 or higher risk score. Shine RA is 18 or higher and an internal case consult at Shine precedes all referrals (Shine has their own HRM processes). If cases are worked by Shine then these clients will be offered a wrap-around service: advocacy, safe@home, KIDshine, Shine with Family Works, monitoring of No Excuses attendance (if offender referred through the Courts) and referral on to other external agencies as appropriate. Other partner agencies (i.e. Supportline) will have their own processes that they follow.

Risk Score from POLFVIR, evaluation of information provided on POLFVIR. Collectively working with partner agencies. Physical abuse cases are more likely to be accepted into High Risk meetings, however all cases are current accepted for discussion as there is no triage of files.

Information Management (*distributing referrals, storing data, administration*)

Administration and preparation

Police: Updating each profile

Preparing all Police background information

Consideration of opportunities for Police interventions

Administration: Police provide Admin support for the two High Risk meetings in Auckland. Supporting these meetings is incredibly time consuming

Informing Service Users

Refuge always makes sure victim is informed of the process for referrals they are working with.

Shine often informs the victims that they are going to be referred in this forum. Some victims ask to be referred to this meeting as they are aware of this forum. If Shine have not been able to engage a client through either no contact or the client declines then Shine will still refer to the HRM if there are serious concerns for safety for the adult and child victims.

Auckland City Eastern - High Risk Meeting

SUMMARY MEETING INFORMATION

Location of meeting	Onehunga CYF Office or Panmure CYF Office
Attendees	Police, CYF (Onehunga & Panmure), Shine, Work and Income, Women's Refuge, Probation, Auckland Womens Refuge, Te Whare Ruruhau o Meri, Support Families in Mental Health**, Housing NZ**, Local FV-NGOs, Immigration**, MPES agencie(s)** ADHB** Victim Support** ** As necessity dictates regarding relevant FV case(s) for agency to be present at H/Risk Meeting Forum. These agencies have not attended in many months
Coordinating organisation	Police District Family Violence Coordinator
Structure of meetings	Fortnightly
Referrals included	High Risk Cases
Referrals (weekly average)	15 - 25
Police stations covered	Panmure, Auckland Motorways, Great Barrier, Newmarket, Glen Innes, Mount Wellington, Onehunga
CYF office	Panmure, Onehunga
Refuge that attends	SHINE (Independent) Pacific Island Women's Refuge (NCIWR)
Guiding documentation	

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	2894
Total FVIRs that resulted one or more offences (2011)	1349
Percentage of FVIRs that resulted in one or more offences (2011)	47%
Total Police Safety Orders Issued (2011)	95
Total Police Safety Order Breaches Reported (2011)	6
Total Police Protection Order Breaches Reported (2011)	169

CYF DATA by CYF Site/s

CYF Site/s	Panmure, Onehunga
Total Police Family Violence Notifications and Referrals to CYF	2639
Percentage that were notifications	72%
Percentage of referrals (including notifications) that received a Family Violence service	60%
Percentage of referrals (including notifications) that had no further action	20%

Client Outcomes for Notifications Additional Information: 6
Further Action Required: 383
No Further Action: 1010
Partnered Response: 140
Refer Family Violence Services: 366

Client Outcomes for Referrals No Further Action: 580
Refer Family Violence Services: 154

AREA DEMOGRAPHICS

Police District	Auckland
DHB Area	Auckland DHB
Urban/Rural	Urban
TLAs covered	Eastern part of Auckland Council (used to be part of Auckland City)
Population of the TLA	450,200 in old Auckland City TLA (note some of this population will be served by other FVIARS in Auckland)
Ethnicity of TLA	60% European or other, 8% Maori ethnic group, 25% Asian, 13% Pacific for Auckland City TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

All referrals are forwarded to Police and collated in a document managed by SHINE. The document is forwarded out 3 - 4 days prior to the meeting to all agencies involved to enable them to review all their information held. Police provide all the administrative support to keep the notes. Discussion held on each case and taskings are issued to each agency to ensure the safety of the victim and accountability of the offender. A collective decision is made weather to keep a case in the FVIARS forum or take it off if and when all avenues for safety and accountability are complete and there are no immediate fears for the victim's safety. If there is none engagement with the victim and there are children involved then the case is referred to FST. If CYFS close a case PRP and the outcome is none engagement then the case is brought back to FVIARS. If a case is removed from FVIARS but another incident occurs it is brought back immediately. If the case results in an FST referral then it is monitored as per their policy and practice.

Case Management

Each agency is responsible for its task and updating their own system accordingly, but the result of the common requirement from the High Risk meeting is brought to the next meeting for updating of the High Risk Forum to the satisfaction of the collective.

Risk Screening and Risk Assessment

This is the High Risk Meeting. The standard is that there has been serious physical assault and the risk of a further serious assault and / or homicide is high. Pure physiological abuse cases are not meant to be discussed, however Shine has referred these types of cases to the forum (with some excellent results). Police refer any case with a 17 or higher risk score. Shine RA is 18 or higher and an internal case consult at Shine precedes all referrals (Shine has their own HRM processes). If cases are worked by Shine then these clients will be offered a wrap-around service: advocacy, safe@home, KIDshine, Shine with Family Works, monitoring of No Excuses attendance (if offender referred through the Courts) and referral on to other external agencies as appropriate. Other partner agencies (i.e. Supportline) will have their own processes that they follow. Risk Score from POLFVIR, evaluation of information provided on POLFVIR. Collectively working with partner agencies. Physical abuse cases are more likely to be accepted into High Risk meetings, however all cases are current accepted for discussion as there is no triage of files.

Information Management (*distributing referrals, storing data, administration*)

Administration and preparation

Community Agencies:

Police: Updating each profile

Preparing all Police background information

Consideration of opportunities for Police interventions

Administration: Police provide Admin support for the two High Risk meetings in Auckland. Supporting these meetings is incredibly time consuming

Informing Service Users

Agencies nominated or tasked with any FV work from the H/Risk can communicate and inform each other DURING the work via phone, email, etc. Joint visits can be arranged on the run at any time during the FV work.

FV families are advised of further attention from FV Unit and FV agencies by I-Car attending the FV incident. This is the ideal situ, but FVIARS attendance also informs the FV families of reason for the attention.

Review of FVIARS processes

District governance are continually refining the process and posing questions of costs, effectiveness, capability of the process and agencies to deliver appropriately and/or efficiently.

Evaluation of outcomes for victims (service users) – *e.g is feedback collected from victims (service users) that have been part of the process, is their any indications that victim safety is improved by this process*

This is achieved through several avenues. The feedback to the High Risk Forum from agencies tasked with family violence work or the Home Visits to the families concerned by the Police Family Violence Unit / Teams etc, or CYFS attention to nominated families from the H/R Forum. Victim views are also updated by the Victim advocate agencies to the High Risk Forum.

Police attendance and initial action is continually reviewed and refined (monitored) through feedback from H/Risk Forum and FVIARS process by the feedback from Family Violence agencies and families visited

Auckland City Eastern - Onehunga Volume Meeting

SUMMARY MEETING INFORMATION

Location of meeting	Onehunga CYF Office
Attendees	Shine, Police, CYF
Coordinating organisation	Police
Structure of meetings	Weekly
Referrals included	Police FVIR referrals only where women have children
Referrals (weekly average)	5 - 15
Police stations covered	Onehunga
CYF office	Onehunga
Refuge that attends	SHINE (Independent) Pacific Island Women's Refuge (NCIWR)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding 2007 MoU "FVIARS" Policy Protocols developed that includes Shine as partner

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	567
Total FVIRs that resulted one or more offences (2011)	276
Percentage of FVIRs that resulted in one or more offences (2011)	49%
Total Police Safety Orders Issued (2011)	12
Total Police Safety Order Breaches Reported (2011)	0
Total Police Protection Order Breaches Reported (2011)	42

CYF DATA by CYF Site/s

CYF Site/s	Onehunga		
Total Police Family Violence Notifications and Referrals to CYF	710		
Percentage that were notifications	46%		
Percentage of referrals (including notifications) that received a Family Violence service	54%		
Percentage of referrals (including notifications) that had no further action	10%		
Client Outcomes for Notifications	Additional Information: 6	Client Outcomes for Referrals	No Further Action: 322
	Further Action Required: 173		Refer Family Violence Services: 63
	No Further Action: 64		
	Partnered Response: 76		
	Refer Family Violence Services: 6		

AREA DEMOGRAPHICS

Police District	Auckland
DHB Area	Auckland DHB
Urban/Rural	Urban
TLAs covered	Eastern part of Auckland Council (used to be part of Auckland City)
Population of the TLA	450,200 in old Auckland City TLA (note some of this population will be served by other FVIARS in Auckland)
Ethnicity of TLA	60% European or other, 8% Maori ethnic group, 25% Asian, 13% Pacific for Auckland City TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

All POLFVIRs go to Victim advocate at SHINE. POLFVIR with children go to CYF also. If child(ren) are assaulted or require URGENT attention, CYF/ CPP referral is completed and emailed/faxed by the attending unit.

FVC office double checks this or can assess any matter requiring attention from CYFS or CPP and complete referral accordingly. Shine were also referring cases to CYF that met the CPP threshold when it was not noted on the POL that this had been completed. Shine will cease doing this as at 01 July 2012 as it is double handing and the responsibility of the FVCs.

Police, CYF and Shine discuss and decide what intervention is necessary and which agency will leads the intervention.

Information remains available to all three agencies who in turn 'feed' the agency they engage.

Case Management

Each agency is responsible for its task and updating their own system accordingly, including any other agency engaged/employed to be involved.

The mechanism to monitor the effectiveness of this process has been very limited to non-existent due to resources and administration requirement for FVIARS / High Risk

Risk Screening and Risk Assessment

The 'trigger' is child/ren to any of the principle parties.

Information Management (*distributing referrals, storing data, administration*)

Scanned and sent to FVIRS agencies with list prior to meeting each week.

Outcomes are entered by Police Family Violence Coordinator into NIA

CYF - CYRUS

Shine - Has their own database

Administration and preparation

Police: Preparation is huge for the Police family unit. Pol FVIR, histories, records. All data known to Police are screened for sensitivity/lawful disclosures etc then scanned and sent to FVIRS agencies with list prior to meeting each week.

Administration: No admin support but required

Informing Service Users

Victims/families may or may not be aware of FVIARS as the conception/impression is that every family violence occurrence gets the same treatment. (This concept / impression is encouraged by the CEA FVU and one of our driving principles.)

Families are advised of further attention from FV Unit and FV-agencies by I-Car attending the FV incident. This is the ideal situation, but FVIARS attendance also informs the FV families of reason for the attention.

Review of FVIARS processes

FVIARS intervention is a work in progress, so we are continually seeking to refine our methods.

The Police FVC normally take the initiative, it is a collaborative process.

Police currently reviewing the effectiveness of the process and the capability of agencies, including Police, to deliver.

The administration required for this meeting is massive. When the majority of cases are not going to be attended to by Shine then it becomes a double handling of paper work, which is an inefficient use of resources. The networking and case collaboration is essential and has benefits to this area of work that may be slightly intangible; e.g. more knowledge about other agencies work, trust in other professionals builds. Families and children are benefitted from this, however SHINE feel there are improvements that can be made to the system .

Evaluation of outcomes for victims (service users) – e.g. is feedback collected from victims (service users) that have been part of the process, is there any indication that victim safety is improved by this process

This is achieved through several avenues. The feedback to the FVIARS from agencies tasked with FV work or the Home Visits to the families concerned by the Police FV Unit / Teams etc, or CYFS attention to nominated families from the FVIARS Forum. Victim views are also updated by the Victim advocate agencies to the forum.

Police attendance and initial action is continually reviewed and refined (monitored) through feedback from H/Risk Forum and FVIARS process by the feedback from FV agencies and families visited. Attending Police also have input into the process by their observations and what they are told at the scene

Auckland City Eastern - Panmure Volume Meeting

SUMMARY MEETING INFORMATION

Location of meeting	Panmure CYF Office
Attendees	Shine, Police, CYF
Coordinating organisation	Police
Structure of meetings	Weekly
Referrals included	Police FVIR referrals only where women have children
Referrals (weekly average)	45
Police stations covered	Panmure, Auckland Motorways, Great Barrier, Newmarket, Glen Innes, Mount Wellington,
CYF office	Panmure
Refuge that attends	SHINE (Independent)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding 2007 MoU "FVIARS" Policy Protocols developed that includes Shine as partner

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	2327
Total FVIRs that resulted one or more offences (2011)	1073
Percentage of FVIRs that resulted in one or more offences (2011)	46%
Total Police Safety Orders Issued (2011)	83
Total Police Safety Order Breaches Reported (2011)	6
Total Police Protection Order Breaches Reported (2011)	127

CYF DATA by CYF Site/s

CYF Site/s	Panmure		
Total Police Family Violence Notifications and Referrals to CYF	1929		
Percentage that were notifications	82%		
Percentage of referrals (including notifications) that received a Family Violence service	62%		
Percentage of referrals (including notifications) that had no further action	23%		
Client Outcomes for Notifications	Additional Information:	Client Outcomes for Referrals	No Further Action: 258
	Further Action Required: 210		Refer Family Violence Services: 91
	No Further Action: 946		
	Partnered Response: 64		
	Refer Family Violence Services: 360		

AREA DEMOGRAPHICS

Police District	Auckland
DHB Area	Auckland DHB
Urban/Rural	Urban
TLAs covered	Eastern part of Auckland Council
Population of the TLA	450,200 in old Auckland City TLA (note some of this population will be served by other FVIARS in Auckland)
Ethnicity of TLA	60% European or other, 8% Maori ethnic group, 25% Asian, 13% Pacific for Auckland City TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

All POLFVIRs go to Victim advocate at SHINE. POLFVIR with children go to CYF also. If child(ren) are assaulted or require URGENT attention, CYF/ CPP referral is completed and emailed/faxed by the attending unit.

FVC office double checks this or can assess any matter requiring attention from CYFS or CPP and complete referral accordingly. Shine were also referring cases to CYF that met the CPP threshold when it was not noted on the POL that this had been completed. Shine will cease doing this as at 01 July 2012 as it is double handing and the responsibility of the FVCs.

Police, CYF and Shine discuss and decide what intervention is necessary and which agency will leads the intervention.

Information remains available to all three agencies who in turn 'feed' the agency they engage.

Case Management

Each agency is responsible for its task and updating their own system accordingly, including any other agency engaged/employed to be involved.

The mechanism to monitor the effectiveness of this process has been very limited to non-existent due to resources and administration requirement for FVIARS / High Risk

Risk Screening and Risk Assessment

The 'trigger' is child/ren to any of the principle parties.

Information Management (*distributing referrals, storing data, administration*)

Outcomes are entered by Police Family Violence Coordinator into NIA

CYF - CYRUS

Shine - Has their own database

Informing Service Users

Victims/families may or may not be aware of FVIARS as the conception/impression is that every family violence occurrence gets the same treatment. (This concept / impression is encouraged by the CEA FVU and one of our driving principles.)

Families are advised of further attention from FV Unit and FV-agencies by I-Car attending the FV incident. This is the ideal situation, but FVIARS attendance also informs the FV families of reason for the attention.

Review of FVIARS processes

FVIARS intervention is a work in progress, so we are continually seeking to refine our methods.

The Police FVC normally take the initiative, it is a collaborative process.

Police currently reviewing the effectiveness of the process and the capability of agencies, including Police, to deliver.

The administration required for this meeting is massive. When the majority of cases are not going to be attended to by Shine then it becomes a double handling of paper work, which is an inefficient use of resources. The networking and case collaboration is essential and has benefits to this area of work that may be slightly intangible; e.g. more knowledge about other agencies work, trust in other professionals builds. Families and children are benefitted from this, however SHINE feel there are improvements that can be made to the system.

Evaluation of outcomes for victims (service users) – *e.g. is feedback collected from victims (service users) that have been part of the process, is there any indication that victim safety is improved by this process*

This is achieved through several avenues. The feedback to the FVIARS from agencies tasked with FV work or the Home Visits to the families concerned by the Police FV Unit / Teams etc, or CYFS attention to nominated families from the FVIARS Forum. Victim views are also updated by the Victim advocate agencies to the forum.

Police attendance and initial action is continually reviewed and refined (monitored) through feedback from H/Risk Forum and FVIARS process by the feedback from FV agencies and families visited. Attending Police also have input into the process by their observations and what they are told at the scene.

Currently, the 'monitoring' of effectiveness is limited to non-existent due to resources and volume of work load.

Balclutha

SUMMARY MEETING INFORMATION

Location of meeting	Balclutha Police Station
Attendees	Police Detective Sergeant and Police Family Violence Coordinator, Gore Women's Refuge, CYF, Probation, Anglican Family Care, Victim Support
Coordinating organisation	Police
Structure of meetings	Fortnightly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	5 -10
Police stations covered	Balclutha, Milton, Lawrence, Owaka, Clinton, Kaitangata
CYF office	Balclutha
Refuge that attends	Gore Women's Refuge Te Whare Piringa o Marua Wai (NCIWR)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	160
Total FVIRs that resulted one or more offences (2011)	104
Percentage of FVIRs that resulted in one or more offences (2011)	65%
Total Police Safety Orders Issued (2011)	6
Total Police Safety Order Breaches Reported (2011)	0
Total Police Protection Order Breaches Reported (2011)	14

CYF DATA by CYF Site/s

CYF Site/s	Southern Rural		
Total Police Family Violence Notifications and Referrals to CYF	642		
Percentage that were notifications	24%		
Percentage of referrals (including notifications) that received a Family Violence service	49%		
Percentage of referrals (including notifications) that had no further action	30%		
Client Outcomes for Notifications	Additional Information: Further Action Required: 123 No Further Action: 16 Partnered Response: 12 Refer Family Violence Services: 0	Client Outcomes for Referrals	No Further Action: 300 Refer Family Violence Services: 191

AREA DEMOGRAPHICS

Police District	Southern
DHB Area	Southern DHB
Urban/Rural	Small town, rural surrounds
TLAs covered	Clutha District
Population of the TLA	17,450 in Clutha TLA
Ethnicity of TLA	95% European or other, 9% Maori ethnic group, 1% Asian, 1% Pacific for Clutha TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

A spreadsheet of current and new cases is forwarded to agencies via email several days prior to the meeting. Agencies carry out background checks on relevant cases prior to meeting and bring that information to the meeting. After discussing the POL400 - Client's needs are discussed and appropriate referrals are recommended/made at the meetings.

Minutes are taken at each meeting and a spreadsheet containing details of all current and new cases are kept and this is distributed via email.

The meeting discusses the case load and clients who are in need of ongoing support. These cases remain open and updated until all attending agencies agree to close the case or to refer the client to another provider for further support.

The allocated agency will follow up progress and report back to the next meeting and the case will then be reassessed.

An excel spreadsheet is used to track progress of interventions for each case

Case Management

An excel spreadsheet is used to track progress of interventions for each case.

Risk Screening and Risk Assessment

When a high risk case is identified action is taken immediately by either the attending Police staff or Victim Support who will notify the necessary agencies as soon as possible.

Where case not considered urgent situation normal channels of notification are used.

High risk cases are identified from risk factors and accompanying information on the Pol FVIR.

Information Management (*distributing referrals, storing data, administration*)

POLFVIRs are faxed to CYF when children are involved and either faxed, phone through or picked up by Women's Refuge and Victim Support immediately after the incident or within a couple of days as required.

Information is stored on a Excel spreadsheet stored on shared drive at Police. The Spreadsheet is emailed to each agency prior to the meeting.

Administration and preparation

Community Agencies: *Check history and current involvement*

Police: *Prepare update on progress, background check / history (2)*

Administration: *None*

Informing Service Users

The offenders/victims contacted by agencies as a result of the meeting or POLFVIR are advised that the contact has come about by way of Police report or the subsequent meeting.

Bream Bay

SUMMARY MEETING INFORMATION

Location of meeting	Bream Bay
Attendees	CYF, Bream Bay Trust (Iwi Agency), Police
Coordinating organisation	Police
Structure of meetings	Weekly
Referrals included	All Pol FVIRs from Police
Referrals (weekly average)	5
Police stations covered	Ruakaka, Waipu, Maungaturota
CYF office	Whangarei
Refuge that attends	No Refuge attends but Whangarei Refuge pick up referrals when required.
Guiding documentation	Practice based on original 2006 Memorandum of Understanding

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	183
Total FVIRs that resulted one or more offences (2011)	76
Percentage of FVIRs that resulted in one or more offences (2011)	42%
Total Police Safety Orders Issued (2011)	11
Total Police Safety Order Breaches Reported (2011)	1
Total Police Protection Order Breaches Reported (2011)	11

CYF DATA by CYF Site/s

CYF Site/s	Whangarei		
Total Police Family Violence Notifications and Referrals to CYF	1025		
Percentage that were notifications	76%		
Percentage of referrals (including notifications) that received a Family Violence service	25%		
Percentage of referrals (including notifications) that had no further action	23%		
Client Outcomes for Notifications	Additional Information: 18	Client Outcomes for Referrals	No Further Action: 88
	Further Action Required: 412		Refer Family Violence Services: 157
	No Further Action: 165		
	Partnered Response: 109		
	Refer Family Violence Services: 76		

AREA DEMOGRAPHICS

Police District	Northland
DHB Area	Northland DHB
Urban/Rural	Rural
TLAs covered	part of Whangarei TLA and part of Kaipara TLA
Population of the TLA	Not Available
Ethnicity of TLA	82% European or other, 25% Maori ethnic group, 2% Asian, 3% Pacific for Whangarei TLA, 86% European or other, 22% Maori ethnic group, 1% Asian, 3% Pacific for Kaipara TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

Daily: POLFVIRS dropped off daily to the Bream Bay Trust. White original copies of POLFVIRS forwarded to Whangarei Police FVIC.

Weekly Meetings: Police FVIC goes through previous weeks minutes, ensuring agency tasks are completed. New cases are then assigned.

Bream Bay Trust worker is contracted by CYF and case manages respective cases. CYFS picks up cases with children involved. Whangarei Refuge picks up female actions when required.

Risk Screening and Risk Assessment

No separate high risk meeting. Managing high risk cases is done through an ad hoc process. When high risk case identified there is immediate wrap around of FVAIRS agencies. Notification alerts entered into respective agency's systems.

Risk is identified predominantly by previous history of family violence

Refuge has working knowledge of victim/offender, nature and magnitude of violence

Information Management (*distributing referrals, storing data, administration*)

Photocopied/scanned/emailed daily/weekly

Information from meetings is captured on the weekly minute which is stored electronically.

Administration and preparation

Police: *Minutes from previous meetings updated and disseminated electronically.*

Administration: *Not that they are aware of. Data entry done by FVIC.*

Informing Service Users

Victims made aware of FVIARS process on first contact by the FVIARS group.

Review of FVIARS processes

Police review the data and outcomes from previous occasion to gauge agency effectiveness.

Feedback generally received at weekly team meetings via Refuge or victim support advising us victims no longer require support or intervention.

Evaluation of outcomes for victims (service users) – e.g is feedback collected from victims (service users) that have been part of the process, is there any indications that victim safety is improved by this process

Outcomes reviewed on ad hoc basis based on information provided back to the meeting.

Canterbury North

SUMMARY MEETING INFORMATION

Location of meeting	Kaiapoi Police Station and CYFS office Rangiora
Attendees	Police, CYF, Probation, Christchurch Women's Refuge, Otautahi Women's Refuge, Battered Women's Trust, victim Support. (From April 2102 a mens worker will be attending)
Coordinating organisation	Police
Structure of meetings	Fortnightly FVIARS Volume Meeting North Canterbury Round Table - High Risk Meeting
Referrals included	All Police Pol FVIRs
Referrals (weekly average)	15 -20
Police stations covered	Kaiapoi, Rangiora, Oxford, Amberley, Culverden, Hanmer, Cheviot, Waikari
CYF office	Rangiora
Refuge that attends	Christchurch Women's Refuge (Independent), Otautahi Women's Refuge (NCIWR), Battered Women's Trust (NCIWR)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	624
Total FVIRs that resulted one or more offences (2011)	239
Percentage of FVIRs that resulted in one or more offences (2011)	38%
Total Police Safety Orders Issued (2011)	22
Total Police Safety Order Breaches Reported (2011)	1
Total Police Protection Order Breaches Reported (2011)	40

CYF DATA by CYF Site/s

CYF Site/s	Papanui
Total Police Family Violence Notifications and Referrals to CYF	1307
Percentage that were notifications	74%
Percentage of referrals (including notifications) that received a Family Violence service	37%
Percentage of referrals (including notifications) that had no further action	1%

Client Outcomes for Notifications Additional Information: 256
Further Action Required: 85
No Further Action: 163
Partnered Response: 465
Refer Family Violence Services: 1

Client Outcomes for Referrals No Further Action: 324
Refer Family Violence Services: 13

AREA DEMOGRAPHICS

Police District	Canterbury
DHB Area	Canterbury DHB
Urban/Rural	Small towns with rural surrounds
TLAs covered	Waimakariri and Hurunui TLAs
Population of the TLA	58,700 in both TLAs
Ethnicity of TLA	96% European or other, 7% Maori ethnic group, 1% Asian, 1% Pacific for Waimakariri TLA, 97% European or other, 6% Maori ethnic group, 1% Asian, 0% Pacific for Hurunui TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

FVIARS is held after High Risk FV round table meeting with the same agencies. Governed by MOU which covers operating parameters and protocols.

The Criteria allowing agencies to be at the table is that they must be dealing with persons listed on Pol FVIRs. The two refuges have a duty fortnight to receive the Pol FVIR.

Once the High Risk cases have been discussed we move onto the FVIARS meeting.

This involves the same group of people. Every Pol FVIR form from the previous 2 weeks is discussed. The duty refuge will outline their actions with the female. CYFS will outline involvement, if any, with the family. Probation will outline any involvement they have had. I will outline police involvement. Action planning will be done if necessary.

Minutes of the meeting for both the high risk and the FVIARS are taken by a CYFS staff member. These minutes are only distributed amongst those who have attended the meeting.

Starting in April this year we will have a Men's worker in North Canterbury. This person will be contacting all men listed on Pol FVIRs who are not victims. They will also attend the round table.

As part of the process of attending a domestic incident police should inform subjects of the domestic that someone may contact them to offer support or guidance.

All cases that go before the FVCIARS process are noted in the police NIA system. CYFS do the same

The fortnightly meeting of the North Canterbury Family Violence Team starts with the High Risk cases that are before table. Each agency has an opportunity to discuss the people they are dealing with and safety planning is discussed and any requests to other agencies are actioned.

Risk Screening and Risk Assessment

High risk cases are monitored over several weeks by all agencies and discussed at future meetings. These cases receive much greater attention and support.

The base line is from the risk score on the Pol FVIRs and then from the interpretation of what the entire Pol FVIR tells us. Then by checking the people involved and doing police and criminal checks on them. Then also from the input of CYFS and probation involvement with the people involved.

Refuge provide a vital link in accessing risk because they often get information from the women that attending police officers do not get told.

Information Management (*distributing referrals, storing data, administration*)

Blue copies of Pol FVIRs are given to Refuge. Pol FVIR are scanned by me and emailed to all other appropriate agencies

Police responsible for entering police data. All other agencies do their own.

Data is stored on the police computer system

Administration and preparation

Community Agencies: Provide information about their contact with the women

Police: I read every Pol FVIR and bring all known police info on the subjects to the meeting.

Administration: Police FVC enters information into NIA for every Pol FVIR. CYFS take the minutes of the meeting and distribute

Review of FVIARS processes

Outcomes are reviewed by each agency.

We are constantly trying to refine and improve processes. Because we are a small area and have a small number of professionals involved we often have meetings to improve the processes and enhance how we do things to better serve the families we are trying to protect.

Canterbury South - Timaru

SUMMARY MEETING INFORMATION

Location of meeting	Timaru CYF Office
Attendees	CYF, South Canterbury Womens' Refuge, Police DV Coordinator, Probation
Coordinating organisation	Police
Structure of meetings	Weekly
Referrals included	All Police FVIRs
Referrals (weekly average)	
Police stations covered	Timaru, St Andrews, Temuka, Farlie, Twizel, Waimate, Pit Point, Geraldine, Arthurs Pass
CYF office	Timaru
Refuge that attends	South Canterbury Women's Refuge (NCIWR)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding - needs updating

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	762
Total FVIRs that resulted one or more offences (2011)	493
Percentage of FVIRs that resulted in one or more offences (2011)	65%
Total Police Safety Orders Issued (2011)	73
Total Police Safety Order Breaches Reported (2011)	5
Total Police Protection Order Breaches Reported (2011)	37

CYF DATA by CYF Site/s

CYF Site/s	South Canterbury		
Total Police Family Violence Notifications and Referrals to CYF	540		
Percentage that were notifications	61%		
Percentage of referrals (including notifications) that received a Family Violence service	38%		
Percentage of referrals (including notifications) that had no further action	20%		
Client Outcomes for Notifications	Additional Information: 1	Client Outcomes for Referrals	No Further Action: 166
	Further Action Required: 193		Refer Family Violence Services: 46
	No Further Action: 39		
	Partnered Response: 34		
	Refer Family Violence Services: 61		

AREA DEMOGRAPHICS

Police District	Canterbury
DHB Area	South Canterbury DHB
Urban/Rural	Large town, other small towns with rural surrounds
TLAs covered	Timaru District, Mackenzie District and Waimate District
Population of the TLA	55,860 in the three TLAs combined (44,000 in Timaru)
Ethnicity of TLA	96% European or other, 6% Maori ethnic group, 2% Asian, 1% Pacific for Timaru TLA, 94% European or other, 5% Maori ethnic group, 4% Asian, 1% Pacific for Mackenzie TLA, 97% European or other, 5% Maori ethnic group, 1% Asian, 1% Pacific for Waimate TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

It is decided between the attending members what would be the best agency to have the intervention and in what shape that will be ie personal call, supports, other external agency interaction.

Each agency takes responsibility for its allocated case management, unless others want feed back. This ensures that there is not a large case loading remaining with FVIARS and members don't get bogged down

This seems to work well, as we don't have a large number of PolFVIRs. We are often crossing over with case management of these cases in our daily work

There is an excellent working relationship between our agencies which results in good outcomes.

Risk Screening and Risk Assessment

Each one is evaluated on a case by case

Risk score and local knowledge of families

Information Management (*distributing referrals, storing data, administration*)

Faxed daily, often am.

For Police it's our computer data entry staff

Administration: Child Youth and Family writes minutes.

Informing Service Users

Offenders/victims are not notified directly but as a result of the reported incident actions are of put into place as due process

Review of FVIARS processes

No. Be fair to say that staff doesn't have the time to complete those taskings due to the expectation of the daily responsibilities

s

Christchurch Central Volume Meeting

SUMMARY MEETING INFORMATION

Location of meeting	Christchurch Police Stations (Rotates)
Attendees	Battered Women's, CYF, Police
Coordinating organisation	Police
Structure of meetings	4 times a week A separate high risk meeting held weekly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	80 -100
Police stations covered	Christchurch Central Papanui (CHCH North) Sydenham (CHCH South)
CYF office	Christchurch, Sydenham and Papanui
Refuge that attends	There are five Refuges in Christchurch. Battered Womens Trust (NCIWR) attends FVIARS meetings and manages referrals. Referrals are distributed between BWT and Western Refuge on a week about roster system.
Guiding documentation	Practice based on original 2006 Memorandum of Understanding

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	5983
Total FVIRs that resulted one or more offences (2011)	2088
Percentage of FVIRs that resulted in one or more offences (2011)	35%
Total Police Safety Orders Issued (2011)	409
Total Police Safety Order Breaches Reported (2011)	42
Total Police Protection Order Breaches Reported (2011)	307

CYF DATA by CYF Site/s

CYF Site/s	Christchurch, Sydenham and Papanui
Total Police Family Violence Notifications and Referrals to CYF	3619
Percentage that were notifications	59%
Percentage of referrals (including notifications) that received a Family Violence service	39%
Percentage of referrals (including notifications) that had no further action	10%

Client Outcomes for Notifications Additional Information: 294
Further Action Required: 563
No Further Action: 292
Partnered Response: 646
Refer Family Violence Services: 337

Client Outcomes for Referrals No Further Action: 1115
Refer Family Violence Services: 35

AREA DEMOGRAPHICS

Police District	Canterbury
DHB Area	Canterbury DHB
Urban/Rural	Urban
TLAs covered	Christchurch City and Selwyn District TLAs
Population of the TLA	416,300 in both TLAs
Ethnicity of TLA	87% European or other, 8% Maori ethnic group, 8% Asian, 3% Pacific for Christchurch City TLA, 95% European or other, 6% Maori ethnic group, 3% Asian, 1% Pacific for Selwyn TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

Battered Womens Trust (BWT) has full time FVIARS coordinator who triages the cases as they come in. The triage process is funded through the family centre services fund which goes until June 2012 – 1.5 fulltime people.

All POLFVIRS are scanned by Police and emailed through to BWT who print out and enter into spreadsheet. Police have requested funding for a fulltime FVIARS coordinator. Police look up each case and record information which is shared with CYF and Refuge verbally in the meeting.

Information provided by Police includes number of fv events, relevant criminal charges, bail, flags, info relevant to risk, danger to family or professionals (i.e has firearms) for offender and victim.

There are four FVIARS meetings a week – Mon, Tues, Thurs and Friday. They look at all cases. High risk cases can be referred to the Roundtable that meets on a Wednesday.

Police rotate running the meeting between three FV coordinators and one member of the Family Safety Team – they all do one day each, each week.

Police do not currently record any additional information that might have been shared during the FVIARS meeting by Refuge or CYF into the Police database.

BWT records information provided by Police verbally in meetings into their spreadsheet.

Case Management

BWT enter details from POLFVIR form and record any follow up or monitoring of cases.

Each incident entered as unique entry so no way currently to look up repeat victimisation.

Risk Screening and Risk Assessment

Separate high risk meeting held on Wednesday - refer Christchurch City Roundtable

Information Management (*distributing referrals, storing data, administration*)

The data is collected by Refuge from meetings and entered into a spreadsheet. Currently no one else can access this information.

Originally a copy of it was meant to be given to CYF and Police – this issue needs follow up.

Informing Service Users

The back page of PolFVIR specifies that police will pass their info on to Refuge. Refuge tells the women when they talk to them about the Roundtable.

Christchurch Roundtable High Risk Meeting

SUMMARY MEETING INFORMATION

Location of meeting	Christchurch City
Attendees	Community Probation Service; New Zealand Police; CYF; Battered Women's Trust; Otautahi Women's Refuge; Christchurch Women's refuge; Christchurch West Refuge; Shakti Ethnic Women's Support group; Canterbury District Health Board; Family Safety Team; Stopping Violence Services; He Waka Tapu
Coordinating organisation	Police
Structure of meetings	Weekly This meeting is a high risk meeting with case management focus
Referrals included	High Risk Cases
Referrals (weekly average)	15 -20
Police stations covered	Christchurch Central Papanui (CHCH North) Sydenham (CHCH South)
CYF office	Christchurch, Sydenham and Papanui
Refuge that attends	Battered Women's Trust (NCIWR) Otautahi Women's Refuge (NCIWR) Christchurch Women's Refuge, (Independent) Christchurch West Refuge (NCIWR) Shakti Ethnic Women's Support group (NCIWR)
Guiding documentation	Meeting goal and process developed Have also developed own information sharing forms to pass information to DHB to flag recidivist offenders

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	5983
Total FVIRs that resulted one or more offences (2011)	2088
Percentage of FVIRs that resulted in one or more offences (2011)	35%
Total Police Safety Orders Issued (2011)	409
Total Police Safety Order Breaches Reported (2011)	42
Total Police Protection Order Breaches Reported (2011)	307

CYF DATA by CYF Site/s

CYF Site/s	Christchurch, Sydenham and Papanui
Total Police Family Violence Notifications and Referrals to CYF	3619
Percentage that were notifications	59%
Percentage of referrals (including notifications) that received a Family Violence service	39%
Percentage of referrals (including notifications) that had no further action	10%

Client Outcomes for Notifications	Additional Information: 294 Further Action Required: 563 No Further Action: 292 Partnered Response: 646 Refer Family Violence Services: 337	Client Outcomes for Referrals	No Further Action: 1115 Refer Family Violence Services: 35
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AREA DEMOGRAPHICS

Police District	Canterbury
DHB Area	Canterbury DHB
Urban/Rural	Urban
TLAs covered	Christchurch City and Selwyn District TLAs
Population of the TLA	416,300 in both TLAs
Ethnicity of TLA	87% European or other, 8% Maori ethnic group, 8% Asian, 3% Pacific for Christchurch City TLA, 95% European or other, 6% Maori ethnic group, 3% Asian, 1% Pacific for Selwyn TLA

HOW THE PROCESS WORKS

Referrals Process *(meeting preparation, the meeting, follow up)*

Process:

Outline of what brings this family to our attention

Services summary of current information

What are the gaps?

Safety plans for victim, children, and offender

Risk re-assessment

Discussion

Taskings

Referrals to tend to be in the form of taskings to the agencies at the table and the agency rep present takes away the task to do, e.g. safety plan, apply for alarm, apply for housing etc.

If referrals beyond the table are made, one of the table agencies will make the referral with the consent and involvement of family.

Decisions to refer are about matching need and service.

Case management: if the family/couple/individual do not engage with the agency/agencies, the agency brings the family back to the table.

A further FVIR results in a referral back to check in, sometimes this is a sign of good progress in the form of reporting and sometimes it is not. The agencies tasked with the safety work are to bring the case family back if the family isn't engaging, or there are concerns.

Case Management

Ongoing case management - process focussed on enhancing
Accountability of agencies
Problem solving: TASKINGS
Working together
Sharing information to enhance safety
Building up and enhancing relationships between workers and between agencies
Avoids duplication and "falling through the cracks"
Identifying the common themes and service "gaps"

Risk Screening and Risk Assessment

Risk score of 17 or over on the POLFVIR
Professional judgement" of attending police overriding RA
Referral from a partner agency to Police: eg. WINZ, Victim Advisors, FVIARS Volume Meetings
We also include Strangulation, pregnancy, very new babies and recent termination as high risk factors. Arson and sexual offending also feature. Repeating, very serious or escalating Family Violence

Information Management (*distributing referrals, storing data, administration*)

Referrals made to Police Family Violence Coordinator
FVC then enters all interagency data in FV intervention screens and sends out Police information, taskings, e.g. bail checks, welfare checks, indications of recanting etc in the next two days after the meeting.
Other agencies do the same process, i.e. their rep at the table records what is relevant in their case notes, discusses with workers etc.
Police: all in the NIA FV intervention screens.
Other agencies; operate under strict guidelines of the Privacy Act, i.e. don't record notes at meeting if it doesn't relate to their clients, store securely in their agency, don't release to any one including the client, destroy PolFVIRs after a year.

Administration and preparation

FVC sends out the agenda list of cases the day before based on: one or more of: risk score 17plus; referred by an agency, a FVC, an attending officer; strangulation noted on the FVIR: concern re the features of the FVIR, e.g. attempts to set fire to victim, regardless of risk score.
FVC then preps up front sheet with summary of offender and victim risk factors, FV history; FVRT screens in FV intervention notes (this is the best resource), active charges, any other relevant information i.e. Huge NIA search and summarisation.
The other agencies also bring all their information to the meeting in summary form.

Informing Service Users

Offenders and victims are told by agencies that they have been discussed.

Review of FVIARS processes

Periodically we identify themes arising from our tasking and coordination which point service gaps in our community. These have been raised at other fora.
A spreadsheet of the families discussed each year is kept and some basic data can be gleaned from that. e.g. relationship of high risk and vulnerable infants.
Processes have been multiply reviewed and are always evolving. This hasn't always been smooth and needs to be done again, has been put off due to a number of e/q related constraints and sheer workload.

Evaluation of outcomes for victims (service users) – e.g. is feedback collected from victims (service users) that have been part of the process, is there any indications that victim safety is improved by this process

No feedback has been formally collected from victims or offenders. Anecdotal impressions, both good and bad, are sometimes conveyed back to the table and discussed.

Counties Manakau Central (Manurewa - Clendon)

SUMMARY MEETING INFORMATION

Location of meeting	Manurewa
Attendees	Te Rangi Marae Refuge, Police, CYF, Victim Support, Probation, IOSIS, Family Start, Supporting Families (Mental Health), Family Works (2)
Coordinating organisation	Police
Structure of meetings	Daily - CYF, Police, Refuge
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	70
Police stations covered	Manurewa, Clendon
CYF office	Manurewa and Clendon
Refuge that attends	Te Rangi Marae (Independent Refuge)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	3528
Total FVIRs that resulted one or more offences (2011)	1288
Percentage of FVIRs that resulted in one or more offences (2011)	37%
Total Police Safety Orders Issued (2011)	527
Total Police Safety Order Breaches Reported (2011)	34
Total Police Protection Order Breaches Reported (2011)	152

CYF DATA by CYF Site/s

CYF Site/s	Manurewa and Clendon
Total Police Family Violence Notifications and Referrals to CYF	5811
Percentage that were notifications	33%
Percentage of referrals (including notifications) that received a Family Violence service	50%
Percentage of referrals (including notifications) that had no further action	25%

Client Outcomes for Notifications	Additional Information:	Client Outcomes for Referrals	No Further Action: 2434
	Further Action Required: 999		Refer Family Violence Services: 1478
	No Further Action: 470		
	Partnered Response: 430		
	Refer Family Violence Services: 0		

AREA DEMOGRAPHICS

Police District	Counties Manukau
DHB Area	Counties Manukau DHB
Urban/Rural	Urban
TLAs covered	part of Auckland Council (used to be Manukau City)
Population of the TLA	375,700 in Manukau City TLA ((part of this population served by other FVIARS sites in the old Manukau City)
Ethnicity of TLA	44% European or other, 16% Maori ethnic group, 22% Asian, 29% Pacific for Manukau City TLA

HOW THE PROCESS WORKS

Referrals Process *(meeting preparation, the meeting, follow up)*

Referral Process

FV Coordinator goes over POLFVIRS everyday and coordinates a response by phone and email with key stakeholders

Police are focussing on risk- providing different intervention – not always centred on arrest and prosecution. Identify what it is the NGO's can do.

Families allocated to agencies within 12 hours of incident by Police Family Violence Coordinator

Victim Support send out the POLFVIRS to agencies.

High risk cases (17+ or extreme risk 23+) are referred to CIB

Meeting held on a Wednesday – probation chair the meeting.

All agencies that come to the weekly meetings have to report on their capacity to respond - Response from community service required within 7 days

The meetings are not about distributing the work to agencies - the police team decide this using their knowledge and they give reasons why for referral. The referrals are done by 8.30am. If they do not receive a reply by 10.30 they assume the agency has accepted the referral if they do hear that agency can't pick up the case then they are referred to another organisation

Separate Governance group

- Organising a strategic group with CYF, police, WINZ and IOSIS as a governance group to sort out issues at a high level.

A Focus on Frontline Police Practice

Have minimum standards checklist for frontline staff - police improved their evidence gathering techniques so its not all about her statement – include things like talking to neighbours, 111 calls, taking photos of the house-damage, signs of neglect – cockroaches, overflowing toilets, empty fridges. These photos are sent to CYF to help improve notifications.

Looking at risk and doing welfare checks

Evidential sufficiency - Police treat each case like a homicide – that is gather all evidence as if there is no victim.

Case Management

Every referral is recorded, co-ordinated and followed up by Police

Risk Screening and Risk Assessment

Do not have high risk meetings.

High risk cases (17+ or extreme risk 23+) are referred to CIB

Risk is calculated on factors not just police scoring from front line.

Information Management *(distributing referrals, storing data, administration)*

All Pol FVIRS with risk of 16+ are faxed to CYF call centre

Police: 7.25 hours a week (daily meeting of between 30mins-1 hour and 2 hours of administration) (1)

Administration: None - administrative tasks completed by Police Assistant Area FV Coordinator

Review of FVIARS processes

Have developed minimum standards checklist for frontline Police staff. This has help improve response, evidence gathering and quality of information provided in the POLFVIR

POLFVIRs have improved with better feedback to staff about risk and what to focus on and follow up if not filled out correctly/fully and rewards for good ones.

Counties Manakau East (Otarā - Howick)

SUMMARY MEETING INFORMATION

Location of meeting	CYF Site, Otara
Attendees	Police, CYF, Victim Support, Family Start, Te Tai Awa O Te Ora (counselling and social services), Aiga Aita'e Pasefika Family Trust, Otara Health, The Sowers Trust, Eastern Women's Refuge, Sikh Women's Association, Pasefika Mana, Chinese New Settlers, Asian Family Services, Probation, Manukau Pacific Island Trust
Coordinating organisation	Police
Structure of meetings	Weekly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	50 - 100
Police stations covered	Otara, Howick, Beachlands, Clevedon
CYF office	Otara
Refuge that attends	Eastern Womens Refuge (NCIWR)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	2529
Total FVIRs that resulted one or more offences (2011)	1081
Percentage of FVIRs that resulted in one or more offences (2011)	43%
Total Police Safety Orders Issued (2011)	323
Total Police Safety Order Breaches Reported (2011)	12
Total Police Protection Order Breaches Reported (2011)	86

CYF DATA by CYF Site/s

CYF Site/s	Otara
Total Police Family Violence Notifications and Referrals to CYF	2822
Percentage that were notifications	21%
Percentage of referrals (including notifications) that received a Family Violence service	28%
Percentage of referrals (including notifications) that had no further action	53%

Client Outcomes for Notifications	Additional Information:	Client Outcomes for Referrals	No Further Action: 745
	Further Action Required: 380		Refer Family Violence Services: 1476
	No Further Action: 51		
	Partnered Response: 163		
	Refer Family Violence Services: 7		

AREA DEMOGRAPHICS

Police District	Counties Manukau
DHB Area	Counties Manukau DHB
Urban/Rural	Urban
TLAs covered	part of Auckland Council (used to be Manukau City)
Population of the TLA	375,700 in Manukau City TLA (part of this population served by other FVIARS sites in the old Manukau City)
Ethnicity of TLA	44% European or other, 16% Maori ethnic group, 22% Asian, 29% Pacific for Manukau City TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

Referral Process

- Check off against the I net jobs over the previous day/weekend
- Check details about children correctly recorded
- Review Arrest files and other POLFVIRS with High Risk Victims and Vulnerable Children.
- Record all POLFVIRS on FVIARS spreadsheet with necessary information
- Daily meeting with Victim Support and/or Eastern Women's Refuge to make initial assessment on each file and identify appropriate agency/s s best as possible to work with the family.
- If deemed urgent then Send off to appropriate agencies if urgent intervention required.
- Send spreadsheet to FVIARS Group each day with recommendations and ones already sent for urgent intervention (CYFS call Centre, EWR etc)
- Agencies review the cases before Wednesday meeting
- In meeting discuss changes or necessary cases and conform agency allocation
- Engagement and intervention with/for the family

Case Management

Due to large volume of POLFVIRS and lack of staff we are generally unable to monitor progress of all referrals made unless they are the high risk families or repeat victimisation. For ongoing case management Police rely on the organisations to provide feedback for every case referred to them. Each group that has taken a referral is required to report back to Police with progress reports, engaged, declined or when case closed.

Risk Screening and Risk Assessment

No separate high risk meeting but matters which are consider high risk are dealt with separately at the end of each normal weekly FVIARS meeting. The matters are discussed in more detail and more specific plans are put in place.

If family members in a High Risk family are not engaging with the agencies trying to help them, they may be referred to the Counties Manukau District Family Safety Team which will try to obtain engagement with the family members and work with them until the family members can be referred back to the appropriate agencies and service providers to continue the engagement and to work with them.

Through the Police POLFVIR Risk assessment tools and other information known by Police. There is an expectation that representatives from the other agencies and service providers attending the meeting will provide information and that they will help assess the risk and the appropriate response.

Information Management (*distributing referrals, storing data, administration*)

Scanned and emailed

The Police FV team members enter Police related data into the Police NIA system and maintain the spreadsheet
CYF reps enter CYF related data into their CYRAS system.

Other organisations enter their own information into their individual systems.

Informing Service Users

Part of Police process is to ensure victims sign D1 (support page)

Review of FVIARS processes

Processes have been reviewed about a year ago. This resulted in all four Policing Areas in Counties Manukau Police District being directed to scan and email POL FVIRS to their FVIARS partner agencies rather than faxing them. It also resulted in minor changes to some Police processes around FVIARS.

Counties Manakau South - Papakura

SUMMARY MEETING INFORMATION

Location of meeting	Papakura
Attendees	Police, CYF, Probation, Victim Support, Papakura Marae
Coordinating organisation	Police
Structure of meetings	Weekly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	30 -40
Police stations covered	Papakura
CYF office	Papakura
Refuge that attends	No Refuge attends
Guiding documentation	Practice based on original 2006 Memorandum of Understanding

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	1892
Total FVIRs that resulted one or more offences (2011)	709
Percentage of FVIRs that resulted in one or more offences (2011)	37%
Total Police Safety Orders Issued (2011)	145
Total Police Safety Order Breaches Reported (2011)	11
Total Police Protection Order Breaches Reported (2011)	69

CYF DATA by CYF Site/s

CYF Site/s	Papakura		
Total Police Family Violence Notifications and Referrals to CYF	2536		
Percentage that were notifications	45%		
Percentage of referrals (including notifications) that received a Family Violence service	37%		
Percentage of referrals (including notifications) that had no further action	23%		
Client Outcomes for Notifications	Additional Information: 1	Client Outcomes for Referrals	No Further Action: 830
	Further Action Required: 925		Refer Family Violence Services: 556
	No Further Action: 106		
	Partnered Response: 103		
	Refer Family Violence Services: 15		

AREA DEMOGRAPHICS

Police District	Counties Manukau
DHB Area	Counties Manukau DHB
Urban/Rural	Urban
TLAs covered	part of Auckland Council (used to be Papakura District)
Population of the TLA	49,800 in Papakura TLA
Ethnicity of TLA	68% European or other, 27% Maori ethnic group, 8% Asian, 11% Pacific for Papakura TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

All POLFVIRs are read and discussed. Different agencies have different focuses and it is decided collectively which agency is the most appropriate for the given situation.

Some agencies not at the table may end up with a referral. Different agencies have specific engagement criteria and specialist services.

The agencies report back to Police via email the result of engagement. This information is entered into NIA. Lack of engagement may result in an FST referral, again after discussion at a FVIARS meeting.

Case Management

Cases are only reviewed in preparation for the FVIARS process due to the high volume of work.

Risk Screening and Risk Assessment

Risk is assessed daily for each case by the Family Violence Sgt or Acting.

Frontline attendance and filling in POLFVIR. Frontline staff may speak to us directly about particular concerns or write them in the summary.

Other staff and agencies also inform Police of any concerns that may have for families.

Information Management (*distributing referrals, storing data, administration*)

Business Object Reports including all circumstances are currently emailed to all attending agencies. This process is under review due to the sensitive nature of the information supplied to non government agencies

Administration and preparation

Police: Background checks are done on each subject/victim/offender and recorded on a coversheet.

Administration: Yes at Papakura, as Police have one extra person working in our office as he is not fit for frontline service at the moment.

Funding

This is an area of concern for Papakura FVIARS. There are fewer funded government agencies in the Papakura area as compared to Pukekohe in the south and Manurewa in the north. CYFS explain that agencies that used to cover both Papakura and Pukekohe when t

Informing Service Users

Victims are informed that they are part of the FVIARS process when spoken to or a referral is made. Not all subjects are told, particularly in cases where it is decided no action will be taken that week.

Review of FVIARS processes

The FVIARS process for Counties Manukau South (Papakura /Pukekohe) is currently under review by the new FV Sgt. This includes looking at our referral process, the effectiveness of outcomes and how they are recorded. There

is currently low attendance of partners at the Papakura FVIARS meeting resulting in a somewhat dysfunctional meeting as there is a lack of agencies for a referral resulting in a lot of "NFA" matters. A project is underway to increase attendance of NGO's and agencies at this meeting to increase our referral capacity and to look at a process similar to Manurewa's where the majority of our referrals occur outside the Forum of the meeting leaving the high risk cases to be discussed in more detail at the meeting.

Evaluation of outcomes for victims (service users) – *e.g is feedback collected from victims (service users) that have been part of the process, is there any indications that victim safety is improved by this process*

Feedback from victims is dependent on their willingness to engage with the agencies and is obtained via agency feedback processes. This is entered into NIA in the occurrence and intervention screen and is reviewed as received on a case by case basis and in the context of future meetings if there is a reoccurrence.

Counties Manakau South - Pukekohe

SUMMARY MEETING INFORMATION

Location of meeting	Pukekohe
Attendees	Police, CYF, Probation, Victim Support, WIN, Huakina Development Trust, Te Whare Whakuu Trust, Whanau Resource Centre, KIDZ Social Services, Franklin Family Support, Waiuku Family Support
Coordinating organisation	Police
Structure of meetings	Weekly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	20 - 30
Police stations covered	Pukekohe, Waiuku, Tuakau
CYF office	Pukekohe
Refuge that attends	No Refuge attends
Guiding documentation	Practice based on original 2006 Memorandum of Understanding

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	1014
Total FVIRs that resulted one or more offences (2011)	401
Percentage of FVIRs that resulted in one or more offences (2011)	40%
Total Police Safety Orders Issued (2011)	63
Total Police Safety Order Breaches Reported (2011)	5
Total Police Protection Order Breaches Reported (2011)	61

CYF DATA by CYF Site/s

CYF Site/s	Pukekohe		
Total Police Family Violence Notifications and Referrals to CYF	1429		
Percentage that were notifications	34%		
Percentage of referrals (including notifications) that received a Family Violence service	34%		
Percentage of referrals (including notifications) that had no further action	39%		
Client Outcomes for Notifications	Additional Information:	Client Outcomes for Referrals	No Further Action: 405
	Further Action Required: 170		Refer Family Violence Services: 536
	No Further Action: 83		
	Partnered Response: 212		
	Refer Family Violence Services: 23		

AREA DEMOGRAPHICS

Police District	Counties Manukau
DHB Area	Counties Manukau DHB
Urban/Rural	Towns with rural surrounds
TLAs covered	part of Auckland Council (used to be part of Franklin District)
Population of the TLA	65,200 in Franklin District (note some of this population likely to be covered by Papakura or another FVIARS)
Ethnicity of TLA	85% European or other, 16% Maori ethnic group, 5% Asian, 4% Pacific for Franklin TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

All POLFVIRs are researched on NIA to provide background information.

All POLFVIRs are read and discussed. Different agencies have different focuses and it is decided collectively which agency is the most appropriate for the given situation.

Some agencies not at the table may end up with referral. Different agencies have specific engagement criteria and specialist services.

Case Management

The agencies report back to Police via email the result of engagement. This information is entered into NIA. Lack of engagement may result in an FST referral, again after discussion at a FVIARS meeting.

Risk Screening and Risk Assessment

Risk is assessed daily for each case by the Family Violence Sgt or Acting.

Frontline attendance and filling in POL. Frontline staff may speak to us directly about particular concerns or write them in the summary.

Other staff and agencies also inform us of any concerns that may have for families

Information Management (*distributing referrals, storing data, administration*)

Business Object Reports including all circumstances are currently emailed to all attending agencies. This process is under review due to the sensitive nature of the information.

All Police staff here are responsible for entering data and stored at NIA.

Hard copies of POLFVIRs are filed

Administration and preparation

Community Agencies: *Check history and current involvement (1)*

Police: *Background checks are done on each subject/victim/offender and recorded on a coversheet.*

Administration: *Yes at Papakura, as we have one extra person working in our office as he is not fit for frontline service at the moment.*

Informing Service Users

Victims are informed that they are part of the FVIARS process when spoken to or a referral is made. Not all subjects are told, particularly in cases where it is decided no action will be taken.

Review of FVIARS processes

The FVIARS process for Counties Manukau South (Papakura /Pukekohe) is currently under review by the new FV Sgt. This includes looking at our referral process, the effectiveness of outcomes and how they are recorded. This is a well attended and functional meeting where the agencies are hungry for work.

Evaluation of outcomes for victims (service users) – *e.g is feedback collected from victims (service users) that have been part of the process, is there any indications that victim safety is improved by this process*

Feedback from victims is dependent on their willingness to engage with the agencies and is obtained via agency feedback processes. This is entered into NIA in the occurrence and intervention screen and is reviewed as received on a case by case basis and in the context of future meetings if there is a reoccurrence.

Counties Manakau West (Otahuhu - Mangere)

SUMMARY MEETING INFORMATION

Location of meeting	CYF Site, Otahuhu
Attendees	WIN, Housing NZ, LIA Trust, Te Whare Marama O Mangere Refuge, South Auckland Family Refuge, CYF, Sikh Womens Trust, Turuhki Health/Family Start, Probation, Plunkett
Coordinating organisation	Police
Structure of meetings	Weekly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	80 - 90
Police stations covered	Otahuhu, Mangere, Auckland Airport, Papatoetoe
CYF office	Otahuhu and Mangere - They attend alternate weeks
Refuge that attends	The two refuges share the workload and alternate weeks Te Whare Marama O Mangere Refuge (Independent) South Auckland Family Refuge - Peppertree House (NCIWR)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding Additional MoU with Information sharing protocols

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	4612
Total FVIRs that resulted one or more offences (2011)	3323
Percentage of FVIRs that resulted in one or more offences (2011)	72%
Total Police Safety Orders Issued (2011)	786
Total Police Safety Order Breaches Reported (2011)	39
Total Police Protection Order Breaches Reported (2011)	132

CYF DATA by CYF Site/s

CYF Site/s	Otahuhu and Mangere
Total Police Family Violence Notifications and Referrals to CYF	3673
Percentage that were notifications	35%
Percentage of referrals (including notifications) that received a Family Violence service	49%
Percentage of referrals (including notifications) that had no further action	26%

Client Outcomes for Notifications
Additional Information: 7
Further Action Required: 709
No Further Action: 352
Partnered Response: 203
Refer Family Violence Services: 24

Client Outcomes for Referrals
No Further Action: 1460
Refer Family Violence Services: 918

AREA DEMOGRAPHICS

Police District	Counties Manukau
DHB Area	Counties Manukau DHB
Urban/Rural	Urban
TLAs covered	part of Auckland Council (used to be Manukau City)
Population of the TLA	
Ethnicity of TLA	

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

Police copy of the POLFVIRs and email to Mangere and Otahuhu CYFS offices daily. Fax cover sheet for CYFS notification/response cases i.e. urgent

Prepares Excel spreadsheet document outlining all POLFVIRs and FVIARS meeting coversheet for each POLFVIR to be discussed at FVIARS meeting.

When Advocate at Refuge receives a list on new PolFVIRs they checks the database and notes any client Refuge has worked with previously, this information is fed back at the meeting.

Confidentiality document signed by all parties at the beginning of the FVIARS meeting.

Police take the lead during the FVIARS meeting and each POLFVIR is read and discussed with the group of agencies. Agencies share information on the client/family if they have previously engaged. Questions are asked as to who would be responsible for that particular couple/family and in some cases it can be more than one agency wanting to get involved. The agenc(ies) are circled on the coversheet and upon return to the office scanned copy is emailed out to them.

Copy of POLFVIR is emailed to the agency that requests a copy at the FVIARS meeting.

Case Management

There are no current mechanisms in place for monitoring each case, apart from the feedback from the agency and proactive follow up by the Area Family Violence Office for those cases that require more strenuous intervention. It is a volume issue as there are usually anywhere between 8-15 FV Occurrences and POLFVIRs each day to absorb. The tracking of case is recognised through NIA updates within the FV Intervention or NIA Occurrence narrative. The intervening agency will provide feedback via email to one of the Family Violence Officers who updates NIA

Advocate from Refuge sends feedback to Police by email. Police retain that information and it is only discussed if there is a subsequent POLFVIR for that client. Other wise there is no discussion at the meeting. CYF and other agencies who are collaborating on cases ring Refuge from time to time requiring feedback on cases.

Data is reviewed prior to the FVIARS meeting and any outcomes are evaluated through the update of the NIA Occurrence of the FV Intervention fields.

Risk Screening and Risk Assessment

High risk families are identified prior to the FVIARS meeting and are categorised separately as High Risk for discussion at the meeting. Police send high risk referrals by email ASAP, they note their concerns and usually request feedback.

Home visits are initiated in cases which require it i.e. high risk factors. Usually the visit is done on the morning after receiving the POLFVIR from Response Group. The victims are given information regarding support and those agencies that can provide it. Police also utilise Victim Support who are on the same floor. Evaluating the information on the POLFVIR, NIA dossier and FV Intervention records on NIA as well as emails sent from frontline police detailing concern.

Information Management (*distributing referrals, storing data, administration*)

Emailed

A non sworn typist enters in data from the FVIARS Meeting outcome in NIA. Protection orders and FVIARS spreadsheet is stored in a shared drive.

Administration and preparation

Police: Each POL FVIR is reviewed and feedback given to Area Management before being analyse further for FVIARS meeting where it is given a green coversheet out lining the most important information relating to the couple/family including the risk factors and amount

Informing Service Users

Victims are usually the first to be contacted by the intervening agency. Victims are informed that an agency will contact them when Police fill out the POLFVIR form. They are not told about the FVIARS meeting process

Review of FVIARS processes

Stakeholders have identified some processes that could be improved notably around frontline response to Family Violence incidents and the issuing of Police Safety Orders. Police now ensure that staff from visit those residences where Police Safety Orders have been issued to ensure that parties are not together and that the Bound Person is abiding by the period specified.

The criteria for an agency to become part of the FVIARS meeting is on a case to case basis and evaluating what that agency can offer in the intervention process.

Evaluation of outcomes for victims (service users) – *e.g is feedback collected from victims (service users) that have been part of the process, is their any indications that victim safety is improved by this process*

There is no process as part of FVIARS on outcomes.

Individual agencies have there own separate processes. Refuge provide 3 monthly management reports which includes comment from Refuge advocate on service uptake and engagement from FVIARS meetings and general outcomes. Refuge also collect feedback from community client's women they have worked with.

Dargaville

SUMMARY MEETING INFORMATION

Location of meeting	Dargaville
Attendees	CYF, Police, Refuge, Victim Support
Coordinating organisation	Police
Structure of meetings	Weekly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	5 -9
Police stations covered	Dargaville, Ruawai
CYF office	Dargaville Staff in Whangarei
Refuge that attends	S.O.S Dargaville Refuge (Independent)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding No additional protocols developed

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	198
Total FVIRs that resulted one or more offences (2011)	148
Percentage of FVIRs that resulted in one or more offences (2011)	75%
Total Police Safety Orders Issued (2011)	13
Total Police Safety Order Breaches Reported (2011)	0
Total Police Protection Order Breaches Reported (2011)	21

CYF DATA by CYF Site/s

CYF Site/s	Whangarei
Total Police Family Violence Notifications and Referrals to CYF	1025
Percentage that were notifications	76%
Percentage of referrals (including notifications) that received a Family Violence service	25%
Percentage of referrals (including notifications) that had no further action	23%

Client Outcomes for Notifications	Additional Information: 18	Client Outcomes for Referrals	No Further Action: 88
	Further Action Required: 412		Refer Family Violence Services: 157
	No Further Action: 165		
	Partnered Response: 109		
	Refer Family Violence Services: 76		

AREA DEMOGRAPHICS

Police District	Northland
DHB Area	Northland DHB
Urban/Rural	Small town, rural surrounds
TLAs covered	Kaipara District
Population of the TLA	18,950 in Kaipara TLA (note some of this population is served by the Bream Bay FVIARS)
Ethnicity of TLA	86% European or other, 22% Maori ethnic group, 1% Asian, 3% Pacific for Kaipara TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

Daily: Referrals to Victim Support, CYFS and S.O.S Dargaville Refuge

FVIC goes through previous week minutes/cases, ensuring tasks are completed with feedback. If not cases carried over.

Outcome required before cases are closed

Assign case owners of new cases.

Case Management

Data is reviewed by Police FVIC from previous occasions to gauge agency effectiveness. Data is also captured on weekly minutes and outcomes reviewed on an ad hoc basis.

Risk Screening and Risk Assessment

High Risk victims are provided immediate wrap around of PolFVIR agencies. Notification alerts entered, respective agency systems

Predominantly by previous history of Family Violence and Refuge's working knowledge of nature and magnitude of victim and offender

Information Management (*distributing referrals, storing data, administration*)

POLFVIRs are scanned and emailed or photocopied and collected each day by Refuge, Victim Support and CYF

CYFS - All cases with children involved

Refuge - All female victims referred

Victim Support - Male victims

Informing Service Users

Victims are advised/made aware of FVIARS process at initial PolFVIR contact

Evaluation of outcomes for victims (service users) – *e.g is feedback collected from victims (service users) that have been part of the process, is there any indications that victim safety is improved by this process*

Possibly feedback collected by Refuge. Feedback generally received at weekly meetings via Refuge or Victim Support advising victims no longer require support of intervention.

Dunedin

SUMMARY MEETING INFORMATION

Location of meeting	Dunedin
Attendees	Te Whare Pounamu Dunedin Women's Refuge, CYF, Stopping Violence Dunedin, DHB FVC, Probation, Victim Support, Police, Shakti Dunedin
Coordinating organisation	Police
Structure of meetings	Weekly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	40
Police stations covered	Dunedin Central, Dunedin South, Dunedin North, Mosgiel, Port Chalmers, Portobello, Waikouaiti, Middlemarch
CYF office	Dunedin
Refuge that attends	Te Whare Pounamu Dunedin Women's Refuge (NCIWR) Shakti Dunedin (NCIWR)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	1160
Total FVIRs that resulted one or more offences (2011)	703
Percentage of FVIRs that resulted in one or more offences (2011)	61%
Total Police Safety Orders Issued (2011)	113
Total Police Safety Order Breaches Reported (2011)	12
Total Police Protection Order Breaches Reported (2011)	63

CYF DATA by CYF Site/s

CYF Site/s	Otago Rural
Total Police Family Violence Notifications and Referrals to CYF	607
Percentage that were notifications	11%
Percentage of referrals (including notifications) that received a Family Violence service	90%
Percentage of referrals (including notifications) that had no further action	3%

Client Outcomes for Notifications Further Action Required: 43
No Further Action: 20
Partnered Response: 3
Refer Family Violence Services: 0

Client Outcomes for Referrals No Further Action: 524
Refer Family Violence Services: 17

AREA DEMOGRAPHICS

Police District	Southern
DHB Area	Southern DHB
Urban/Rural	Urban, some rural surrounds
TLAs covered	Dunedin
Population of the TLA	124,800 in Dunedin City TLA
Ethnicity of TLA	91% European or other, 7% Maori ethnic group, 6% Asian, 2% Pacific for Dunedin TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

Police the weekly reports from business objects (from previous week) Police each check our information on that family and report back to the FVIRS.

Any urgent / serious cases from PolFVIRS can be brought to table from any agency.

All Pol FVIRS with children under 5 are faxed to Plunket

Referrals are done verbally directly to the agency if that is the decision at the meeting

Referrals are done at the meeting and that is recorded in minutes.

It is usually fairly clear as per the needs. Can be two or three agencies with one family. i.e. police - prosecution, CYFS - children concerns and Womens Refuge with women or Victim Support with male.

Case Management

No one checking ongoing case management - definitely a gap for us.

Risk Screening and Risk Assessment

No separate high risk meeting - They deal with them all.

Various factors - risk score - combined with knowledge of previous relationships, agencies involved.

Information Management (*distributing referrals, storing data, administration*)

PolFVIRS are faxed to Refuge and CYF. Police enter all relevant information into NIA after FVIARS meeting.

Informing Service Users

Usually they are told they are part of the meeting but not necessary. Most would know the matter is discussed and especially if there is any follow up.

Review of FVIARS processes

Currently going through a review process to try and get a better system. Police called a review meeting August and November 2011 and March 2012. Trying to make changes - changed already from having the meetings solely at the police station to be rotated around the 3 key agencies.

Evaluation of outcomes for victims (service users) – *e.g is feedback collected from victims (service users) that have been part of the process, is there any indications that victim safety is improved by this process*

This is something Police will consider getting their social work student to do this year.

Gisborne Area - Gisborne Central

SUMMARY MEETING INFORMATION

Location of meeting	Gisborne
Attendees	Police, CYFS, Te Whare Tu Wahine Women's Refuge, TAIN Coordinator, Tauawhi Men's centre, Community Probation, Barnardos, Family Works, Age Concern, Housing NZ, Plunket, Pacific Island Trust, Te Kupenga - Mental Health + A&D Services, Victim Support, Tairāwhiti District Health, Turanga Health, Te Runanga o Ngāti Porou - Family Start & Strengthening Whanau
Coordinating organisation	Chaired by Police and or TAIN Coordinator administered by TAIN
Structure of meetings	Weekly
Referrals included	All POLFVIRS from Police and Agencies can and do introduce cases to this forum
Referrals (weekly average)	45
Police stations covered	Matawai, Te Karaka, Gisborne, Kaiti, Manutuke
CYF office	Gisborne
Refuge that attends	Te Whare Tu Wahine Womens Refuge (Independent)
Guiding documentation	TAIN has an operating manual with information for all providers in the group

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	2240
Total FVIRs that resulted one or more offences (2011)	1434
Percentage of FVIRs that resulted in one or more offences (2011)	64%
Total Police Safety Orders Issued (2011)	248
Total Police Safety Order Breaches Reported (2011)	17
Total Police Protection Order Breaches Reported (2011)	193

CYF DATA by CYF Site/s

CYF Site/s	Gisborne
Total Police Family Violence Notifications and Referrals to CYF	2772
Percentage that were notifications	14%
Percentage of referrals (including notifications) that received a Family Violence service	43%
Percentage of referrals (including notifications) that had no further action	50%

Client Outcomes for Notifications

Additional Information:
Further Action Required: 150
No Further Action: 123
Partnered Response: 43
Refer Family Violence Services: 60

Client Outcomes for Referrals

No Further Action: 1070
Refer Family Violence Services: 1326

AREA DEMOGRAPHICS

Police District	Eastern
DHB Area	Tairāwhiti DHB
Urban/Rural	Small city, rural surrounds
TLAs covered	Gisborne District
Population of the TLA	46,500 in Gisborne TLA (note some of this population is served by the East Coast FVIARS)
Ethnicity of TLA	63% European or other, 47% Maori ethnic group, 2% Asian, 3% Pacific for Gisborne TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

All FVIR's reviewed & agencies can and do introduce cases to this forum
Visit within 12 hours

Risk Screening and Risk Assessment

Daily 'Risk Mitigation' meetings with Police, TAIN, CYF and Women's Refuge

Information Management (*distributing referrals, storing data, administration*)

Daily meeting at police station by CYF, Police, Victim support and refuge review all POLFVRs (2) All POLFVRs involving children are faxed to the CYF call centre daily
TAIN have own database separate from Police

Informing Service Users

Annual planning and FVIARS training for agencies & their staff
Currently Reviewing FVIARS MoU.

Gisborne Area - Ruatoria/East Coast

SUMMARY MEETING INFORMATION

Location of meeting

Attendees	Police, TAIN Coordinator, Ngati Porou Hauora, CYFS, Te Runanga o Ngati Porou, Te Kupenga Mental Health
Coordinating organisation	Chaired by Police and or TAIN Coordinator administered by TAIN
Structure of meetings	Fortnightly
Referrals included	All POLFVIRS from Police and Agencies can and do introduce cases to this forum
Referrals (weekly average)	
Police stations covered	Te Araroa, Ruatoria, Tokomaru Bay, Tologa Bay
CYF office	Gisborne
Refuge that attends	No Refuge attends
Guiding documentation	TAIN has an operating manual with information for all providers in the group

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	194
Total FVIRs that resulted one or more offences (2011)	125
Percentage of FVIRs that resulted in one or more offences (2011)	64%
Total Police Safety Orders Issued (2011)	4
Total Police Safety Order Breaches Reported (2011)	0
Total Police Protection Order Breaches Reported (2011)	7

CYF DATA by CYF Site/s

CYF Site/s	Gisborne		
Total Police Family Violence Notifications and Referrals to CYF	2772		
Percentage that were notifications	14%		
Percentage of referrals (including notifications) that received a Family Violence service	43%		
Percentage of referrals (including notifications) that had no further action	50%		
Client Outcomes for Notifications	Additional Information:	Client Outcomes for Referrals	No Further Action: 1070
	Further Action Required: 150		Refer Family Violence Services: 1326
	No Further Action: 123		
	Partnered Response: 43		
	Refer Family Violence Services: 60		

AREA DEMOGRAPHICS

Police District	Eastern
DHB Area	Tairāwhiti DHB
Urban/Rural	Small city, rural surrounds
TLAs covered	Gisborne District
Population of the TLA	46,500 in Gisborne TLA (note most of this population would be served by the Gisborne FVIARS)
Ethnicity of TLA	63% European or other, 47% Maori ethnic group, 2% Asian, 3% Pacific for Gisborne TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

All FVIR's reviewed & agencies can and do introduce cases to this forum
Visit within 12 hours

Information Management (*distributing referrals, storing data, administration*)

Daily meeting at police station by CYF, Police, Victim support and refuge review all POLFVIRs. All POLFVIRs involving children are faxed to the CYF call centre daily
TAIN have own database separate from Police

Review of FVIARS processes

Annual planning and FVIARS training for agencies & their staff
Currently Reviewing FVIARS MoU.

Gisborne Area - Wairoa

SUMMARY MEETING INFORMATION

Location of meeting	Wairoa
Attendees	Police, Victim Support, Te Korowai Āwhina Trust, Kahungunu Executive - Mental Health, Family Start, Social Services, Manaaki House, Te Whare Tu Wahine Women's Refuge, CYFS
Coordinating organisation	Chaired and administered by Police
Structure of meetings	Weekly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	6
Police stations covered	Tuai, Kotemaori, Wairoa, Nuhaka
CYF office	Wairoa
Refuge that attends	Te Whare Tu Wahine Womens Refuge (Independent)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	331
Total FVIRs that resulted one or more offences (2011)	188
Percentage of FVIRs that resulted in one or more offences (2011)	57%
Total Police Safety Orders Issued (2011)	43
Total Police Safety Order Breaches Reported (2011)	4
Total Police Protection Order Breaches Reported (2011)	17

CYF DATA by CYF Site/s

CYF Site/s	Gisborne		
Total Police Family Violence Notifications and Referrals to CYF	2772		
Percentage that were notifications	14%		
Percentage of referrals (including notifications) that received a Family Violence service	43%		
Percentage of referrals (including notifications) that had no further action	50%		
Client Outcomes for Notifications	Additional Information:	Client Outcomes for Referrals	No Further Action: 1070
	Further Action Required: 150		Refer Family Violence Services: 1326
	No Further Action: 123		
	Partnered Response: 43		
	Refer Family Violence Services: 60		

AREA DEMOGRAPHICS

Police District	Eastern
DHB Area	Tairāwhiti DHB
Urban/Rural	Small town with rural surrounds
TLAs covered	Wairoa District
Population of the TLA	8,440 in Wairoa TLA
Ethnicity of TLA	53% European or other, 59% Maori ethnic group, 1% Asian, 2% Pacific for Wairoa TLA

HOW THE PROCESS WORKS

Review of FVIARS processes

Annual planning and FVIARS training for agencies & their staff
Currently Reviewing FVIARS MoU.

Gore

SUMMARY MEETING INFORMATION

Location of meeting	Gore Child Youth Family office
Attendees	Women's Refuge, Police, CYF, Probation
Coordinating organisation	Police
Structure of meetings	Monthly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	4
Police stations covered	Tapanui, Riversdale, Gore, Mataura and Wyndham
CYF office	
Refuge that attends	Gore Women's Refuge Te Whare Piringa o Marua Wai (NCIWR)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	285
Total FVIRs that resulted one or more offences (2011)	245
Percentage of FVIRs that resulted in one or more offences (2011)	86%
Total Police Safety Orders Issued (2011)	21
Total Police Safety Order Breaches Reported (2011)	2
Total Police Protection Order Breaches Reported (2011)	24

CYF DATA by CYF Site/s

CYF Site/s	Gore
Total Police Family Violence Notifications and Referrals to CYF	642
Percentage that were notifications	24%
Percentage of referrals (including notifications) that received a Family Violence service	49%
Percentage of referrals (including notifications) that had no further action	30%

Client Outcomes for Notifications	Additional Information:	Client Outcomes for Referrals	No Further Action: 300
	Further Action Required: 123		Refer Family Violence Services: 191
	No Further Action: 16		
	Partnered Response: 12		
	Refer Family Violence Services: 0		

AREA DEMOGRAPHICS

Police District	Southern
DHB Area	Southern DHB
Urban/Rural	Small town, rural surrounds
TLAs covered	Gore District
Population of the TLA	12,300 in Gore TLA
Ethnicity of TLA	93% European or other, 10% Maori ethnic group, 1% Asian, 1% Pacific for Gore TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

FVIR's are sent out to agencies

Police research each case to be discussed at the meeting

A spreadsheet is compiled by Police and distributed to relevant FVIARS participants

At the meeting cases are discussed and referrals made to appropriate agency

Information shared on an informal basis

Case Management

Only for serious cases or if deemed appropriate.

Refuge contact other agencies between meetings where necessary to ensure safety of everyone

Risk Screening and Risk Assessment

Local knowledge, repeat cases and Police risk score

Information Management (*distributing referrals, storing data, administration*)

Picked up from police Station

Police system

Informing Service Users

Not always

Review of FVIARS processes

Looking including Probation as part of the process

Evaluation of outcomes for victims (service users) – *e.g is feedback collected from victims (service users) that have been part of the process, is there any indications that victim safety is improved by this process*

Outcomes not always evaluated but everyone's safety is checked based on data reviewed at meetings

Hamilton City

SUMMARY MEETING INFORMATION

Location of meeting	Hamilton City
Attendees	Te Whakaruruhau Maori Women's Refuge, Hamilton Refuge and Support Services, Police, CYF, Barnardos, HAIP
Coordinating organisation	HAIP
Structure of meetings	daily during weekdays
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	80 -100
Police stations covered	Nawton, Frankton, Hamilton North, Glenview, Hamilton Central, West Hamilton, East Hamilton, Hamilton Airport
CYF office	Hamilton East and West They alternate their attendance at the Integrated community response meetings: Mon, Tues, Wed one site and Thursday and Fridays the other site.
Refuge that attends	Te Whakaruruhau Maori Women's Refuge (NCIWR) Hamilton Refuge and Support Services (NCIWR)
Guiding documentation	HAIP was established prior to 2006 MoU.

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	4847
Total FVIRs that resulted one or more offences (2011)	1811
Percentage of FVIRs that resulted in one or more offences (2011)	37%
Total Police Safety Orders Issued (2011)	324
Total Police Safety Order Breaches Reported (2011)	18
Total Police Protection Order Breaches Reported (2011)	267

CYF DATA by CYF Site/s

CYF Site/s	Waikato East and Waikato West
Total Police Family Violence Notifications and Referrals to CYF	9369
Percentage that were notifications	11%
Percentage of referrals (including notifications) that received a Family Violence service	37%
Percentage of referrals (including notifications) that had no further action	55%

Client Outcomes for Notifications Additional Information: 20
Further Action Required: 555
No Further Action: 273
Partnered Response: 143
Refer Family Violence Services: 0

Client Outcomes for Referrals No Further Action: 3190
Refer Family Violence Services: 5188

AREA DEMOGRAPHICS

Police District	Waikato
DHB Area	Waikato DHB
Urban/Rural	Urban
TLAs covered	Hamilton City
Population of the TLA	143,400 in Hamilton City TLA
Ethnicity of TLA	74% European or other, 20% Maori ethnic group, 11% Asian, 4% Pacific for Hamilton City TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

HAIP coordinator collects the PolFVIRs from police in the morning

Police try and enter the PolFVIRs information into their data base before 8am. Maree takes 4 photocopies of the POLFVIRs – 1 for HAIP, 1 for CYF, 1 for CYF, 1 for Refuge and 1 for the HAIP men's programme co-ord (if the offender is know to them) otherwise it is kept as a reserve.

Group meet daily. The police send a PDF of individual cases based on the Pol FVIR information.

CYF get a copy of every Pol FVIR whether or not there are children identified as being at the scene- often there are no children recorded on the Pol FVIR but do show up on CYF records.

HAIP Coordinator case manages – when the Pol FVIR s come to HAIP coordinator undertakes a quick file assessment. This includes a risk assessment – looks over the file (history) and at the particular incident on the PolFVIR - 2 risk standards are assigned.

Very high and cases are referred to the FST.

A chronic flag is assigned to cases where there are repeats but the violence is not escalating but the violence is endemic and therefore a risk to the family.

Past involvement from community and government agencies is tracked and the number of times an agency has been referred to each case is noted on the cover sheet.

Agencies keep their own notes from their interventions – HAIP record the contact made and don't record information about the intervention – but it can be tracked.

Group do review Pol FVIR and if look like should have been an arrest then group will ask the police to look at arresting.

Once an agency accepts the case it is expected a response will be undertaken (this means face to face).

Usually there is a primary agency and a secondary agency assigned to the case.

All domestic violence cases come into the integrated community response team

Agencies part of integrated community response include – Refuge, Family start, Barnardos, CYF, Police, HAIP, Probation.

There is not a MOU in place that has been signed off by all agencies.

All members at the table are there to ensure information is shared and actions by agencies are monitored.

The integrated response is on the victim not the offender. There is no focus on him except through the formal criminal process- if he is in the men's group already when the offending takes place then a copy of the incident is sent to them to address it with him.

They do have a male advocate for male victims

Any cases can come back for review if agency's have concerns about them.

If no contact is made with the victim then the members can say that cases remain open.
Police tell victims to expect to get a visit from the integrated community response. It is general knowledge in Hamilton that this is how it works.

Case Management

There is a gap in the system in that there is no overall monitoring of cases
Very high risk and high risk cases are reviewed the following week to monitor outcome of agency contact.

Risk Screening and Risk Assessment

Police will sometimes help with visits on Community response if the risk is very high – Refuge might take police with them if very high risk.

Refuge get the high/very high risk referrals, they do an assessment and send cases back to the table if need be.
FVIARS refer to FST cases where people are not engaging with services, are high risk and complex needs
High risk cases get an immediate response, medium and low risk cases receive a visit or phone call. Refuge respond to all crisis responses via access to police radio

Information Management (*distributing referrals, storing data, administration*)

At time of incident, all 16+ risk are faxed to the CYF call centre
Police database is updated at the daily meeting

Administration: HAIP Coordinator works 40 hours, Serena works on IT systems and information flow.

Hastings

SUMMARY MEETING INFORMATION

Location of meeting	Hastings
Attendees	Police, CYF, Hastings Womens Refuge, Community Probation and Psychological Services, Tangata Piringa Maori Women's Refuge , Dove HB, HB DHB Mental Health Services Team
Coordinating organisation	Chaired by Police, administered by LIVE - HB Coordinator
Structure of meetings	Weekly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	40 -50
Police stations covered	Hastings, Clive, Havelock North, Flaxmere
CYF office	Hastings
Refuge that attends	Tangata Piringa Maori Women's Refuge (NCIWR)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding Is a living document and is updated annually

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	2286
Total FVIRs that resulted one or more offences (2011)	1251
Percentage of FVIRs that resulted in one or more offences (2011)	55%
Total Police Safety Orders Issued (2011)	196
Total Police Safety Order Breaches Reported (2011)	8
Total Police Protection Order Breaches Reported (2011)	221

CYF DATA by CYF Site/s

CYF Site/s	Hastings		
Total Police Family Violence Notifications and Referrals to CYF	2741		
Percentage that were notifications	13%		
Percentage of referrals (including notifications) that received a Family Violence service	74%		
Percentage of referrals (including notifications) that had no further action	16%		
Client Outcomes for Notifications	Additional Information: 3	Client Outcomes for Referrals	No Further Action: 1955
	Further Action Required: 198		Refer Family Violence Services: 438
	No Further Action: 73		
	Partnered Response: 74		
	Refer Family Violence Services: 0		

AREA DEMOGRAPHICS

Police District	Eastern
DHB Area	Hawkes Bay DHB
Urban/Rural	Small city, rural surrounds
TLAs covered	Hastings
Population of the TLA	75,100 in Hastings TLA (note this covers all rural area surrounding Napier as well which is likely to be served by the Napier FVIARS)
Ethnicity of TLA	77% European or other, 24% Maori ethnic group, 3% Asian, 6% Pacific for Hastings TLA

HOW THE PROCESS WORKS

Referrals Process *(meeting preparation, the meeting, follow up)*

POL400 list compiled and sent to partner agencies.

Prep - Minutes, Family Violence Summaries, active charges, bail conditions and offender photo

Meeting held and plans put in place.

Minutes completed and sent out.

Case Management

Cases are left open until we all agree to close.

Risk Screening and Risk Assessment

FVIR and other relevant information

Information Management *(distributing referrals, storing data, administration)*

Faxed but under review to be scanned.

FVC has interagency case management entered in NIA

LIVE Hawkes Bay re: initial minutes

Administration and preparation

Community Agencies: Check history and current involvement

Police: Minutes, FV summaries, active charges and bail conditions, photo

Administration: Yes from LIVE Hawkes Bay

Review of FVIARS processes

Strategic planning day occurs every year.

Numerous changes have occurred over the last five years.

Horowhenua - Levin / Otaki / Foxton

SUMMARY MEETING INFORMATION

Location of meeting	Levin
Attendees	CYF, Probation, H.A.L.T (Horowhenua Abuse Lisison Team), Te Roopu Whakaruruhau o Nga Wahine Maori Women's Refuge, Palmerston North Women's Refuge, Court Victim Advisor, PHO Mental Health
Coordinating organisation	Police
Structure of meetings	Weekly Two Tier Process - FVIARS and Wider NGO meeting
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	20
Police stations covered	Levin, Foxton, Foxton Beach, Otaki, Shannon
CYF office	Levin
Refuge that attends	Palmerston North Women's Refuge - Levin Office (NCIWR) Te Roopu Whakaruruhau o Nga Wahine Maori Women's Refuge (NCIWR)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding Letter of Agreement - Guideline for operational practice and key responsibilities of all partner agencies Schedule Two - How the process works HALT Intervention Referral and Outcomes Policy

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	1125
Total FVIRs that resulted one or more offences (2011)	477
Percentage of FVIRs that resulted in one or more offences (2011)	42%
Total Police Safety Orders Issued (2011)	80
Total Police Safety Order Breaches Reported (2011)	3
Total Police Protection Order Breaches Reported (2011)	68

CYF DATA by CYF Site/s

CYF Site/s	Horowhenua
Total Police Family Violence Notifications and Referrals to CYF	1306
Percentage that were notifications	34%
Percentage of referrals (including notifications) that received a Family Violence service	73%
Percentage of referrals (including notifications) that had no further action	8%

Client Outcomes for Notifications

Additional Information:
Further Action Required: 231
No Further Action: 136
Partnered Response: 6
Refer Family Violence Services: 76

Client Outcomes for Referrals

No Further Action: 823
Refer Family Violence Services: 34

AREA DEMOGRAPHICS

Police District	Central
DHB Area	Mid Central DHB
Urban/Rural	Small towns with rural surrounds
TLAs covered	Horowhenua
Population of the TLA	30,600 in Horowhenua TLA
Ethnicity of TLA	84% European or other, 21% Maori ethnic group, 3% Asian, 4% Pacific for Horowhenua TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

All POLFVIRs emailed by data entry to Maori and General Womens Refuges as well as CYF. If the Pol400 is a serious 'risk' case, information is faxed immediately to appropriate agency (CYF, Refuge)
Business objects FV report circulated to all FVIARS participants day before meeting in order for those agencies to check history within their own databases. This information if relevant is brought to FVIARS.

Case Management

Outcomes of case management actions are reported by each agency weekly. Cases are reviewed for increases in risk and up scaling of response. HALT monitors all NGO interventions and case management.
Previous interventions and case management also reviewed and this information measures
Daily review of incidents by FVC and HALT Coordinator, any urgent actions needed are followed up

Risk Screening and Risk Assessment

Occurrence parties are reviewed for previous FV history; protective factors; other criminal behaviour that heightens risk; information on offender insight into behaviour as well as their demeanour to take into consideration the safety of the intervening agency. High risk cases are managed by statutory agencies, med to lower at NGO level. Advice is given on door knock in pairs for safety or meeting in a safe place.

Information Management (*distributing referrals, storing data, administration*)

Spreadsheet saved on shared folder for everyone within Police to access. This spreadsheet is emailed to other agencies. HALT Coordinator has access to Police files to prepare for FVIARS meeting

Informing Service Users

Happens most times at the occurrence by the attending officer

Review of FVIARS processes

Last occurred in 2010 and moved to a two tier process

Evaluation of outcomes for victims (service users) – *e.g is feedback collected from victims (service users) that have been part of the process, is their any indications that victim safety is improved by this process*

Only anecdotal information and feedback given to agencies that victims appreciated the FVIARS / HALT process

Huntly

SUMMARY MEETING INFORMATION

Location of meeting	Huntly
Attendees	Te Whakaruruhau Maori Women's Refuge, Hamilton Refuge and Support Services, Police, CYF, (Unnamed NGO's)
Coordinating organisation	Police
Structure of meetings	Fortnightly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	18
Police stations covered	Huntly, Raglan, Ngaruawhaia, Te Rapa, Te Kauwhata
CYF office	Waikato East
Refuge that attends	Te Whakaruruhau Maori Women's Refuge (NCWIR) Hamilton Refuge and Support Services (NCWIR)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding No additional protocols developed

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	1018
Total FVIRs that resulted one or more offences (2011)	432
Percentage of FVIRs that resulted in one or more offences (2011)	42%
Total Police Safety Orders Issued (2011)	99
Total Police Safety Order Breaches Reported (2011)	5
Total Police Protection Order Breaches Reported (2011)	55

CYF DATA by CYF Site/s

CYF Site/s	Waikato East		
Total Police Family Violence Notifications and Referrals to CYF	5136		
Percentage that were notifications	10%		
Percentage of referrals (including notifications) that received a Family Violence service	35%		
Percentage of referrals (including notifications) that had no further action	58%		
Client Outcomes for Notifications	Additional Information: 8 Further Action Required: 288 No Further Action: 149 Partnered Response: 71 Refer Family Violence Services: 0	Client Outcomes for Referrals	No Further Action: 1634 Refer Family Violence Services: 2986

AREA DEMOGRAPHICS

Police District	Waikato
DHB Area	Waikato DHB
Urban/Rural	Small towns, rural surrounds
TLAs covered	Waikato District
Population of the TLA	48,300 in Waikato TLA
Ethnicity of TLA	79% European or other, 26% Maori ethnic group, 3% Asian, 2% Pacific for Waikato TLA

HOW THE PROCESS WORKS

No Information Provided

Hutt Valley

SUMMARY MEETING INFORMATION

Location of meeting	Lower Hutt
Attendees	CYF, Hutt Valley Women's Refuge, Kokiri Marae Maori Womens Refuge. Upper Hutt Police, Lower Hutt Police, Hutt Family Safety Team, Probation
Coordinating organisation	Police
Structure of meetings	Weekly
Referrals included	All Police FVIRs Focus on Pol FVIRS that include children
Referrals (weekly average)	90
Police stations covered	Taita, Naenae, Lower Hutt, Petone, Wainuiomata, Eastbourne, Stokes Valley, Upper Hutt
CYF office	Upper Hutt, Lower Hutt
Refuge that attends	Hutt Valley Women's Refuge (NCIWR) Kokiri Marae Maori Womens Refuge (NCIWR)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding No additional protocols developed

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	3154
Total FVIRs that resulted one or more offences (2011)	1704
Percentage of FVIRs that resulted in one or more offences (2011)	54%
Total Police Safety Orders Issued (2011)	301
Total Police Safety Order Breaches Reported (2011)	17
Total Police Protection Order Breaches Reported (2011)	242

CYF DATA by CYF Site/s

CYF Site/s	Hutt Valley
Total Police Family Violence Notifications and Referrals to CYF	3726
Percentage that were notifications	23%
Percentage of referrals (including notifications) that received a Family Violence service	78%
Percentage of referrals (including notifications) that had no further action	4%

Client Outcomes for Notifications
Additional Information: 21
Further Action Required: 439
No Further Action: 179
Partnered Response: 232
Refer Family Violence Services: 0

Client Outcomes for Referrals
No Further Action: 2718
Refer Family Violence Services: 137

AREA DEMOGRAPHICS

Police District	Wellington
DHB Area	Hutt Valley DHB
Urban/Rural	Urban
TLAs covered	Lower Hutt and Upper Hutt Cities
Population of the TLA	143,800 in both TLAs
Ethnicity of TLA	73% European or other, 17% Maori ethnic group, 9% Asian, 11% Pacific for Lower Hutt TLA, 86% European or other, 14% Maori ethnic group, 4% Asian, 5% Pacific for Upper Hutt TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

Refuge input all reports into their database as soon as they are received. Client summaries are then attached and reports given to Support Worker for contact to be made

If telephone contact is made, then support is offered with a view to an initial assessment with the agency, although Refuge find most women contacted just want information forwarded to them. After three unsuccessful attempted calls, a letter is forwarded to the woman (suggesting that she calls the agency), along with information pack.

The resulting information is then entered in to the database and details are written alongside the relevant incident on the weekly occurrence report for reporting at the FVIARS meeting

Police complete a business objects search of all family violence calls for service and this is distributed the weeks prior to the meeting to all agencies

Police facilitates the meeting, reading through incidents. CYF responds with information that they have regarding the family and then Refuge advises what action they have taken. Depending on the severity of the incident there are a variety of actions that may be taken. Police may decide to visit the family (either the FST or FVT) CYF may decide that a notification is necessary, or if a woman has agreed to an assessment with Refuge, it may be decide to wait until she has engaged to see what steps need to be taken. Hutt City Refuge takes on board any concerns that organisation may have and will agree to contact the women and treat this as a referral

Referrals are discussed at meeting. Police usually decide priorities and action to be taken.

This is ongoing as Police follow up with tasks at next meeting.

Lots of the high risk families are repeats, so they get discussed regularly.

Feedback at the meetings is seen as vital, so that all those taking part are aware of what steps have been taken and where the family progress is at

Regular emails are sent from Refuge to CYF updating them on attendance / non-attendance of the FVIR women.

Case Management

There is no actual mechanism for ongoing case management that records this data, or keeps track of follow up apart from notes taken by CYF. It is the responsibility of each agency to complete any tasks that come out of this meeting. We trust that this will happen.

Risk Screening and Risk Assessment

Any high risk incidents are handled by the Family Safety Team and the FVT

Sometimes victims in high risk situations are provided with house alarms, cell phones, red flagged with Police to respond immediately

Risk is identified firstly by Risk /lethality score on the PolFVIR, secondly by the information that the woman relays to Refuge, thirdly by the information that both Police and CYF have on file for both the victim and offender.

Through repeat incidents, risk scores and discussion with agencies

Information Management (*distributing referrals, storing data, administration*)

Currently hand delivered, am in the process of implementing a scanning process. This has met some resistance as some of the agencies have stated that they cannot afford the paper to print the forms out onto.

Police Staff, NIA

Informing Service Users

Police are not aware that anyone is telling families that they are part of the FVIARS process.

When Refuge rings the women and there are children involved, they are advised that CYF also receive a copy of the PolFVIR. This is done to so they are aware they maybe contacted by CYF.

Evaluation of outcomes for victims (service users) – *e.g is feedback collected from victims (service users) that have been part of the process, is there any indications that victim safety is improved by this process*

The outcomes for Refuge are evaluated by the number of women who attend an initial assessment following a PolFVIR referral. This is captured on the NCIWR database.

No feedback is collected from victims on the FVIARS process

Not as part of the FVIARS process but Maori Womens Refuge do collect feedback form women as apart of other surveys they have completed

Invercargill

SUMMARY MEETING INFORMATION

Location of meeting	Invercargill
Attendees	Police, Te Whare Invercargill Womens Refuge, Probation, CYF, Stopping Violence Southland
Coordinating organisation	Police
Structure of meetings	Weekly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	30
Police stations covered	North Invercargill, Central Invercargill, South Invercargill, Bluff, Winton, Riverton, Otautau, Tuatapere
CYF office	Invercargill
Refuge that attends	Te Whare Invercargill Womens Refuge (NCIWR)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	1919
Total FVIRs that resulted one or more offences (2011)	1202
Percentage of FVIRs that resulted in one or more offences (2011)	63%
Total Police Safety Orders Issued (2011)	158
Total Police Safety Order Breaches Reported (2011)	17
Total Police Protection Order Breaches Reported (2011)	104

CYF DATA by CYF Site/s

CYF Site/s	Southland		
Total Police Family Violence Notifications and Referrals to CYF	218		
Percentage that were notifications	100%		
Percentage of referrals (including notifications) that received a Family Violence service	28%		
Percentage of referrals (including notifications) that had no further action	0%		
Client Outcomes for Notifications	Additional Information: Further Action Required: 111 No Further Action: 62 Partnered Response: 45 Refer Family Violence Services: 0	Client Outcomes for Referrals	No Further Action: 0 Refer Family Violence Services:

AREA DEMOGRAPHICS

Police District	Southern
DHB Area	Southern DHB
Urban/Rural	Small city, small towns and large rural surrounds
TLAs covered	Invercargill City and Southland Districts
Population of the TLA	81,900 in both TLAs
Ethnicity of TLA	92% European or other, 14% Maori ethnic group, 2% Asian, 3% Pacific for Invercargill City TLA, 95% European or other, 10% Maori ethnic group, 1% Asian, 1% Pacific for Southland TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

Spreadsheet is filled in as each case is discussed.

Any ongoing issues with cases are noted and are brought back at a later meeting

FVIR's are distributed to key parties. Referrals are made as appropriate by the lead agency of that case - normally Police but often CYF's or Refuge.

Case Management

Spreadsheet prepared by Police prior to meeting

At meeting cases are discussed

Risk Screening and Risk Assessment

Not specific but extra work does go into them.

By risk score but also by the collective knowledge of FVIARS members.

They are normally brought back to the meeting for updates.

Information Management (*distributing referrals, storing data, administration*)

Copied and disseminated.

Notes are entered into NIA System.

Review of FVIARS processes

Not Really.

Repeat cases are generally monitored but only informally.

New persons in the FV role each bring new ideas. There is no formal role. Within district there have been information and system swapping going on which benefits everybody.

The spreadsheet idea for example has been swapped around as has the introduction of other agencies into the process.

Kaikohe

SUMMARY MEETING INFORMATION

Location of meeting	Kaikohe
Attendees	Attendees Refuge, Police, CYF, Corrections, Victim Support, Ngapuhi Iwi Social Services, Northland DHD Child Protection/Mental Health, Te Hao Ora o Kaikohe (Family Start), Hokianga Health
Coordinating organisation	Police
Structure of meetings	Weekly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	25
Police stations covered	Keri Keri, Pahia, Russell, Kawakawa, Kaikohe, Kaeo, Rawene,
CYF office	Kaikohe
Refuge that attends	Mid North Women's Refuge (NCIWR)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding No additional protocols developed

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	762
Total FVIRs that resulted one or more offences (2011)	287
Percentage of FVIRs that resulted in one or more offences (2011)	38%
Total Police Safety Orders Issued (2011)	62
Total Police Safety Order Breaches Reported (2011)	1
Total Police Protection Order Breaches Reported (2011)	35

CYF DATA by CYF Site/s

CYF Site/s	Far North		
Total Police Family Violence Notifications and Referrals to CYF	1503		
Percentage that were notifications	38%		
Percentage of referrals (including notifications) that received a Family Violence service	47%		
Percentage of referrals (including notifications) that had no further action	21%		
Client Outcomes for Notifications	Additional Information: 6 Further Action Required: 327 No Further Action: 82 Partnered Response: 152 Refer Family Violence Services: 10	Client Outcomes for Referrals	No Further Action: 627 Refer Family Violence Services: 299

AREA DEMOGRAPHICS

Police District	Northland
DHB Area	Northland DHB
Urban/Rural	Small town, rural surrounds
TLAs covered	Far North District
Population of the TLA	58,400 in Far North TLA (part of this population served by Kaitaia FVIARS)
Ethnicity of TLA	68% European or other, 43% Maori ethnic group, 2% Asian, 3% Pacific for Far North TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

Information sharing protocol completed each meeting. Information sharing/confidentiality Referral process - to agencies incorporated.

All PolFVIRs discussed at this stage.

Refuge/ Victim Support Pol FVIRs are faxed and collected from staff. Other referrals only get made on meeting day not able to resource this any different given volume and

Ngapuhi Social Services offer some support to offenders

All Pol FVIR with women and children as victims are followed up by Refuge or Ngapuhi Social Services

Case Management

This process is monitored by Police and the area has recently developed a system where all high risk and repeat families are given extra support and follow up from within the Police response through to interagency response work is in its early stages but progress is being made

Risk Screening and Risk Assessment

This is completed by Police using current internal risk tools and also with refuge when clients engage using there process

Risk of lethality, history of offending, nature of the offence, involvement of children, mental health, drug and alcohol dependency access to weapons, intergenerational abuse

Review of FVIARS processes

Since the replacement of the FVC Police within Mid Far North there has been a review of the Area systems and structures both internally and externally, relationships with external partners that were not at the table have been worked on and those agencies now attend this is work in progress following the Wairarapa Model

Kaitaia

SUMMARY MEETING INFORMATION

Location of meeting	Kaitaia
Attendees	Work and Income, Northland Health Child Protection/Mental Health Services, Womens Refuge, Victim Support, Strengthening Families, Te Whare Ruruhau o Meri, Corrections, CYF, Te Hauora o te Hiku o te Ika, Taitokerau PHO, Te Oranga (Family Start), Waitomo Papakainga, Man Alive and Police
Coordinating organisation	Police
Structure of meetings	Weekly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	25
Police stations covered	Houhora, Kaitaia, Mangonui, Kohukohu
CYF office	Kaitaia
Refuge that attends	Whare Timatatanga Hou Ora Kaitaia Maori Women's Refuge (NCIWR)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	591
Total FVIRs that resulted one or more offences (2011)	201
Percentage of FVIRs that resulted in one or more offences (2011)	34%
Total Police Safety Orders Issued (2011)	21
Total Police Safety Order Breaches Reported (2011)	1
Total Police Protection Order Breaches Reported (2011)	40

CYF DATA by CYF Site/s

CYF Site/s	Far North
Total Police Family Violence Notifications and Referrals to CYF	1503
Percentage that were notifications	38%
Percentage of referrals (including notifications) that received a Family Violence service	47%
Percentage of referrals (including notifications) that had no further action	21%
Client Outcomes for Notifications	Additional Information: 6 Further Action Required: 327 No Further Action: 82 Partnered Response: 152 Refer Family Violence Services: 10
Client Outcomes for Referrals	No Further Action: 627 Refer Family Violence Services: 299

AREA DEMOGRAPHICS

Police District	Northland
DHB Area	Northland DHB
Urban/Rural	Small town, rural surrounds
TLAs covered	Far North District
Population of the TLA	58,400 in Far North TLA (part of this population served by Kaikohe FVIARS)
Ethnicity of TLA	68% European or other, 43% Maori ethnic group, 2% Asian, 3% Pacific for Far North TLA

HOW THE PROCESS WORKS

Referrals Process *(meeting preparation, the meeting, follow up)*

All POLFVIR are forwarded on a daily basis to either Refuge or Victim Support.

All overnight incidents are visited by Neighbourhood Policing Team and a rostered Maori Service Provider.

Other referrals are decided upon at the Pol FVIR meetings held weekly.

The list of all incidents within the 7 day period are forwarded out in a spreadsheet allowing agencies to come prepared for the meeting likewise a tasking sheet is forwarded out the day after the meeting.

Case Management

Some of the risk cases are reviewed the following week. We also case manage High risk cases as a team.

Risk Screening and Risk Assessment

No separate high risk process

Risk of lethality, history of offending, nature of the offence, involvement of children, mental health, drug and alcohol dependency access to weapons, intergenerational abuse

Informing Service Users

Women's Refuge always informs the victims of the PolFVIR process, it is also stated in the PolFVIR letter they get following an incident

Review of FVIARS processes

Since the replacement of the FVC Police within Mid Far North there has been a review of the Area systems and structures both internally and externally, relationships with external partners that were not at the table have been worked on and those agencies now attend this is work in progress following the Wairarapa Model

Evaluation of outcomes for victims (service users) – *e.g. is feedback collected from victims (service users) that have been part of the process, is there any indications that victim safety is improved by this process*

There is no evaluation or outcome process in place for FVIARS referrals, and there is no feedback collected from victims. Some agencies have their own evaluation forms which as for evaluation on all their services

Kapiti

SUMMARY MEETING INFORMATION

Location of meeting	Paraparaumu
Attendees	Te Whare Tiaki Wahine Maori Women's Refuge, Police, CYF Kapiti Living without Violence, Probations, Housing NZ
Coordinating organisation	Police
Structure of meetings	Weekly
Referrals included	All Pol FVIRs from Police
Referrals (weekly average)	
Police stations covered	Kapiti
CYF office	Paraparaumu
Refuge that attends	Te Whare Tiaki Wahine Maori Women's Refuge (NCIWR)
Guiding documentation	Family Violence Sharing Protocol developed by PNHQ September 2006

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	697
Total FVIRs that resulted one or more offences (2011)	282
Percentage of FVIRs that resulted in one or more offences (2011)	40%
Total Police Safety Orders Issued (2011)	40
Total Police Safety Order Breaches Reported (2011)	2
Total Police Protection Order Breaches Reported (2011)	47

CYF DATA by CYF Site/s

CYF Site/s	Porirua
Total Police Family Violence Notifications and Referrals to CYF	2520
Percentage that were notifications	36%
Percentage of referrals (including notifications) that received a Family Violence service	54%
Percentage of referrals (including notifications) that had no further action	20%

Client Outcomes for Notifications	Additional Information: 4 Further Action Required: 556 No Further Action: 220 Partnered Response: 110 Refer Family Violence Services: 20	Client Outcomes for Referrals	No Further Action: 1133 Refer Family Violence Services: 477
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AREA DEMOGRAPHICS

Police District	Wellington
DHB Area	Capital and Coast DHB
Urban/Rural	Towns with some rural surrounds
TLAs covered	Kapiti Coast TLA
Population of the TLA	49,400 in Kapiti TLA
Ethnicity of TLA	91% European or other, 13% Maori ethnic group, 3% Asian, 2% Pacific for Kapiti Coast TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

Information is shared with CYFS under section 66 of CYPFS act 1989. Privacy and Official Information Act Request. Pol 400 information is provided to Women's Refuge and on occasion with Probation Services. We keep meeting minutes that are routinely updated following each meeting as well as a spreadsheet of all Family Violence Incidents for our area.

Agencies must be relevant under the protocol outline. Pol 400 information is not disclosed with Kapiti Living without Violence or Housing NZ although they do attend our FVIARS meetings and relevant persons discussed in that forum.

Pol FVIR information involving children is routinely faxed to both Local CYF and National Office. Pol FVIRs collated daily from the Police Station by Women's Refuge. Relevant persons are discussed with Probations Services and other agencies outside of the meetings as required

Police: All new occurrences for the week are reviewed and graded. Minutes for the pending meeting are updated and to be monitored families added to the meeting and FV schedule.

Any action taken by any agency relating to that family is updated in the minutes as part of the case management plan for the family. Checks are made with the O/C of any FV arrest files.

The minutes and schedule are emailed to all representatives 2 days prior the meeting date. This allows time for discussion / any further action needed to be taken before the meeting.

Meetings are held weekly. A representative for each agency attends the meeting.

Police are responsible for chairing the meeting and keeping the minutes.

The agencies involved were existing agencies to the meeting at the time I took over the Family Violence Portfolio.

Prior to the meeting each agencies representative (CYF, Probation, LWOV, Housing, Refuge) is emailed a copy of the meetings minutes along with an excel spreadsheet containing all Recorded Family Violence Incidents for our area for the year to date. This invites discussion prior to the meeting.

Police Family violence coordinator grades the Pol FVIR with a C or B grading. B grading requires that they are put onto a monitored spreadsheet for further review at subsequent meetings.

All FV incidents on the spreadsheet are reviewed at the beginning of the meeting and discussions held over the graded number ie C or B. During this phase of the meeting some persons initially graded as a C (moderate grade) may be re graded for monitoring.

All cases are discussed and a management plan put in place for the Family. For example tasks are set for each relevant agency that are to be completed / started before the next meeting for review.

All B monitored files remain active and assigned to either the FV coordinator or the relevant arresting officer. The paperwork is contained in a monitored file for easy review and access.

C grade files mean that the action taken to date is sufficient. If there is an arrest file the FV coordinator keeps a copy of the file until completion to assist the prosecuting officer in any matters that might arise and to act as a liaison person for the Prosecutor.

In some instances referrals are made to the Child Protection Teams, this will be via CYFS, arresting officer or the FV coordinator.

Other agencies outside of the FV meeting such as Youth Aid services, well stop, msd, DHB etc are engaged on an as needed basis.

Once a management plan is completed to the satisfaction of the meetings representative the case is filed and the Family Violence Coordinator files the active files and loads the Intervention Notes onto NIA.

Risk Screening and Risk Assessment

On occasion there will be discussions / action taken in regards to urgent FV matters that will not wait until the next meeting for discussion.

This would generally involve Refuge, CYFS and Probations Services formulating an action plan outside of usual meetings. This generally arise where there are immediate safety risks to victims and children

Information Management (*distributing referrals, storing data, administration*)

Faxed to CYFS and scanned and emailed to probations if required. Hard copies are provided to Women's Refuge Pol 400 information is loaded into NIA and attached to any relevant files that are filed in Records at the conclusion. Minutes and schedules of meetings are saved in a FV folder contained on the local shared drive

Administration and preparation

Police: Review meeting notes, categorise new POLS

Administration: Kapiti does not have any admin support person to assist in this process outside of the typist entering the grading information onto NIA. All admin matters has to be done by Police FV coordinator. The accounts for approx 60 - 70% of their overall work

Informing Service Users

Te Whare Tiaki Wahine Maori Women's Refuge has in place their own rituals of engagement (NCIWR/CYF Standards of practice)

Review of FVIARS processes

There is an annual evaluation process. An annual meeting is held between current members Police and Refuge meet on a regular basis to maintain a complementary strength based practice

Kawerau

SUMMARY MEETING INFORMATION

Location of meeting	Kawerau
Attendees	CYF, Probation, Community Mental Health, Family Works, Relationships Aotearoa , Whanau Awhina Women's Refuge, Victim Support, Manna Services, Tuwharetoa Ki Kawerau Social and Health Services, Te Huinga Trust, Ngati Awa Social & Health Service Trust
Coordinating organisation	Police
Structure of meetings	Fortnightly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	7
Police stations covered	Kawerau, Edgecumbe and Te Teko
CYF office	Whakatane
Refuge that attends	Whanau Awhina Women's Refuge (Independent)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	411
Total FVIRs that resulted one or more offences (2011)	194
Percentage of FVIRs that resulted in one or more offences (2011)	47%
Total Police Safety Orders Issued (2011)	54
Total Police Safety Order Breaches Reported (2011)	0
Total Police Protection Order Breaches Reported (2011)	37

CYF DATA by CYF Site/s

CYF Site/s	Whakatane
Total Police Family Violence Notifications and Referrals to CYF	1531
Percentage that were notifications	43%
Percentage of referrals (including notifications) that received a Family Violence service	42%
Percentage of referrals (including notifications) that had no further action	22%
Client Outcomes for Notifications	Client Outcomes for Referrals
Additional Information:	No Further Action: 548
Further Action Required: 517	Refer Family Violence Services: 325
No Further Action: 98	
Partnered Response: 27	
Refer Family Violence Services: 16	

AREA DEMOGRAPHICS

Police District	Bay of Plenty
DHB Area	Bay of Plenty DHB
Urban/Rural	Small town, rural surrounds
TLAs covered	Kawerau District
Population of the TLA	6990 in Kawerau TLA (note that this FVIARS may also cover some of south Whakatane District population)
Ethnicity of TLA	53% European or other, 60% Maori ethnic group, 2% Asian, 4% Pacific for Kawerau TLA

HOW THE PROCESS WORKS

Referrals Process *(meeting preparation, the meeting, follow up)*

Only criteria for agencies to be involved is if they can provide support to DV families. They would approach Police first instance to join - at each meeting, a task sheet, and once tasks completed a completed task sheet showing agency actions and outcomes.

Referrals to agencies made as a group discussion for each incident/family.

Decide on agency generally by previous engagement with a certain agency. Or specific to the offence/family needs. If children involved CYF automatic involvement, whether by info/intake. Other referrals will be made depending on the family situation and severity of offences/charges (if any identified). Agencies usually volunteer to work with the family if they "fit" their criteria i.e. woman's refuge or Relationships Aotearoa. Our local hauora's will work with them if they belong to their iwi, or have worked previously

Case Management

At each meeting, the Family Works FV co-ordinator records who is tasked with what referral. When agency has completed their task, they report back to this person who deals with task reminders/minutes of meetings. Tasks are entered into a database using Microsoft Access which is monitored by the Family Works Family Violence co-ordinator. The FV co-ordinator will also follow up on tasks that are outstanding with individual agencies. Once a file has been completed the Family Works FV co-ordinator then sends the closed file to Police data entry to enter into the Police database. We review of allocation of tasks - especially to Iwi agencies, who were becoming overloaded with families. Having to share the load between agencies a bit better.

Risk Screening and Risk Assessment

Repeat offenders/victims
High Risk scores/lethality checklists
Serious of offences/charges
Re-occurring FV incidents in short periods of time.

Information Management *(distributing referrals, storing data, administration)*

Police: Create a report of all incidents (from NIA) to send out prior to meeting via mail. Checks done on families to check prior intervention and court/charge details if necessary. This is generally a time consuming task. We are now using Business Objects

Administration: Police data entry personnel enter completed tasks into Police system NIA as "intervention"

Informing Service Users

Police should be informing victims of FV at scene/incident

Review of FVIARS processes

The FVIARS meeting process has been reviewed slightly over the years to try and make it work more efficiently (mostly admin changes). FVIARS report now distributed to agencies via email and is a typed word document which makes easy reading and easy for CYF to copy relevant info into CYRUS. Agencies get details of phone numbers/addresses and names to contact families.

Review of agency accountability of undertaking tasks and reporting they actually did happen did. Previously had been just discussed at end of meeting, verbally. No documentation of what involvement with family. Agencies now report back in writing, a quick report to say what they outcome of their intervention was.

Marlborough

SUMMARY MEETING INFORMATION

Location of meeting	Blenheim
Attendees	Women's Refuge Sexual Assault Resource Centre, Marlborough, CYF, Police, Corrections
Coordinating organisation	Police
Structure of meetings	Weekly Kaikoura has a subsequent fortnightly meeting with Police, Refuge, CYF and Probation to further discuss with local agencies to add further information
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	20
Police stations covered	Blenheim, Havelock Picton, Kaikoura
CYF office	Blenheim
Refuge that attends	Marlborough Women's Refuge Sexual Assault Resource Centre (NCIWR)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	727
Total FVIRs that resulted one or more offences (2011)	372
Percentage of FVIRs that resulted in one or more offences (2011)	51%
Total Police Safety Orders Issued (2011)	40
Total Police Safety Order Breaches Reported (2011)	3
Total Police Protection Order Breaches Reported (2011)	59

CYF DATA by CYF Site/s

CYF Site/s	Blenheim
Total Police Family Violence Notifications and Referrals to CYF	537
Percentage that were notifications	68%
Percentage of referrals (including notifications) that received a Family Violence service	37%
Percentage of referrals (including notifications) that had no further action	10%

Client Outcomes for Notifications	Additional Information: Further Action Required: 163 No Further Action: 61 Partnered Response: 122 Refer Family Violence Services: 17	Client Outcomes for Referrals	No Further Action: 136 Refer Family Violence Services: 38
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AREA DEMOGRAPHICS

Police District	Tasman
DHB Area	Nelson Marlborough DHB
Urban/Rural	Large town, small towns and rural surrounds
TLAs covered	Marlborough
Population of the TLA	45,300 in Marlborough TLA
Ethnicity of TLA	93% European or other, 11% Maori ethnic group, 2% Asian, 2% Pacific for Marlborough TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

PolFVIR are collated daily with action intervention plans drawn up from Police information and emailed to partner stakeholders. Each of the stakeholders then adds information from their organisation incorporates it in to the plan and emails back to the police in readiness for the weekly FVIRS meeting.

Case Management

Cases are discussed and plans put into place at the weekly FVIRS. High risk cases are monitored and able to be reviewed at the FVIRS. The Action Intervention plans are working documents that added in NIA as an attachment and with a hard copy added to the file upon filing. In addition the plans are working documents that are able to be updated and added to.

Risk Screening and Risk Assessment

Action Intervention Plans are devised collaboratively; regular monitoring sometimes one agency will take a lead role in this.

High Risk - direct action undertaken prior to FVIRS meeting

Past history, POLFVIR risk assessments, information from other agencies, children, and cultural, transient, isolation factors also considered with each of the stakeholder agencies supplying information known to them.

Information Management (*distributing referrals, storing data, administration*)

Using Action Intervention Plan template a plan is drawn up.

The plan contains Police relevant risk factor, screening and assessment data added and plan then emailed to other partner agencies. The Pol FVIRs are also scanned and emailed to CYFS and Womens Refuge daily
Feedback/ stakeholder info from partner agencies added to plan.

Data is stored in a weekly folder plus word documents in a station shared folder so all police staff have access.

Intervention Action Plan template drawn up.

Police NIA histories checked with relevant data and risk factors added and plan then emailed to other partner agencies.

Feedback from partner agencies added to plan.

Data is stored in a weekly folder plus word d

Administration and preparation

Community Agencies: Refuge - history checks and current involvement added to plan

At least 15 hours per week, during busy periods up to 25 hours

Police: Draw up and distribute action plan for meeting with risk info and Police action already taken

Administration: Typist - records FVIRS minutes and notes interventions. Adds NIA attachment of Action Intervention Plan plus hard copy of plan upon filing.

Informing Service Users

All clients are made aware of services available and that this has come about by way of a Police report of subsequent meeting

Review of FVIARS processes

Always a work in progress, and getting reviewed collaboratively (ie all agencies have input).This is largely undertaken by word of mouth although we have a yearly review of how we can improve the processes. Also look at other area's (eg Nelson) process. Have requested an updated FVIRS MOU (which I understand is taking place at National level)

Matamata-Piako

SUMMARY MEETING INFORMATION

Location of meeting	Morrinsville
Attendees	Te Hou Ora O Ngati Haua, Mental Health, Community Probation, Piako Whanau Community Trust, Barnardos, Morrinsville Community House, Starfish, Victim Support, CYF
Coordinating organisation	Piako Whanau
Structure of meetings	Weekly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	10
Police stations covered	Morrinsville, Matamata, Te Aroha
CYF office	Hauraki
Refuge that attends	No Refuge attends
Guiding documentation	Practice based on original 2006 Memorandum of Understanding

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	571
Total FVIRs that resulted one or more offences (2011)	291
Percentage of FVIRs that resulted in one or more offences (2011)	51%
Total Police Safety Orders Issued (2011)	36
Total Police Safety Order Breaches Reported (2011)	2
Total Police Protection Order Breaches Reported (2011)	28

CYF DATA by CYF Site/s

CYF Site/s	Hauraki		
Total Police Family Violence Notifications and Referrals to CYF	308		
Percentage that were notifications	86%		
Percentage of referrals (including notifications) that received a Family Violence service	21%		
Percentage of referrals (including notifications) that had no further action	28%		
Client Outcomes for Notifications	Additional Information:	Client Outcomes for Referrals	No Further Action: 25
	Further Action Required: 155		Refer Family Violence Services: 17
	No Further Action: 40		
	Partnered Response: 1		
	Refer Family Violence Services: 70		

AREA DEMOGRAPHICS

Police District	Waikato
DHB Area	Waikato DHB
Urban/Rural	Small towns with rural surrounds
TLAs covered	Matamata-Piako District
Population of the TLA	31,800 in Matamata-Piako TLA
Ethnicity of TLA	89% European or other, 14% Maori ethnic group, 3% Asian, 1% Pacific for Matamata-Piako TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

Allocated cases worked through first and updates given. If MSU delivered and engaged or not then closed. If not then left open.

New cases read out and allocated via area or agency with the expertise.

If serious child safety issues, then Police completed a notification to CYF. Case is then closed most of the time.

Both parties in most areas are contacted and informed of the process and offered services.

Referrals from Police to Network.

Referrals processed by Police and emailed out to network attendees.

Risk Screening and Risk Assessment

Risk Score, red flags. Local knowledge.

Information Management (*distributing referrals, storing data, administration*)

Email

Police data compiled by co-ordinator.

Police and Network Laptop

Review of FVIARS processes

Members present at network meeting review every case every week. If an agency has not made contact then it rolls over to the next week.

Every month there is a management meeting and there are overall reviews yearly.

If something crops up then matters are discussed weekly.

Napier

SUMMARY MEETING INFORMATION

Location of meeting	Napier
Attendees	Police, CYFS, Napier Women's Refuge, Community Probation & Psychological Services, HBDHB - Mental Health Services, DOVE - HB Team, Child Adolescent - Mental Health Services, Victim Support
Coordinating organisation	Chaired by Police, administered by LIVE - HB Coordinator
Structure of meetings	Weekly
Referrals included	All Police FVIRs Agencies can and do introduce other cases to this forum
Referrals (weekly average)	35
Police stations covered	Napier Central, Maraenui, Marewa, Taradale, Ahuriri, Bayview
CYF office	Napier
Refuge that attends	Napier Women's Refuge (NCIWR)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	1831
Total FVIRs that resulted one or more offences (2011)	1163
Percentage of FVIRs that resulted in one or more offences (2011)	64%
Total Police Safety Orders Issued (2011)	146
Total Police Safety Order Breaches Reported (2011)	10
Total Police Protection Order Breaches Reported (2011)	171

CYF DATA by CYF Site/s

CYF Site/s	Napier
Total Police Family Violence Notifications and Referrals to CYF	2094
Percentage that were notifications	7%
Percentage of referrals (including notifications) that received a Family Violence service	56%
Percentage of referrals (including notifications) that had no further action	37%

Client Outcomes for Notifications	Additional Information:	Client Outcomes for Referrals	No Further Action: 1160
	Further Action Required: 97		Refer Family Violence Services: 777
	No Further Action: 22		
	Partnered Response: 34		
	Refer Family Violence Services: 4		

AREA DEMOGRAPHICS

Police District	Eastern
DHB Area	Hawkes Bay DHB
Urban/Rural	Urban
TLAs covered	Napier City and part of Hastings TLA
Population of the TLA	57,600 in Napier City (note some of the Hastings TLA population of 75,100 is also likely to be served by the Napier FVIARS)
Ethnicity of TLA	85% European or other, 19% Maori ethnic group, 3% Asian, 3% Pacific for Napier City TLA, 77% European or other, 24% Maori ethnic group, 3% Asian, 6% Pacific for Hastings TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

POLFVIRS distributed by email to agencies from the police daily. Meeting preparation is processed by LIVE HB Coordinator and draft minutes with previous histories are distributed to members. All FVIR's reviewed & agencies can and do introduce cases to this forum. All POLFVIRs assessed and allocated for further action at the meeting. Male offenders referred to DOVE Hawkes Bay
Male victims referred to Victim Support
Woman offenders referred to DOVE Hawkes Bay
Woman victims are referred to Napier Refuge
Children are referred to CYFS or DOVE Hawkes Bay youth service.
Second Tier agencies referrals made for grief counselling, budgeting services etc.

Risk Screening and Risk Assessment

If a client is identified as high risk the following occurs:
Immediate referral to agency
Special address alert on Police Communication system
DOVE Hawkes Bay panic alarms
Placement at Refuge Safe House
Personal safety plan

Information Management (*distributing referrals, storing data, administration*)

All Pol FVIRs of 16+ immediately phoned / faxed to CYF at time of incident. All brought to meeting and additional Pol FVIRs decided at meeting to be serious enough for notification are then faxed to CYF

Review of FVIARS processes

Yearly strategic planning meetings.
Numerous changes have occurred over the last five years.

Nelson

SUMMARY MEETING INFORMATION

Location of meeting	Nelson
Attendees	Nelson Women and Children's Refuge Services, Police, CYF, Corrections
Coordinating organisation	Police
Structure of meetings	Weekly Motueka has separate meeting monthly - Motueka cases are discussed in Nelson meeting cases weekly and those requiring urgent attention are attended to. Those that can be deferred to the monthly meeting are
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	35-45
Police stations covered	Richmond, Wakefield, Renwick, Nelson Central, Stoke, Tahunanui, Motueka, Takaka,
CYF office	Nelson
Refuge that attends	Nelson Womens and Children Refuge Services (NCIWR)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	1489
Total FVIRs that resulted one or more offences (2011)	763
Percentage of FVIRs that resulted in one or more offences (2011)	51%
Total Police Safety Orders Issued (2011)	63
Total Police Safety Order Breaches Reported (2011)	4
Total Police Protection Order Breaches Reported (2011)	149

CYF DATA by CYF Site/s

CYF Site/s	Nelson
Total Police Family Violence Notifications and Referrals to CYF	1537
Percentage that were notifications	47%
Percentage of referrals (including notifications) that received a Family Violence service	42%
Percentage of referrals (including notifications) that had no further action	18%

Client Outcomes for Notifications

Additional Information:
 Further Action Required: 458
 No Further Action: 100
 Partnered Response: 159
 Refer Family Violence Services: 4

Client Outcomes for Referrals

No Further Action: 549
 Refer Family Violence Services: 267

AREA DEMOGRAPHICS

Police District	Tasman
DHB Area	Nelson Marlborough DHB
Urban/Rural	Small city with some rural surrounds
TLAs covered	Nelson and part of Tasman TLAs
Population of the TLA	92,800 in both TLAs (note part of the Tasman population of 47,300 will be served by the Motueka / Takaka FVIARS)
Ethnicity of TLA	93% European or other, 9% Maori ethnic group, 3% Asian, 2% Pacific for Nelson TLA, 96% European or other, 7% Maori ethnic group, 1% Asian, 1% Pacific for Tasman TLA

HOW THE PROCESS WORKS**Referrals Process** (*meeting preparation, the meeting, follow up*)

Police POLFVIRs distributed to FVIARS members prior to meeting together with BO report for the week. From the meeting it is established if Women's Support Link or Women's Refuge are engaged, where clients are engaged with this service they assume responsibility for providing ongoing support or referrals to other agencies for services that they are unable to provide.

Women's Support Link or Womens Refuge feeds back to the FVIARS meeting whether the client has engaged or not. In the case where clients do not engage with this service referrals to other services are made such as Stopping Violence Services Nelson, Get Safe Motueka, Male Room.

Where the victim is a male, a referral is forwarded to Victim Support to make contact and make any further necessary referrals.

Where children are present or concerns are held by the FVIARS team section 15 referrals are made to CYFS, often these result in partner response to provide support service for the families.

In the case of repeat family violence i.e. two incidents within 12 months reported to Police, a referral is made to the local Community Constable to engage with the family and support the family to engage with community services to address the issues identified at the FVIARS meeting, this could be A&D Consulting, engaging with local Marae, Relationship Services etc.

High risk Maori clients are referred to either our Maori Liaison Officer to engage with Ngati Koata or the Marae. Other ethnic groups are referred to Refugee Services and our repeat families or high risk are also referred to or Ethnic Affairs Community Constable to engage with families.

At the conclusion of the meeting all agencies are asked to identify known "hot offenders" "hot victims" and "hot locations" for feedback to our tasking and coordination team. Agencies are chosen on the service they provide to meet the need to the client being referred and ability to access the service by rural clients.

Apart from the "high risk" families, very little ongoing case management occurs due to volume. A collaboration of local NGO's has sought funding to provide a Community Family Violence Coordinator role who would take responsibility to ensure the case management of the lower end of the scale families which are not currently managed.

A Community Family Violence Coordinator position now exists in Nelson, while still establishing protocols, the purpose is to make referrals from FVIARS to the Community Coordinator who will then make contact with families who are high needs and have failed to engage with community organisations. He will make an assessment as to

which service or services are appropriate to meet the needs of the family and then attempt to engage the family with a service.

Coordinator will feed back to Police the outcome of the referral and this information will be entered in the 'intervention' field of the family violence database.

Risk Screening and Risk Assessment

If a client is identified as 'high risk' the normal response would be an immediate referral to an agency prior to the FVIARS meeting and a plan formulated, this may include:

- NIA entry as high risk
- Special address alert on address with Police Communications Centre
- Police panic alarm installed
- Engagement with service i.e. Women's Refuge
- Placement in safe house
- Personal Safety plan prepared
- Police intell slide to all Police staff advising of the situation and proposed plan should they be called to the address

Have started to use ODARA as a risk screen tool, where the incident meets the ODARA criteria and the score exceeds '7' a case management plan is prepared to show which agency is engaged, actions taken, completion dates and outcomes. This PLA is attached to the occurrence for all staff to be aware. A spreadsheet is compiled in a shared folder for Intell Section information so they can see current and past high risk family violence cases and what is being actioned. This is feed into the Tasking and Coordination meeting.

Information Management (*distributing referrals, storing data, administration*)

All POL FVIRs of 16+ immediately notified to CYF Call Centre at time of incident. Additional POLVRS decided at meeting to be serious enough for notification are then faxed to CYF (2)

Administration and preparation

Community Agencies: *Check history and current involvement (1)*

Police: Initial risk management of each meeting to ascertain if the case requires immediate follow-ups, i.e. notification to CYFS National call Centre if child is a victim of assault or risk score exceeds 17.

Sharing of Pol FVIRs with agencies.

NIA entry of intervention

Administration: Notes are taken at the meeting by FV Coordinator for each case, these are then entered in the intervention field by the typist. Any follow-up reports i.e. CYF referrals outcomes are entered by the FV Coordinator. Community Constables have admin support

Informing Service Users

Clients are informed at time of contact by an agency that they have been referred by Police due to a family violence having been reported.

Review of FVIARS processes

Cases are often reviewed by the FVIARS group, particularly when serious injury occurs, we look at what interaction we have had with the family and what could have been done to prevent the escalation of family violence to the point where serious injury has occurred (a mini death review).

The process is not documented, it's more of a local critique to see if what we are doing is working or how we should be looking to improve on our processes.

Currently reviewing who sits at the FVIARS meeting. What case management should look like and where it should be recorded in NIA. There appears to be multiple ways different areas are recording FVIARS and it is not clear nationally how this should be done.

The likely out come of our review is to create a second tier FVIARS group involving a Community Family violence coordinator to engage services with the low level repeat families where the risk is low. Current FVIARS team will focus on 'high risk' and crisis situations. A matter of sorting out the perceived risk and the actual risk.

No formal questionnaire has ever been sent out during my time as FV Coordinator for Nelson Bays. Informal feedback is often provided from Women's Refuge by their clients about the Police service they received.

Motueka Monthly Meetings

Location of meeting	Motueka
Attendees	Police (NCO and FV Coordinator), Women's Support Link, CYF (Supervisor), Probation (Supervisor),
Coordinating organisation	Police
Structure of meetings	Monthly Urgent cases dealt with by Nelson Meeting
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	5 - 7
Police stations covered	Motueka, Takaka
CYF office	Nelson
Refuge that attends	No Refuge attends
Guiding documentation	Practice based on original 2006 Memorandum of Understanding MoU updated to include Victim Support

North Shore - Takapuna

SUMMARY MEETING INFORMATION

Location of meeting	Takapuna
Attendees	Police, Shine, CYF, Shakti, North Harbour Living Without Violence, Victim Support
Coordinating organisation	Police
Structure of meetings	Weekly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	60 -70 - only 20 referred to FVIARS process
Police stations covered	Northcote, North Shore, Takapuna, Browns Bay, Glenfield, North Shore Policing Centre, Albany
CYF office	Takapuna
Refuge that attends	No Refuge attends
Guiding documentation	Practice based on original 2006 Memorandum of Understanding

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	2363
Total FVIRs that resulted one or more offences (2011)	882
Percentage of FVIRs that resulted in one or more offences (2011)	37%
Total Police Safety Orders Issued (2011)	172
Total Police Safety Order Breaches Reported (2011)	20
Total Police Protection Order Breaches Reported (2011)	132

CYF DATA by CYF Site/s

CYF Site/s	Takapuna		
Total Police Family Violence Notifications and Referrals to CYF	2234		
Percentage that were notifications	25%		
Percentage of referrals (including notifications) that received a Family Violence service	78%		
Percentage of referrals (including notifications) that had no further action	7%		
Client Outcomes for Notifications	Additional Information: 23	Client Outcomes for Referrals	No Further Action: 1639
	Further Action Required: 236		Refer Family Violence Services: 42
	No Further Action: 96		
	Partnered Response: 82		
	Refer Family Violence Services: 116		

AREA DEMOGRAPHICS

Police District	Waitemata
DHB Area	Waitemata DHB
Urban/Rural	Urban
TLAs covered	part of Auckland Council (old North Shore City)
Population of the TLA	229,000 in North Shore City
Ethnicity of TLA	75% European or other, 7% Maori ethnic group, 19% Asian, 3% Pacific for North Shore City TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

Information sharing protocol

Criteria for agencies to be part of FVIARS

Pol FVIRs are risk assessed using NIA, gut feeling, Shaine/VS feedback from previous dealings with clients, home visits.

They are assigned to either/and CYRFS/Shine/VS/YAS/Age Concern based on seriousness, and or previous client involvement, or most appropriate response i.e. Youth Aid

Case Management

Agencies maintain own client records, feedback to myself where appropriate or requiring further input at FVIARS.

Risk Screening and Risk Assessment

In High Risk cases we will carry out a joint agency home/work visit. Look at the wider picture including CYFS/probation etc involvement.

NIA (criminal history and FV occurrences), Incident details on FVR include risk assessment.

Agencies/Police previous

Information Management (*distributing referrals, storing data, administration*)

Hard copies provided

FVC are responsible for entering data.

NIA, Hard copies of minutes filed.

CYFS (Syrus)

Agencies own client records

Administration and preparation

Police: - as least 1 day spend risk assessing, several hours over the week spent updating and adding/removing clients from minutes.

Informing Service Users

Clients are made aware that they are part of a wider process ie CYFS involvement, but not referred to as FVIARS process.

Review of FVIARS processes

Not in a formalised manner. Word of mouth between agencies and Police.

Oamaru

SUMMARY MEETING INFORMATION

Location of meeting	Oamaru
Attendees	Police, CYF, Victim Support, Probation, Mental Health, Women's Refuge
Coordinating organisation	Police
Structure of meetings	Every Three Weeks
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	20 - 30 (a week or per meeting?)
Police stations covered	Oamaru, Hamden, Palmerston (plus two more sole charges)
CYF office	Oamaru
Refuge that attends	
Guiding documentation	Practice based on original 2006 Memorandum of Understanding

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	233
Total FVIRs that resulted one or more offences (2011)	146
Percentage of FVIRs that resulted in one or more offences (2011)	63%
Total Police Safety Orders Issued (2011)	13
Total Police Safety Order Breaches Reported (2011)	0
Total Police Protection Order Breaches Reported (2011)	12

CYF DATA by CYF Site/s

CYF Site/s	Southern Rural		
Total Police Family Violence Notifications and Referrals to CYF	642		
Percentage that were notifications	24%		
Percentage of referrals (including notifications) that received a Family Violence service	49%		
Percentage of referrals (including notifications) that had no further action	30%		
Client Outcomes for Notifications	Additional Information: Further Action Required: 123 No Further Action: 16 Partnered Response: 12 Refer Family Violence Services: 0	Client Outcomes for Referrals	No Further Action: 300 Refer Family Violence Services: 191

AREA DEMOGRAPHICS

Police District	Southern
DHB Area	Southern DHB
Urban/Rural	Large town with rural surrounds
TLAs covered	Waitaki TLA
Population of the TLA	20,800 in Waitaki TLA
Ethnicity of TLA	96% European or other, 6% Maori ethnic group, 2% Asian, 1% Pacific for Waitaki TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

All FVIR reports are faxed to CYFS and WR.

All incidents are added to FV spreadsheet in Police System which is emailed to agencies in the week prior to the FVIAR meeting.

The spreadsheet is gone through case by case at each weekly meeting.

Case Management

Tasks are allocated re: case management, monitoring and tracking

Information Management (*distributing referrals, storing data, administration*)

Faxed

Police typist enters data

Data is held in Police shared folders

Administration and preparation

Police: Going through each case, checking for further developments, e.g. bail conditions, further incidents and resolution

Administration: Police typist

Informing Service Users

Offenders/Victims are not advised as a matter of course but in some cases are

Review of FVIARS processes

Not formally that Police are aware of

Opotiki

SUMMARY MEETING INFORMATION

Location of meeting	Opotiki
Attendees	Police, CYF, Probation, Community Mental Health, Family Works, Relationships Aotearoa, Whanau Awhina Women's Refuge, Victim Support, TeHauora Te Whanau, Te Puna Ora O Mataatua, Whakatoea Iwi Social Services and Health Services, Whakaatu Whanaunga Trust
Coordinating organisation	Police
Structure of meetings	Fortnightly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	7
Police stations covered	Opotiki, Te Kaha
CYF office	Whakatane
Refuge that attends	Whanau Awhina Women's Refuge (Independent)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	441
Total FVIRs that resulted one or more offences (2011)	187
Percentage of FVIRs that resulted in one or more offences (2011)	42%
Total Police Safety Orders Issued (2011)	32
Total Police Safety Order Breaches Reported (2011)	2
Total Police Protection Order Breaches Reported (2011)	27

CYF DATA by CYF Site/s

CYF Site/s	Whakatane		
Total Police Family Violence Notifications and Referrals to CYF	1531		
Percentage that were notifications	43%		
Percentage of referrals (including notifications) that received a Family Violence service	42%		
Percentage of referrals (including notifications) that had no further action	22%		
Client Outcomes for Notifications	Additional Information:	Client Outcomes for Referrals	No Further Action: 548
	Further Action Required: 517		Refer Family Violence Services: 325
	No Further Action: 98		
	Partnered Response: 27		
	Refer Family Violence Services: 16		

AREA DEMOGRAPHICS

Police District	Bay of Plenty
DHB Area	Bay of Plenty DHB
Urban/Rural	Small town, rural surrounds
TLAs covered	Opotiki District
Population of the TLA	9,000 in Opotiki TLA
Ethnicity of TLA	56% European or other, 57% Maori ethnic group, 1% Asian, 3% Pacific for Opotiki TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

Police Family Violence Coordinator run the meetings

Discuss each FV incident from the weekly report.

Decide on agency generally by previous engagement with a certain agency. Or specific to the offence/family needs. If children involved CFY automatic involvement, whether by info/intake. Other referrals will be made depending on the family situation and severity of offences/charges (if any identified). Agencies usually volunteer to work with the family if they "fit" their criteria. i.e. Women's Refuge or Relationship Services. Our local Hauora's will work with them if they belong to their iwi, or have worked previously.

Monitoring/tracking - at each meeting, we record who is tasked with what referral. When agency has completed their task, they report back to our liaison person who deals with reminders/minutes of meetings (Family Works, Family Violence Co-ordinator). Police either task allocation into NIA occurrence also. Once all tasked completed for family, they are collated and returned to police via email, and our data entry ladies put them into NIA FV intervention page.

Referral process - at each meeting a task sheet, and once tasks completed task sheet showing agency actions and outcomes.

Case Management

Monitoring/tracking - at each meeting, Police record who is tasked with what referral. When agency has completed their task, they report back to Police. Once all tasked completed for family, they are collated by Police Family Violence Coordinator, and our data entry ladies put them into NIA FV intervention page.

Referral process - at each meeting a task sheet, and once tasks completed task sheet showing agency actions and outcomes.

Risk Screening and Risk Assessment

Yes

Repeat offenders/victims

High Risk scores/lethality checklists

Serious of offences/charges

Re-occurring FV incidents in short periods of time.

Information Management (*distributing referrals, storing data, administration*)

Administration and preparation

Police: Create a report of all incidents (from NIA) to send out prior to meeting via mail. Checks done one families to check prior intervention and court/charge details if necessary. This is generally a time consuming task. We are now using Business Objects

Administration: Police data entry personnel enter completed tasks into Police system

Informing Service Users

Police should be informing victims of FV at scene/incident that info shared with agencies first and foremost. But if agencies approach victims/offenders they do say they are contacting them because of our FVIAR processes and interagency meeting.

Review of FVIARS processes

Not reviewed unless repeat FV families/incidents which come to our attention and we would then work out who already involved and what further action needs to take place.

The FVIAR meeting process has been reviewed slightly over the years to try and make it work more efficiently (mostly admin changes). FVIAR report now distributed to agencies via email, and is typed word document which makes easy reading and easy for CYF to cop relevant info into CYRUS. Agencies get details of phone numbers/addresses and names to contact families.

Review of agency accountability of undertaking tasks and reporting what they actually did. Previously had been just discussed at end of meeting, verbally. No documentation of what involvement with family. Agencies now report back in writing, a quick report to say what the outcome of their intervention was. This is collated and added to NIA.

Review of allocation tasks - especially to iwi agencies who were becoming overloaded with families. Having to share the load between agencies a bit better.

Orewa

SUMMARY MEETING INFORMATION

Location of meeting	Orewa
Attendees	Hestia Rodney Womens Refuge, Kia Tamata Ano Trust (West Rodney Refuge), CYF, Victim Support
Coordinating organisation	Police
Structure of meetings	Twice a week screening meetings Weekly bring back meeting at the beginning of one screening meeting Monthly high risk case conference meeting
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	25 -35
Police stations covered	Helensville, Kumeu, Mangawhai, Wellsford, Warkford, Mahurangi, Orewa, Whangaparaoa
CYF office	Orewa
Refuge that attends	Rodney Women's Refuge (NCIWR) Kia Tamata Ano Trust - Rodney West - (Independent)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	1120
Total FVIRs that resulted one or more offences (2011)	367
Percentage of FVIRs that resulted in one or more offences (2011)	33%
Total Police Safety Orders Issued (2011)	88
Total Police Safety Order Breaches Reported (2011)	4
Total Police Protection Order Breaches Reported (2011)	51

CYF DATA by CYF Site/s

CYF Site/s	Orewa
Total Police Family Violence Notifications and Referrals to CYF	896
Percentage that were notifications	48%
Percentage of referrals (including notifications) that received a Family Violence service	46%
Percentage of referrals (including notifications) that had no further action	15%

Client Outcomes for Notifications

Additional Information:
Further Action Required: 210
No Further Action: 68
Partnered Response: 145
Refer Family Violence Services: 7

Client Outcomes for Referrals

No Further Action: 343
Refer Family Violence Services: 123

AREA DEMOGRAPHICS

Police District	Waitemata
DHB Area	Waitemata DHB
Urban/Rural	Large and small towns with rural surrounds
TLAs covered	part of Auckland Council (old Rodney TLA)
Population of the TLA	100,000 in Rodney TLA
Ethnicity of TLA	93% European or other, 9% Maori ethnic group, 3% Asian, 2% Pacific for Rodney TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

Referrals are initiated and managed on a consultative and need basis.

The agency that operates in the respective area gets the referral.

Cases are monitored via NIA. Agencies report back and additional information is loaded.

Two refuge from different areas attend screening meetings twice a week at Police station where CYF. At the meeting it is decided who takes the forms and all are stamped accordingly. Each PolFVIR has its own screening sheet which all attendees sign after discussion of that particular Pol FVIR.

Once a week the meeting commences with a 'bring back' meeting where we first feedback, in brief, the outcome of each PolFVIR eg CYF many advise their progress and Refuge may advise that a woman has engage with an advocate or has requested information.

Risk Screening and Risk Assessment

Once a month we have a case conference meeting where all agencies attend and we discuss the high risk cases.

Probation has just began to attend these monthly meetings.

Addresses, victim, offender are profiled by area intelligence.

Staff are advised of increased risk.

Alerts on addresses.

FV alarms installed

Increase in DV activity

Increased concerns by Victim

Information received from agencies and other services.

Information Management (*distributing referrals, storing data, administration*)

Photocopied or faxed

Admin and some data entry by myself

NIA FV fields on the occurrence and review field

Administration and preparation

Community Agencies: Hestia has robust confidential systems in place and responds to victims within 24hrs. Hestia has a Maori advocate who supports Maori whanau working from a Maori perspective and has tamariki/rangatahi worker who supports youth affected by domestic violence

Police: Preparing each individual POL for review and screening

Administration: in provided by- one non sworn Police assistant

Informing Service Users

Victims are informed by Refuge

Review of FVIARS processes

The processes is reviewed. Recent changes include data is more complete as additional data is now in the Family Violence field which relates to individual responses and actions by agencies.

Yes, as part of a review the above process was enhanced where agencies not only respond to referrals but additionally return information back for Police so that our records are more current and accurate.

Feedback is collected through agencies referrals and through cold calling on Victims by Police to evaluate their real circumstances. This is done a number of times a year especially with high risk victims.

Evaluation of outcomes for victims (service users) – e.g is feedback collected from victims (service users) that have been part of the process, is there any indications that victim safety is improved by this process

Heista Refuge has a written evaluation process for our services, however for high risk cases the women feed back to us verbally. By far the majority of the feedback is highly positive. Refuge has noticed a lessening of repeat offending and feel this is due to the collaborative approach to prevention of family violence and the ability to provide supports for families

Palmerston North

SUMMARY MEETING INFORMATION

Location of meeting	Palmerston North
Attendees	MAIN (Community Network) Palmerston North Womens Refuge, Te Roopu Whakaruruhau O nga Wahine Maori Refuge, Police, CYF, Banardos, Relationships Aotearoa , Te Manawa Services, DHB, Probation , Across, MASH Trust, Manchester Health Social Services, Salvation Army, Open Home Foundation, Whakapai Hauora
Coordinating organisation	MAIN
Structure of meetings	Weekly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	45
Police stations covered	Palmerston North Central, Highbury, Massey Uni, Ashhurst, Linton
CYF office	Palmerston North
Refuge that attends	Palmerston North Women's Refuge (NCIWR), Te Roopu Whakaruruhau o Nga Wahine Maori Women's Refuge (NCIWR)
Guiding documentation	MAIN has a formal Memorandum of Understanding signed by all member agencies which is reviewed bi-annually. The MoU document includes non-violence declarations for members participating in weekly intervention group processes. Written confidentiality and information sharing policies support referral and meeting processes. The original tripartite MoU between CYF, Police and Refuge remains in force and positions these agencies as key parties to the FVIARS process. The MOU has been signed by Police, CYF, Palmerston Women's Refuge and Maori Women's Refuge

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	2280
Total FVIRs that resulted one or more offences (2011)	889
Percentage of FVIRs that resulted in one or more offences (2011)	39%
Total Police Safety Orders Issued (2011)	76
Total Police Safety Order Breaches Reported (2011)	5
Total Police Protection Order Breaches Reported (2011)	142

CYF DATA by CYF Site/s

CYF Site/s	Manawatu
Total Police Family Violence Notifications and Referrals to CYF	2675
Percentage that were notifications	17%
Percentage of referrals (including notifications) that received a Family Violence service	28%
Percentage of referrals (including notifications) that had no further action	63%

Client Outcomes for Notifications	Additional Information: 13 Further Action Required: 177 No Further Action: 57 Partnered Response: 49 Refer Family Violence Services: 150	Client Outcomes for Referrals	No Further Action: 694 Refer Family Violence Services: 1535
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AREA DEMOGRAPHICS

Police District	Central
DHB Area	Mid Central DHB
Urban/Rural	Small city and small towns with rural surrounds
TLAs covered	Palmerston North City and Manawati District TLAs
Population of the TLA	111,000 in both TLAs
Ethnicity of TLA	82% European or other, 16% Maori ethnic group, 8% Asian, 4% Pacific for Palmerston North City TLA, 92% European or other, 14% Maori ethnic group, 1% Asian, 2% Pacific for Manawatu TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

A daily list of all incidents entered into NIA over the previous 24 hour period is circulated to member agencies for information gathering purposes (i.e. client currently engaged etc.). Agency feedback is included in a spreadsheet format for additional information at the weekly intervention meeting. All incidents are outlined and discussed at the weekly meeting and a referral pathway decision is made. A referrals summary is forwarded to members following each meeting. Police email POL400 information on each incident to Refuge once NIA data entry is completed. All FVIR's are reviewed and discussed at a weekly meeting by the list outlined above. Every incident is assigned to the best equipped and most appropriate MAIN agency for follow-up. The agency in turn feeds back to MAIN or it is reassigned if no engagement. All referrals and feedback is held in the MAIN database.

Case Management

Feedback from NGOs contacting families is reported back weekly on a standard template. Individual case plans are developed in consultation with clients and managed by referral agencies when engagement is achieved

Risk Screening and Risk Assessment

Initial referral decisions are based upon Police risk assessment combined with agency information. Agencies conduct risk and safety assessments with individual clients following referral and contact

Information Management (*distributing referrals, storing data, administration*)

Pol FVIRs with a 17+ score are faxed to CYF, Palmerston North Women's Refuge and Te Roopu Whakaruruhau o Nga Wahine Maori Women's Refuge at time of incident by attending officer. Further notifications to CYF and/or Refuge may result from discussions at weekly meeting.

MAIN has own database

Administration and preparation

Community Agencies: MAIN is funded by MSD funding granted yearly and self-funded by it's own initiatives. MAIN has just the one employee - it's Coordinator.

Police: *As per standard Police procedure*

Administration: *MAIN Coordinator maintains information security and distribution*

Informing Service Users

Service users are informed that information will be passed to community agencies by Police at time of incident as per standard Police procedure. Service users are informed of the source of information at the time of initial contact

Review of FVIARS processes

MAIN (as the network which umbrellas the FVIARS process) conducts a bi-annual independent evaluation of the process. Individual areas of our response are discussed at MAIN monthly meetings which is attended by representatives of all 50 members associated to MAIN.

Evaluation of outcomes for victims (service users) – *e.g is feedback collected from victims (service users) that have been part of the process, is there any indications that victim safety is improved by this process*

Discussed by the larger group and was been reviewed May 2012 month ago to improve our service.

Service user evaluations are conducted by NGO partners as per individual agency policy although this may not include specific reference to participation in the FVIARS process

Porirua

SUMMARY MEETING INFORMATION

Location of meeting	Porirua
Attendees	Police, CYF, Probation, Whare Manaaki Womens Refuge, Te Whare Tiaki Wahine Maori Women's Refuge
Coordinating organisation	Police
Structure of meetings	Weekly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	20 -40
Police stations covered	Porirua, Waitangirua, Whitby, Cannons Creek, Johnsonville, Mana, Tawa
CYF office	Porirua
Refuge that attends	Te Whare Tiaki Wahine Maori Women's Refuge (NCIWR) Whare Manaaki Womens Refuge (NCIWR)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	1811
Total FVIRs that resulted one or more offences (2011)	1080
Percentage of FVIRs that resulted in one or more offences (2011)	60%
Total Police Safety Orders Issued (2011)	95
Total Police Safety Order Breaches Reported (2011)	7
Total Police Protection Order Breaches Reported (2011)	165

CYF DATA by CYF Site/s

CYF Site/s	Porirua
Total Police Family Violence Notifications and Referrals to CYF	2520
Percentage that were notifications	36%
Percentage of referrals (including notifications) that received a Family Violence service	54%
Percentage of referrals (including notifications) that had no further action	20%
Client Outcomes for Notifications	Additional Information: 4 Further Action Required: 556 No Further Action: 220 Partnered Response: 110 Refer Family Violence Services: 20
Client Outcomes for Referrals	No Further Action: 1133 Refer Family Violence Services: 477

AREA DEMOGRAPHICS

Police District	Wellington
DHB Area	Capital and Coast DHB
Urban/Rural	Urban
TLAs covered	Porirua
Population of the TLA	52,100 in Porirua TLA
Ethnicity of TLA	64% European or other, 21% Maori ethnic group, 5% Asian, 28% Pacific for Porirua TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

Every FVIR for the week prior to the meeting is presented at FVIARS. Prior to that meeting a scanned copy of the FVIR is referred to Victim Support, CYFS, Maori Women's Refuge or General Women's Refuge as appropriate. Probation also receives a copy of the document used in the FVIARS process. This document outlines the details on the FVIR. (See attachment re document presented at FVIARS)

At the FVIARS meeting discussion is had around every case and input received from those at the table as to whether they have had contact and/or engagement from the subjects of the family violence. As a result of that discussion a decision is made whether more follow is required by CYFS, Police, Probation or Refuge.

Brief minutes of decisions at FVIARS are kept and recorded and then later entered into the NIA occurrence. The completed document is also emailed back to all parties.

Risk Screening and Risk Assessment

No separate High Risk meeting but individual cases of concern are brought back up at subsequent meetings so that responses/interventions can be monitored.

In the case of FVIR's which appear high risk or which have ongoing needs then that FVIR is brought up again at a future meeting to find out what contact has been made, whether the problem has been mitigated etc etc. (This is the process for monitoring and tracking).

Information Management (*distributing referrals, storing data, administration*)

Scanned and emailed.

All parties enter information into their own databases

Police = NIA

CYFS = CYRUS

Refuge = their database

Administration and preparation

Police: Preparation of document as attached which is then emailed to interested parties. Police prepare a history for that family for each incident prior to the meeting.

Informing Service Users

Offenders and victims are generally not informed that they are part of the FVIARS process, however Refuge advise their clients that the referral was made by Police

Review of FVIARS processes

Not really. About two years ago a member of the Lower Hutt FST conducted an evaluation of the FVIARS meetings within our district. Over time have made changes which seemed appropriate i.e. Pol FVIRs used to be faxed but are now scanned and emailed. FVIARS document has been altered to provide information as requested by FVIARS partners.

Queenstown and Central Otago

SUMMARY MEETING INFORMATION

Location of meeting	Cromwell
Attendees	Police, CYF, Probation, Jigsaw Southern Lakes, Mental Health
Coordinating organisation	Historically JIGSAW, but moving towards Police
Structure of meetings	Monthly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	3
Police stations covered	Queenstown, Wanaka, Cromwell, Alexandra, Arrowtown, Ranfurly, Omakau, Roxburgh
CYF office	Alexandra
Refuge that attends	No Refuge attends - JIGSAW are the equivalent
Guiding documentation	Practice based on original 2006 Memorandum of Understanding

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	286
Total FVIRs that resulted one or more offences (2011)	154
Percentage of FVIRs that resulted in one or more offences (2011)	54%
Total Police Safety Orders Issued (2011)	24
Total Police Safety Order Breaches Reported (2011)	0
Total Police Protection Order Breaches Reported (2011)	7

CYF DATA by CYF Site/s

CYF Site/s	Southern Rural		
Total Police Family Violence Notifications and Referrals to CYF	642		
Percentage that were notifications	24%		
Percentage of referrals (including notifications) that received a Family Violence service	49%		
Percentage of referrals (including notifications) that had no further action	30%		
Client Outcomes for Notifications	Additional Information: 0	Client Outcomes for Referrals	No Further Action: 300
	Further Action Required: 123		Refer Family Violence Services: 191
	No Further Action: 16		
	Partnered Response: 12		
	Refer Family Violence Services: 0		

AREA DEMOGRAPHICS

Police District	Southern
DHB Area	Southern DHB
Urban/Rural	Small towns with rural surrounds
TLAs covered	Queenstown Lakes and Central Otago
Population of the TLA	27,800 in Queenstown Lakes TLA 18,200 in Central Otago TLA
Ethnicity of TLA	91% European or other, 6% Maori ethnic group, 5% Asian, 1% Pacific for Queenstown Lakes TLA 96% European and other, 7% Maori, 1% Asian, 1% Pacific for Central Otago TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

Pol FVIRs faxed to CYFS, JIGSAW and Probation (a recent addition) by attending staff regardless of risk rating
Twice monthly meeting with regular phone liaison to discuss particular cases
Review of previous Pol FVIRs at each meeting and discussion of new

Case Management

All POL FVRS discussed at meetings are tagged in NIA with a subject line of ORFVIR (Otago Rural PolFVIR)
NIA is updated as to fact case was discussed, and any taskings from the meeting

Risk Screening and Risk Assessment

No

Review of FVIARS processes

Recent review has led from once monthly to twice monthly meetings

Rotorua

SUMMARY MEETING INFORMATION

Location of meeting	Rotorua
Attendees	Police, Waiariki Womens Refuge, CYF, Probation, Tipu Ora Well Child, Tipu Ora Family Start, Family Focus, Lakes District Health Board, Mental Health Services, Plunket, TUMT Addiction Resource Centre), Court Victim Advisor (do not attend but are copied into the reports of incidents). Additional organisations are sent the list of all incidents and become involved if they are working with family already - Tuu mai Raa/ Safer Families, Victim support, Maatua-Whangai, Te Waiariki Porea Trust.
Coordinating organisation	Police
Structure of meetings	Weekly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	45
Police stations covered	Rotorua, Western Heights, Murupara
CYF office	Rotorua
Refuge that attends	Waiariki Women's Refuge (NCIWR)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	2311
Total FVIRs that resulted one or more offences (2011)	908
Percentage of FVIRs that resulted in one or more offences (2011)	39%
Total Police Safety Orders Issued (2011)	286
Total Police Safety Order Breaches Reported (2011)	18
Total Police Protection Order Breaches Reported (2011)	240

CYF DATA by CYF Site/s

CYF Site/s	Rotorua
Total Police Family Violence Notifications and Referrals to CYF	3154
Percentage that were notifications	21%
Percentage of referrals (including notifications) that received a Family Violence service	57%
Percentage of referrals (including notifications) that had no further action	31%

Client Outcomes for Notifications
Additional Information: 27
Further Action Required: 294
No Further Action: 220
Partnered Response: 44
Refer Family Violence Services: 67

Client Outcomes for Referrals
No Further Action: 1592
Refer Family Violence Services: 910

AREA DEMOGRAPHICS

Police District	Bay of Plenty
DHB Area	Lakes DHB
Urban/Rural	Small city and rural surrounds
TLAs covered	Rotorua District
Population of the TLA	68,600 in Rotorua TLA
Ethnicity of TLA	70% European or other, 36% Maori ethnic group, 5% Asian, 5% Pacific for Rotorua TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

Information regarding each Family Violence Incident is shared with all support services unless the subject/victim/complainant object to the arranging of support services (as per Section D1 of the FVIR)
All FV incident information for the previous week is formatted onto a spreadsheet that is emailed to all support agencies. If they have knowledge or involvement or dealings with the persons involved, they reply email the spreadsheet with updates that are added onto the master copy.

All agencies have signed personal confidentiality agreements.

Agencies are or can be involved with this forum, if they can offer a service or have dealings with, any of the persons involved in FV incidents. All members are proactive, they are the ones who are hands on, or have direct influence over those who will be doing the work.

As a result of emailing out the spreadsheet and the FVIRS Thursday morning meeting, agencies will agree to 'take on' cases they think are appropriate for them to best deal with. This is a 'round table' forum. As each case is dealt with or shared around, the spreadsheet is updated. If an agency is not represented at the meeting, they can still have families referred to them; this is reflected on the spreadsheet. The spreadsheet is then emailed out again so everyone is clear regarding who is dealing with what.

Round table also gives personal insights into families and other info to assist.

In addition to this, every morning the FVC review overnight FVIRS. Those that require immediate action, will be passed on to Waiariki Women's Refuge and/or Family Focus or any other appropriate agency via e-mail (FVIR scanned and sent). Every Pol FVIR that is attended in which there are children involved or present will be forwarded to CYF (regardless of the "tier"). .

Case Management

Case management is looked at weekly meetings or via phone/email if there is an issue.

Risk Screening and Risk Assessment

Yes on risk score to Refuge/CYF. By reviewing the FVIR - particular attention to Risk Score and Summary of incident and FV history/intervention

Information Management (*distributing referrals, storing data, administration*)

Photocopied and picked up from front counter and sometimes scanned and emailed.
CYF get blue copies of FVIAR

Informing Service Users

Only via back page information or agency - as a result of FV Incident

Review of FVIARS processes

Review ongoing and can be highlighted at any point by anybody and systems adjusted to suit.

Ruapehu

SUMMARY MEETING INFORMATION

Location of meeting	Taumarunui
Attendees	Police, Probation, Taumarunui Womens Refuge, CYF, Hinengakau Maatau Whanagnui, Ngati Rangī Trust, Otaihape Maori Committee
Coordinating organisation	Police
Structure of meetings	Fortnightly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	10
Police stations covered	Taumarunui, National Park, Ohakune, Raetihi, Waioru, Taihape, Ohura
CYF office	Taumarunui
Refuge that attends	Taumarunui Womens Refuge and Support Centre (NCIWR)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding Information sharing protocol in local area agreement.

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	548
Total FVIRs that resulted one or more offences (2011)	194
Percentage of FVIRs that resulted in one or more offences (2011)	35%
Total Police Safety Orders Issued (2011)	37
Total Police Safety Order Breaches Reported (2011)	3
Total Police Protection Order Breaches Reported (2011)	25

CYF DATA by CYF Site/s

CYF Site/s	Whanganui		
Total Police Family Violence Notifications and Referrals to CYF	2683		
Percentage that were notifications	22%		
Percentage of referrals (including notifications) that received a Family Violence service	60%		
Percentage of referrals (including notifications) that had no further action	30%		
Client Outcomes for Notifications	Additional Information: 5 Further Action Required: 213 No Further Action: 48 Partnered Response: 54 Refer Family Violence Services: 268	Client Outcomes for Referrals	No Further Action: 1561 Refer Family Violence Services: 534

AREA DEMOGRAPHICS

Police District	Central
DHB Area	Waikato DHB
Urban/Rural	Small towns, rural surrounds
TLAs covered	Ruapehu District and Rangatikei District TLAs
Population of the TLA	28,400 in both TLAs
Ethnicity of TLA	73% European or other, 39% Maori ethnic group, 2% Asian, 2% Pacific for Ruapehu TLA, 83% European or other, 25% Maori ethnic group, 1% Asian, 2% Pacific for Rangatikei TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

Referrals are initiated based on current and or past involvement and engagement with agency. Often agency will already have the required rapport with couple and work has already commenced.

Based on past/present interactions with couple. If no-one has had any dealings with couple someone will try and report back on their success or lack of. If unsuccessful another agency will try. Also, in Ruapehu the appointed agency is often geographical as we are talking a 100km area.

Appointed agency advises FVC who updates records accordingly.

Case Management

Unresolved cases are cut and pasted onto the next FVIARS meeting list and will remain there until resolved.

Risk Screening and Risk Assessment

We have a Ruapehu Top 10 that all FVIARS parties are involved in a collaborative effort to get them on track. These parties remain on the list until we feel that the risk had reduced and parties are not continuing to come to notice.

Total response to the parties from all relevant agencies. Often this can be as a result of an FGC that all parties will be involved in.

Per risk score and also number of times parties are coming to notice

Information Management (*distributing referrals, storing data, administration*)

Spreadsheet emailed and data stored in NIA

Police: *Spreadsheet and total number of previous DV incidents for each person involved in the POL 400 and then the dates of previous incidents with these parties on the current POL400.*

Informing Service Users

Parties are informed by the attending agency that they have come to notice as a result of the POL 400 FVIARS process.

Review of FVIARS processes

FV Intervention plan entered into NIA and updated by FVC accordingly as parties report back on progress engagement or lack of.

Processes are reviewed. Follow up and reporting back was required and needed to be kept a track of.

Taranaki North - New Plymouth

SUMMARY MEETING INFORMATION

Location of meeting	New Plymouth
Attendees	FVIARS 1 Police, Taranaki Womens Refuge, Tu Tama Wahine FVIARS 2 Police, Taranaki Womens Refuge, CYF, Tu Tama Wahine
Coordinating organisation	Police
Structure of meetings	2 meetings split by if children present. Both held weekly
Referrals included	FVIARS 1 (no children) FVIARS 2 (children)
Referrals (weekly average)	30
Police stations covered	Waitara, Mokau, Inglewood, New Plymouth Central, Okato, Bell Block
CYF office	New Plymouth
Refuge that attends	Taranaki Women's Refuge (NCIWR)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding MOU is in the process of being signed up as a LOA.

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	1560
Total FVIRs that resulted one or more offences (2011)	544
Percentage of FVIRs that resulted in one or more offences (2011)	35%
Total Police Safety Orders Issued (2011)	64
Total Police Safety Order Breaches Reported (2011)	5
Total Police Protection Order Breaches Reported (2011)	94

CYF DATA by CYF Site/s

CYF Site/s	Taranaki		
Total Police Family Violence Notifications and Referrals to CYF	2347		
Percentage that were notifications	13%		
Percentage of referrals (including notifications) that received a Family Violence service	49%		
Percentage of referrals (including notifications) that had no further action	42%		
Client Outcomes for Notifications	Additional Information: 2	Client Outcomes for Referrals	No Further Action: 1099
	Further Action Required: 167		Refer Family Violence Services: 951
	No Further Action: 51		
	Partnered Response: 39		
	Refer Family Violence Services: 38		

AREA DEMOGRAPHICS

Police District	Central
DHB Area	Taranaki DHB
Urban/Rural	Small city with rural surrounds
TLAs covered	New Plymouth District
Population of the TLA	73,200 in New Plymouth TLA
Ethnicity of TLA	90% European or other, 14% Maori ethnic group, 3% Asian, 2% Pacific for New Plymouth TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

FVIARS is managed from a Business Objects "List." that is Police circulated every Tuesday morning for that days meeting. The list picks up all incidents from the week previous Mon - Sun providing time for data entry. Making sure everyone has each POL 400 is a big part of the process. Copies are made of POL400's they have not received (fax).

At FVIARS 1 Refuge discuss the action they will continue with, be it NFA, info packs, phone calls or visits.

At FVIARS 2 the above occurs but CYF will also document what action if any they intend to take. We used to have a minute taker, documenting who was doing what. We also used to start our meeting with the action points agreed at the last meeting to ensure things were getting done.

The referral process is simply POL400's for the two FVIARS meetings but any of the 35 agencies of the TSFC (Taranaki Safe Families Collaborative) can refer to DVIP if they have a high risk family violence case that they want brought to DVIP attention. We regularly review our DVIP process, three times a year.

Case Management

We have minutes kept at FVIARS 1 We used to have a minute taker at FVIARS 2 but this was withdrawn by CYF. We keep comprehensive notes at DVIP.

Risk Screening and Risk Assessment

High Risk Cases go to fortnightly DVIP Meeting. DVIP is a more intensive FVIARS process that only deals with high risk family violence and has wider audiences with many of the 35 agencies signed up with the TSFC. Pol FVIRs Risk Score in most instances

Information Management (*distributing referrals, storing data, administration*)

Faxed by frontline staff. This is for timeliness and it's sustainable should the FVC be away. Those not received are then photocopied and handed to Refuge and CYF at FVIARS. These missing Pol FVIRs are identified when they get the B.O list and compare the list with the POL400's they have.

Police don't enter minutes from FVIARS meetings into NIA. I have non sworn support for the typing DVIP minutes; they are circulated to DVIP members. Police also enter them in NIA.

Data stored in member agency computers.

Administration and preparation

Police: The BO list for FVIARS.

Lots more prep for DVIP, always an update from NIA but also a record of what action we have taken for the minutes of the next meeting.

Administration: Yes at the FVIARS 1, none at FVIARS 2 and yes at DVIP

Review of FVIARS processes

No review at FVIARS because that largely deals with low risk volume.

Outcomes are reviewed at each fortnightly meeting DVIP meeting.

FVIARS has been reviewed on a regular basis. We don't get too fancy with FVIARS now because it is an issue of resources.

There has been no formal review of FVIARS

Taranaki North (New Plymouth) High Risk Meeting

Domestic Violence Intervention Project (DVIP)

SUMMARY MEETING INFORMATION

Location of meeting	New Plymouth
Attendees	Police, CYF, Taranaki Womens Refuge, WINZ, Corretions, Iwi Social Services, Maori Health Service Providers (Tu Tama Wahine)
Coordinating organisation	
Structure of meetings	Fortnightly High Risk Meeting Robust Processes - Focus on going case management
Referrals included	High Risk Cases
Referrals (weekly average)	
Police stations covered	Waitara, Mokau, Inglewood, New Plymouth Central, Okato, Bell Block
CYF office	New Plymouth
Refuge that attends	Taranaki Women's Refuge (NCIWR)
Guiding documentation	

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	1560
Total FVIRs that resulted one or more offences (2011)	544
Percentage of FVIRs that resulted in one or more offences (2011)	35%
Total Police Safety Orders Issued (2011)	64
Total Police Safety Order Breaches Reported (2011)	5
Total Police Protection Order Breaches Reported (2011)	94

CYF DATA by CYF Site/s

CYF Site/s	Taranaki
Total Police Family Violence Notifications and Referrals to CYF	2347
Percentage that were notifications	13%
Percentage of referrals (including notifications) that received a Family Violence service	49%
Percentage of referrals (including notifications) that had no further action	42%

Client Outcomes for Notifications Additional Information: 2
Further Action Required: 167
No Further Action: 51
Partnered Response: 39
Refer Family Violence Services: 38

Client Outcomes for Referrals No Further Action: 1099
Refer Family Violence Services: 951

AREA DEMOGRAPHICS

Police District	Central
DHB Area	Taranaki DHB
Urban/Rural	Small city with rural surrounds
TLAs covered	New Plymouth District
Population of the TLA	73,200 in New Plymouth TLA
Ethnicity of TLA	90% European or other, 14% Maori ethnic group, 3% Asian, 2% Pacific for New Plymouth TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

More serious cases (violence, children, and recidivism) are dealt with at DVIP.

DVIP involve a larger number of agencies including; FVIARS group, WINZ, Corrections, Iwi Social Services, Maori Health Service Providers (Tu Tama Wahine).

Things are much different at DVIP. High Risk cases that dictate a robust process. At DVIP we have a recording of:

1. Why the case has been referred to DVIP, what Risks are etc.
2. Who is involved, children etc.
3. We arrive at the meeting prepared
4. We document our plan and review it at each meeting
5. Subjects are only removed from DVIP after engagement or "linking-up" or in the rare occurrence that he refuses assistance. Any removal from the process is documented for later reference if required.
6. Subjects on average stay on DVIP for two months.
7. To remove any risk of complaints, subjects are not told of DVIP. They do know we will all work collaboratively but DVIP is seen as a sensitive process requiring care.
8. All minutes taken from the DVIP are entered into NIA

Review of FVIARS processes

DVIP is reviewed by the many agencies signed up to the TSFC, twice a year.

Evaluation of outcomes for victims (service users) – *e.g is feedback collected from victims (service users) that have been part of the process, is there any indications that victim safety is improved by this process*

Taranaki South

SUMMARY MEETING INFORMATION

Location of meeting	Stratford
Attendees	FVIARS 1 Police, Taranaki Womens Refuge, Hawea Rape Crisis FVIARS 2 Police, Hawea Rape Crisis, Taranaki Womens Refuge, CYF
Coordinating organisation	Police lead the meeting but not coordinated by anyone
Structure of meetings	2 meetings split by if children present. Both held weekly
Referrals included	FVIARS 1 (no children) FVIARS 2 (children)
Referrals (weekly average)	25
Police stations covered	Stratford, Hawea, Manaia, Patea, Opunake, Eltham
CYF office	Hawera
Refuge that attends	Taranaki Women's Refuge (NCIWR)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding MOU is in the process of being signed up as a LOA.

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	703
Total FVIRs that resulted one or more offences (2011)	332
Percentage of FVIRs that resulted in one or more offences (2011)	47%
Total Police Safety Orders Issued (2011)	44
Total Police Safety Order Breaches Reported (2011)	0
Total Police Protection Order Breaches Reported (2011)	41

CYF DATA by CYF Site/s

CYF Site/s	Taranaki		
Total Police Family Violence Notifications and Referrals to CYF	2347		
Percentage that were notifications	13%		
Percentage of referrals (including notifications) that received a Family Violence service	49%		
Percentage of referrals (including notifications) that had no further action	42%		
Client Outcomes for Notifications	Additional Information: 2 Further Action Required: 167 No Further Action: 51 Partnered Response: 39 Refer Family Violence Services: 38	Client Outcomes for Referrals	No Further Action: 1099 Refer Family Violence Services: 951

AREA DEMOGRAPHICS

Police District	Central
DHB Area	Taranaki DHB
Urban/Rural	Small towns, rural surrounds
TLAs covered	South Taranaki District and Stratford District
Population of the TLA	36,060 in both TLAs
Ethnicity of TLA	86% European or other, 22% Maori ethnic group, 1% Asian, 1% Pacific for South Taranaki TLA, 94% European or other, 11% Maori ethnic group, 1% Asian, 0% Pacific for Stratford TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

REFUGE: Within Refuge all referrals are triaged via an intake meeting three times a week. All referrals are discussed by the team, who look at the history, risk level, previous engagement etc and a decision is made as to what appropriate intervention is required from Refuge. Refuge worker goes to FVIARS with this information to hand. Referrals are inputted into the database at this time.

POLICE: FVIARS is managed from a Business Objects "List:" that I circulate every Tuesday morning for that day's meeting. The list picks up all incidents from the week previous Mon - Sun providing time for data entry.

Making sure everyone has each POL 400 is a big part of the process. Copies are made of POL400's they have not received (fax).

At FVIARS 1 Refuge discuss the action they will continue with, be it NFA, info packs, phone calls or visits HRC do likewise.

At FVIARS 2 the above occurs but CYF will also document what action if any they intend to take. We will also start our meeting with the more significant action points agreed at the last meeting to ensure things were getting done.

Due to increasing amount of DV incidents being reported we have had to streamline our process hence only dealing with more serious taskings.

While FVIARS is a process of identifying and taskings, it is also in part a screening process.

The referral processes is simply POL 400's for the two FVIARS meeting but any of the 36 member agencies of TSFC can refer to DVIP if they have a high risk FV case that they want brought to DVIP attention. We regularly review our DVIP process, three times a year.

The DVIP is chaired by the Taranaki FV Coordinator. This person is appointed and salaried by the TSFC.

Police complete a FVIARS report for each meeting which also serves as minutes. The various tasking are recorded in this report.

We keep comprehensive notes at DVIP.

Risk Screening and Risk Assessment

High Risk Cases go to DVIP Meeting

POL 400 Risk Score in most instances.

Information Management (*distributing referrals, storing data, administration*)

Faxed by frontline staff. This is for timeliness and it's sustainable should the FVC be away. Those not received are then photocopied and handed to Refuge and CYF at FVIARS. These missing POL 400's are identified when they get the B.O list and compare

Each FV cases occurrence is updated in NIA by me following the FVIARS any subsequent action will be entered as a FV Intervention.

I have non sworn support for the typing of DVIP minutes, they are circulated to DVIP members. I also enter them in NIA.

Police: The BO list for FVIARS.

Lots more prep for DVIP, always an update from NIA but also a record of what action we have taken for the minutes of the next meeting.

Administration: No there is no Admin Support. There has been a request to use a member currently on light duties to assist with the preparation of the FVIARS report.

Review of FVIARS processes

No review at FVIARS because that largely deals with low risk volume.

Outcomes are reviewed at each fortnightly meeting.

FVIARS has been reviewed on a regular basis, up until the removal of the CRY scribe. We don't get too fancy with FVIARS now because it is a now because it is an issue of resources.

S

Taranaki South High Risk Meeting

Domestic Violence Intervention Project (DVIP)

SUMMARY MEETING INFORMATION

Location of meeting	Stratford
Attendees	Police, CYF, Taranaki Womens Refuge, WINZ, Corretions, Iwi Social Services, Maori Health Service Providers (Tu Tama Wahine)
Coordinating organisation	
Structure of meetings	Fortnightly High Risk Meeting Robust Processes - Focus on on going case management
Referrals included	High Risk Cases
Referrals (weekly average)	
Police stations covered	Stratford, Hawea, Manaia, Patea, Opunake, Eltham
CYF office	Hawera
Refuge that attends	Taranaki Women's Refuge (NCIWR)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	703
Total FVIRs that resulted one or more offences (2011)	332
Percentage of FVIRs that resulted in one or more offences (2011)	47%
Total Police Safety Orders Issued (2011)	44
Total Police Safety Order Breaches Reported (2011)	0
Total Police Protection Order Breaches Reported (2011)	41

CYF DATA by CYF Site/s

CYF Site/s	Taranaki
Total Police Family Violence Notifications and Referrals to CYF	2347
Percentage that were notifications	13%
Percentage of referrals (including notifications) that received a Family Violence service	49%
Percentage of referrals (including notifications) that had no further action	42%

Client Outcomes for Notifications Additional Information: 2
Further Action Required: 167
No Further Action: 51
Partnered Response: 39
Refer Family Violence Services: 38

Client Outcomes for Referrals No Further Action: 1099
Refer Family Violence Services: 951

AREA DEMOGRAPHICS

Police District	Central
DHB Area	Taranaki DHB
Urban/Rural	Small towns, rural surrounds
TLAs covered	South Taranaki District and Stratford District
Population of the TLA	36,060 in both TLAs
Ethnicity of TLA	86% European or other, 22% Maori ethnic group, 1% Asian, 1% Pacific for South Taranaki TLA, 94% European or other, 11% Maori ethnic group, 1% Asian, 0% Pacific for Stratford TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

More serious cases (violence, children, and recidivism) are dealt with at DVIP.

DVIP involve a larger number of agencies including; FVIARS group, WINZ, Corrections, Iwi Social Services, Maori Health Service Providers (Tu Tama Wahine).

Things are much different at DVIP. High Risk cases that dictate a robust process. At DVIP we have a recording of:

1. Why the case has been referred to DVIP, what Risks are etc.
2. Who is involved, children etc.
3. We arrive at the meeting prepared
4. We document our plan and review it at each meeting
5. Subjects are only removed from DVIP after engagement or "linking-up" or in the rare occurrence that he refuses assistance. Any removal from the process is documented for later reference if required.
6. Subjects on average stay on DVIP for two months.
7. To remove any risk of complaints, subjects are not told of DVIP. They do know we will all work collaboratively but DVIP is seen as a sensitive process requiring care.
8. All minutes taken from the DVIP are entered into NIA

Review of FVIARS processes

DVIP is reviewed by the many agencies signed up to the TSFC, twice a year.

Tararua

SUMMARY MEETING INFORMATION

Location of meeting	Dannevirke
Attendees	Police, Palmerston North Women's Refuge, Te Roopu Whakaruruhau o Nga Wahine Maori Women's Refuge, CYF, Probation
Coordinating organisation	Police
Structure of meetings	Weekly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	
Police stations covered	Norsewood, Dannevirke, Woodville, Pahiatua, Pongaroa, Eketahuna
CYF office	Dannevirke
Refuge that attends	Palmerston North Women's Refuge (NCIWR)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding - needs updating

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	351
Total FVIRs that resulted one or more offences (2011)	157
Percentage of FVIRs that resulted in one or more offences (2011)	45%
Total Police Safety Orders Issued (2011)	17
Total Police Safety Order Breaches Reported (2011)	3
Total Police Protection Order Breaches Reported (2011)	26

CYF DATA by CYF Site/s

CYF Site/s	Wairarapa		
Total Police Family Violence Notifications and Referrals to CYF	1401		
Percentage that were notifications	36%		
Percentage of referrals (including notifications) that received a Family Violence service	42%		
Percentage of referrals (including notifications) that had no further action	36%		
Client Outcomes for Notifications	Additional Information: 16 Further Action Required: 211 No Further Action: 172 Partnered Response: 88 Refer Family Violence Services: 18	Client Outcomes for Referrals	No Further Action: 410 Refer Family Violence Services: 486

AREA DEMOGRAPHICS

Police District	Central
DHB Area	Mid Central DHB
Urban/Rural	Small town, rural surrounds
TLAs covered	Tararua District
Population of the TLA	17,750 in Tararua TLA
Ethnicity of TLA	86% European or other, 21% Maori ethnic group, 1% Asian, 1% Pacific for Tararua TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

Information concerning all incidents is prepared by the FVC and circulated by email prior to weekly meeting. Weekly meetings are managed by the FVC, with discussion of all incidents and agreed referrals and/or actions, along with information relating to previous referrals outcomes recorded in spreadsheet format.

Case Management

Individual cases are monitored through the process as outlined above and in conjunction with participating agency procedures.

Risk Screening and Risk Assessment

Information Management (*distributing referrals, storing data, administration*)

Police: Send Pol FVIRS to participants, background checks / history
Administration: Information distribution and storage administered by the FVC

Informing Service Users

Service users are informed as to the source of referral information at the time of initial contact

Taupo

SUMMARY MEETING INFORMATION

Location of meeting	Taupo
Attendees	Police, CYF, Te Whare Oranga Wairua Maori Womens Refuge, Victim Support, Family Start, Probation, Court Victim Advisor
Coordinating organisation	Police
Structure of meetings	Weekly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	10 -25
Police stations covered	Taupo, Turangi
CYF office	Taupo - Tokoroa
Refuge that attends	Awhina Taupo Womens Refuge (Independent) Te Whare Oranga Wairua Maori Women's Refuge (NCIWR)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	856
Total FVIRs that resulted one or more offences (2011)	436
Percentage of FVIRs that resulted in one or more offences (2011)	51%
Total Police Safety Orders Issued (2011)	44
Total Police Safety Order Breaches Reported (2011)	4
Total Police Protection Order Breaches Reported (2011)	65

CYF DATA by CYF Site/s

CYF Site/s	Taupo - Tokoroa		
Total Police Family Violence Notifications and Referrals to CYF	1247		
Percentage that were notifications	30%		
Percentage of referrals (including notifications) that received a Family Violence service	70%		
Percentage of referrals (including notifications) that had no further action	5%		
Client Outcomes for Notifications	Additional Information: 2 Further Action Required: 262 No Further Action: 60 Partnered Response: 40 Refer Family Violence Services: 6	Client Outcomes for Referrals	No Further Action: 818 Refer Family Violence Services: 59

AREA DEMOGRAPHICS

Police District	Taupo
DHB Area	Lakes DHB
Urban/Rural	Towns and rural surrounds
TLAs covered	Taupo District
Population of the TLA	34,000 in Taupo TLA
Ethnicity of TLA	79% European or other, 28% Maori ethnic group, 2% Asian, 3% Pacific for Taupo TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

The meetings are chaired by Police FVC and most referral simply come from the chair but there is discussion within the group if it is not straightforward. Some referrals are made by phone or email prior to meetings when deemed cannot wait. Some referrals are made by the attending officers at the time.. They are managed/reviewed at FVIARS.

Agency referral is decided on the needs/intervention deemed appropriate.

Referrals/Interventions are reviewed at the next FVIARS, there are issues with a need to further reviews but it is too hard and time consuming to try and go back further weeks.

Risk Screening and Risk Assessment

No, but if a high offender is outstanding staff will be allocated to locate him not just sit and wait.

NIA checks, history and personal knowledge of people involved in the process plus discussion be those persons. Along with Risk Assessments on FVIRs of course.

Information Management (*distributing referrals, storing data, administration*)

Emailed for Taupo/Turangi station meeting, part emailed part faxed Tokoroa and Putaruru/Mangakino meeting due to scanning issues at Putaruru and Managkino.

Administration and preparation

Police: Reviewing all FVIRs, completing NIA checks, some consultation with O/Cs, preparing documentation for entering outcomes/interventions into NIA and preparing the business objects report for the weekly meetings.

Administration: Police have admin support for the entering of data re outcomes into NIA

Informing Service Users

They should be informed the information is being shared at the time of attending officers but this probably doesn't happen as well as it could

Review of FVIARS processes

No, not having sufficient is a major issue. CYF also don't share what happens with some stuff such as "referred to Partnered response or differential response:" Police don't always get told what the outcome of this is. Better evidence of accountability is something that would be good.

Tracking cases is difficult, Police are trying to do something as GDB are overworked and not managing their FV prosecution files as well as they could but there aren't enough hours in the day.

We are always trying to improve, we are currently spending more time on the FVIARS process but information sharing is getting better and we are better placed to identify high at risk people. We are also trying to work more with family violence families but again not having sufficient resources to be really proactive is holding things back. Current FVIARS process has an information sharing protocol signed off by agencies that attend. There is currently no set criteria for agencies to be part of FVIARS.

Tauranga

SUMMARY MEETING INFORMATION

Location of meeting	Family Works, Mt Maunganui
Attendees	Family Works, SHAKTI, Papamoa community support centre, Relationship Aotearoa , Te Puke community centre, Beach haven community centre, Victim support, CYF, Ngati Ranginui Iwi, Tough love, Mental health trust, Tauranga living without violence
Coordinating organisation	Tauranga Moana Abuse Prevention Strategy (TMAPS)
Structure of meetings	Weekly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	60
Police stations covered	Katikati, Mt Maunganui, Tauranga, Greerton, Papamoa
CYF office	Tauranga
Refuge that attends	No Refuge attends however Refuge still receives all Pol FVIRS from Police
Guiding documentation	Tauranga Interagency Case Management Model

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	2929
Total FVIRs that resulted one or more offences (2011)	917
Percentage of FVIRs that resulted in one or more offences (2011)	31%
Total Police Safety Orders Issued (2011)	293
Total Police Safety Order Breaches Reported (2011)	32
Total Police Protection Order Breaches Reported (2011)	174

CYF DATA by CYF Site/s

CYF Site/s	Tauranga		
Total Police Family Violence Notifications and Referrals to CYF	2617		
Percentage that were notifications	24%		
Percentage of referrals (including notifications) that received a Family Violence service	56%		
Percentage of referrals (including notifications) that had no further action	26%		
Client Outcomes for Notifications	Additional Information: 7	Client Outcomes for Referrals	No Further Action: 1314
	Further Action Required: 448		Refer Family Violence Services: 685
	No Further Action: 153		
	Partnered Response: 10		
	Refer Family Violence Services: 0		

AREA DEMOGRAPHICS

Police District	Bay of Plenty
DHB Area	Bay of Plenty DHB
Urban/Rural	City with rural surrounds
TLAs covered	Tauranga City and part of Western Bay of Plenty TLA
Population of the TLA	159,700 in both TLAs (note some of the 45,400 population of Western Bay of Plenty included in this population will be served by Te Puke FVIARS)
Ethnicity of TLA	87% European or other, 17% Maori ethnic group, 4% Asian, 2% Pacific for Tauranga City TLA, 86% European or other, 18% Maori ethnic group, 3% Asian, 2% Pacific for Western Bay of Plenty TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

TMAPS Coordinator works in the same office as the Police Family Protection Team which is based in the Rapuoranga Centre in the Child Youth and Family Building in Tauranga CBD. FVIARS or POL400's are received by the team here. A meeting is held by the Police with CYFS, Probation, Mental Health and Women's Refuge on Monday's to discuss which cases need to be dealt with immediately or at a higher level and the rest of the cases are referred to me as the facilitator of the TICM meetings (Tauranga Interagency Case Management). TICM is made up of approx 18 agencies who are able to receive referrals from this process through having a Memorandum of Understanding with Tauranga Moana Abuse Prevention Strategy (TMAPS). The TICM team meets every Wednesday. Prior to the meeting, the POL400 data is input into our database system and a case intervention report is printed off to give to the agencies for follow up (They do not receive an actual copy of the POL400 although they can if they request one). The report outlines most of the information from the POL400, summarises the incident and includes how many times the family have come through our process as well as the agency/agencies who have tried to engage with them in the past and a summary of the outcome (This information is also used to provided valuable statistics).

The Wednesday meeting begins with any client safety issues, any clients that have not engaged that have a high police risk score that may need another agency or person to follow up on. Then the team discuss each case and decide who might be the best agency to engage with the family and the case is referred then and there. Agencies are responsible to carry out best practice according to their own agency standards. Referral agencies feedback information to me by way of a feedback form and this information is entered into our database (This provides some accountability in terms of which agency picked up the referral, what they did and what the outcome was). We have approx 60-80 FV incidents a week here in the Tauranga Moana area which includes Katikati right the way down the coast to Pukehina.

Risk Screening and Risk Assessment

Interagency response through government agencies, Police, CYFS and Community Probation Service. May include NGO's where appropriate

Police lethality and risk assessment

Identified by partner agencies.

Risk (Police) X Repeat X Interagency Information, leads to prioritisation of response.

Information Management (*distributing referrals, storing data, administration*)

Handed personally. To many risks around faxing

TMAPS data base

TMAPS coordinator prepares for meeting

TMAPS coordinator has admin support for data entry

Review of FVIARS processes

Feedback is provided from lead agency. This is generally not shared amongst agencies due to privacy

Outcomes are evaluated by TMAPS coordinator

Management committee has oversight of TMPAS

Community feed back through monthly interagency meetings

Te Kuiti

SUMMARY MEETING INFORMATION

Location of meeting	Te Kuiti
Attendees	Waitomo / Waipa Womens Refuge, Police, CYF, Community Probation, Ngati Maniapoto Marae Pact Trust, Maniapoto Family Violence Intervention (MFVIN) Coordinator, Taumaurui Kokiri Trust, North King Country Family support
Coordinating organisation	Police
Structure of meetings	fortnightly
Referrals included	All POLFVIRS from Police and any others raised by individuals attending
Referrals (weekly average)	7
Police stations covered	Te Kuiti, Otorohanga, Benneydale, Piopio
CYF office	Hamilton West
Refuge that attends	Waitomo / Waipa Women's Refuge (NCIWR)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding - needs updating

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	348
Total FVIRs that resulted one or more offences (2011)	145
Percentage of FVIRs that resulted in one or more offences (2011)	42%
Total Police Safety Orders Issued (2011)	18
Total Police Safety Order Breaches Reported (2011)	1
Total Police Protection Order Breaches Reported (2011)	20

CYF DATA by CYF Site/s

CYF Site/s	Hamilton West		
Total Police Family Violence Notifications and Referrals to CYF	4233		
Percentage that were notifications	11%		
Percentage of referrals (including notifications) that received a Family Violence service	40%		
Percentage of referrals (including notifications) that had no further action	52%		
Client Outcomes for Notifications	Additional Information: 12 Further Action Required: 267 No Further Action: 124 Partnered Response: 72 Refer Family Violence Services: 0	Client Outcomes for Referrals	No Further Action: 1556 Refer Family Violence Services: 2202

AREA DEMOGRAPHICS

Police District	Waikato
DHB Area	Waikato DHB
Urban/Rural	Small towns, rural surrounds
TLAs covered	Waitomo District and Otorohonga
Population of the TLA	9,640 in Waitomo TLA 9,290 in Otorohonga TLA
Ethnicity of TLA	69% European or other, 40% Maori ethnic group, 1% Asian, 3% Pacific for Waitomo TLA 80% European and other, 27% Maori, 2% Asian, 2% Maori for Otorohonga TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

Police Coordinate and drive the process, although due to other training issues/staff unavailability Refuge have led the meeting, taken notes and supplied the notes to Police to type and distribute.

Police prepare and send out all documents to FVIARS group on a fortnightly basis; Business Objects search and local template of cases to be reviewed.

Police run the meetings and record all information, which is typed and held on a database and in hard copy. Cases are distributed at the meeting according to who already has involvement with the whanau or on a best fit model.

On a daily or as required basis individual cases are passed directly to Waitomo Waipa Women's Refuge advocates who are very much part of the Police family and available 24/7. Local Police FVC is also a member of Refuge.

It is very much a shared process, and three long serving Police members with strong local knowledge attend, plus any front line staff who are available.

Admin is available from local Police typist and who also have the capacity to generate reports in the absence of the FVC

Case Management

In accordance with each agencies protocol

Risk Screening and Risk Assessment

Each case discussed is rated High, medium or low. ODARA training is about to be undertaken with the forum

Information Management (*distributing referrals, storing data, administration*)

Documents held by Police, but individuals make their own notes and document in their own organisations

Documents are emailed out to participants.

Documents are held by Police FVC in hard copy, and updated in NIA.

Review of FVIARS processes

The process was recently reviewed by Sgt McGlade, Hamilton Police

Te Puke

SUMMARY MEETING INFORMATION

Location of meeting	Te Puke
Attendees	CYFS, Police, Te Puke Community Care Trust, Probation and Tauranga living without violence
Coordinating organisation	Tauranga Moana Abuse Prevention Strategy (TMAPS)
Structure of meetings	Fortnightly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	
Police stations covered	Te Puke
CYF office	Tauranga
Refuge that attends	No Refuge attends
Guiding documentation	Tauranga Interagency Case Management Model

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	341
Total FVIRs that resulted one or more offences (2011)	129
Percentage of FVIRs that resulted in one or more offences (2011)	38%
Total Police Safety Orders Issued (2011)	26
Total Police Safety Order Breaches Reported (2011)	3
Total Police Protection Order Breaches Reported (2011)	10

CYF DATA by CYF Site/s

CYF Site/s	Tauranga		
Total Police Family Violence Notifications and Referrals to CYF	2617		
Percentage that were notifications	24%		
Percentage of referrals (including notifications) that received a Family Violence service	56%		
Percentage of referrals (including notifications) that had no further action	26%		
Client Outcomes for Notifications	Additional Information: 7	Client Outcomes for Referrals	No Further Action: 1314
	Further Action Required: 448		Refer Family Violence Services: 685
	No Further Action: 153		
	Partnered Response: 10		
	Refer Family Violence Services: 0		

AREA DEMOGRAPHICS

Police District	Bay of Plenty
DHB Area	Bay of Plenty DHB
Urban/Rural	Small town, rural surrounds
TLAs covered	part of Western Bay of Plenty TLA
Population of the TLA	45,400 in Western Bay of Plenty TLA (note some of this population will be served by Tauranga FVIARS)
Ethnicity of TLA	86% European or other, 18% Maori ethnic group, 3% Asian, 2% Pacific for Western Bay of Plenty TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

Te Puke Community Care Trust receive copies of POL400's directly from Te Puke Police and often follow up or refer out cases to other local agencies prior to meetings on Wednesday fortnightly. These meetings are about making sure that Te Puke has all the Pol FVIR relevant to their area and then each case is discussed

Thames - Hauraki

SUMMARY MEETING INFORMATION

Location of meeting	Thames
Attendees	CAPS, Probation, Coromandel Victim Support, Hauraki Maori Trust Board, Family Start, Hauraki Safety Network, Relationship Aotearoa, TeKorowai, Te Ahi Kaa, CYF, Police
Coordinating organisation	Hauraki Family Violence Intervention Network
Structure of meetings	Weekly Steering group that oversees and reviews practice
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	15 -20
Police stations covered	Coromandel, Whitianga, Tairua, Thames, Whangamata, Paeroa, Waihi, Waihi Beach, Ngatea
CYF office	Hauraki
Refuge that attends	No Refuge attends
Guiding documentation	Network have written a how-to-do Minimum Standard Visit manual for agencies

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	794
Total FVIRs that resulted one or more offences (2011)	357
Percentage of FVIRs that resulted in one or more offences (2011)	45%
Total Police Safety Orders Issued (2011)	89
Total Police Safety Order Breaches Reported (2011)	4
Total Police Protection Order Breaches Reported (2011)	58

CYF DATA by CYF Site/s

CYF Site/s	Hauraki		
Total Police Family Violence Notifications and Referrals to CYF	308		
Percentage that were notifications	86%		
Percentage of referrals (including notifications) that received a Family Violence service	21%		
Percentage of referrals (including notifications) that had no further action	28%		
Client Outcomes for Notifications	Further Action Required: 155 No Further Action: 40 Partnered Response: 1 Refer Family Violence Services: 70	Client Outcomes for Referrals	No Further Action: 25 Refer Family Violence Services: 17

AREA DEMOGRAPHICS

Police District	Waikato
DHB Area	Waikato DHB
Urban/Rural	Small towns with rural surrounds
TLAs covered	Hauraki District and Thames Coromandel District
Population of the TLA	44,950 in both TLAs
Ethnicity of TLA	87% European or other, 19% Maori ethnic group, 2% Asian, 2% Pacific for Hauraki TLA, 90% European or other, 16% Maori ethnic group, 2% Asian, 1% Pacific for Thames-Coromandel TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

Shared decisions about referrals made at meetings

Minimum Standards Visit - one to victim and one to perpetrator separately (do not talk to children under 16)

Only specialist agencies are Refuge and CAPS (Child Abuse Prevention Services), and the Hauraki Safety Network (men's programme) in Thames = rest are generalist agencies with training to undertake MSV

- The FVIARS project in Hauraki is constantly evolving.
- There are 18 members but not all agencies attend every meeting. Because the area is remote some agencies attend by SKYPE and some send emails.
- Everyone is emailed the cases each week, goes through their files and looks for risk information that would be relevant.
- Collaborative Case Management Coordinator is the coordinator of the FVIARS project.
- All information is collated by Collaborative Case Management Coordinator and shared decisions are made about referrals and actions to follow.
- This is very much a rural model.
- Agencies are located in small communities so they tend to know the families.
- Some towns only have 1 agency delivering services and only have 1 part time worker delivering services.
- Many of the agencies are generalist agencies not fv specialists- they have been trained in domestic violence through the network but the FVIARS work is only one small part of the other services they provide (parenting programmes/therapy/adult education)
- Refuge will do severe cases but only located in Thames and will only come out half way to collect clients.
- In the meetings old cases are reviewed before looking at the new ones. The referral agency has to report back what action was undertaken.
- The meetings provide group supervision and clinical management.
- CYFs have been attending all meetings and most Thames agencies attend.
- In some cases community referrals are accepted into the project. These are complex cases and require interagency management- need permission of the clients for these ones- they have probably only had 5 of these cases.
- When referrals are made to CYFS from the FVIARS the CYF worker is lined up with a contact person from the agency and they contact them in an ongoing way.
- CYFs report every 2 months to the FVIARS on how all current open CYF cases are going where notifications are made.
- Differential response – some cases are put to agencies under the DR model (7 day response) - the team at FVIARS make the decision about this with the CYF rep.

Visits

- At the FVIARS meeting one agency is assigned as the referral agency who will undertake the Minimum Standards Visit (MSV) one visit to victim and one to perpetrator.
- The goal is to make the visit in one week
- Approach victim and offender but do not talk to children under 16.

- Victim and perpetrators seen separately (Hauraki Safety Network see perpetrators) – different worker sees man and woman.
- Sometimes joint visits are made – police and CYFs workers have buddied up with agencies for safety reasons on a few occasions.
- The men’s programme takes self referrals at no charge.

Case Management

Risk Screening and Risk Assessment

No separate response for high risk cases. The lag in time from police call out to FVRT meeting is an issue for high risk cases.

Use Jaqui Campbell’s work to inform the way the FVIARS respond to risk.

Information Management (*distributing referrals, storing data, administration*)

CCM co-ordinator enters data onto spreadsheet and database, Access database and spreadsheet kept by CCM coordinator

Administration and preparation

Community Agencies: All member agencies are emailed the cases every week, review and look for relevant risk information. All information returned beforehand is collated by CCM co-ordinator project (2)

Police:

Administration: 25 hours per week spent on FVIARS (CCM) by coordinator funded by network via Family Centred Services fund 5 hours per week is now funded to monitor Systemic Process.

Funding

The Project receives discretionary funding from the local CYF (manager Kevin O’Kane) for Minimum Standard Visits

25 hours per week spent on FVIARS by Collaborative Case Management Coordinator is funded by network via Family Centred Services fund

5 hours

Informing Service Users

Police attend incident and are supposed to give a pamphlet to the victim explaining that someone will be contacting them. In practice police don’t always do this.

Don’t advise client of information sharing before the visit – use principle 10 of privacy act.

Review of FVIARS processes

There is a steering group that meets once per month - this is a high level group that focus on money and practices and management rather than on the actual work.

Monthly snapshot of statistics reviewed by steering group (includes number of cases, level of engagement, number of repeat cases, involvement of alcohol etc) and sent to all network members.

“Practice Review Sessions” to look at Best Practice and Professional Development around High Repeat Families within the FVIARS project.

Ongoing resources made available to consistently monitor Systemic Process, and promote and establish change through identified needs analysis.

Evaluation of outcomes for victims (service users) – *e.g is feedback collected from victims (service users) that have been part of the process, is there any indications that victim safety is improved by this process*

The steering group undertake this function.

A monthly snapshot (statistics) is sent though to the steering group showing number of cases, level of engagement, and number of repeat cases.

A copy of this is distributed throughout the whole network

Organisational collation of “Positive Outcome Stories” for families through FVIARS

Tokoroa

SUMMARY MEETING INFORMATION

Location of meeting	Tokoroa
Attendees	Police, CYF, Te Whare Oranga Wairua Maori Womens Refuge, Victim Support, Family Start, Probation, Court Victim Advisor
Coordinating organisation	Police
Structure of meetings	Weekly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	10 -25
Police stations covered	Putaruru, Tokoroa, Mangakino
CYF office	Taupo - Tokoroa
Refuge that attends	Tokoroa Women's Support Centre and Refuge (NCIWR) Te Whare Oranga Wairua Maori Women's Refuge (NCIWR)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding - needs updating

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	868
Total FVIRs that resulted one or more offences (2011)	481
Percentage of FVIRs that resulted in one or more offences (2011)	55%
Total Police Safety Orders Issued (2011)	86
Total Police Safety Order Breaches Reported (2011)	3
Total Police Protection Order Breaches Reported (2011)	76

CYF DATA by CYF Site/s

CYF Site/s	Taupo - Tokoroa		
Total Police Family Violence Notifications and Referrals to CYF	1247		
Percentage that were notifications	30%		
Percentage of referrals (including notifications) that received a Family Violence service	70%		
Percentage of referrals (including notifications) that had no further action	5%		
Client Outcomes for Notifications	Additional Information: 2 Further Action Required: 262 No Further Action: 60 Partnered Response: 40 Refer Family Violence Services: 6	Client Outcomes for Referrals	No Further Action: 818 Refer Family Violence Services: 59

AREA DEMOGRAPHICS

Police District	Taupo
DHB Area	Waikato DHB
Urban/Rural	Town with rural surrounds
TLAs covered	South Waikato District
Population of the TLA	22,900 in South Waikato TLA
Ethnicity of TLA	71% European or other, 31% Maori ethnic group, 2% Asian, 13% Pacific for South Waikato TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

The meetings are chaired by Police FVC and most referral simply comes from the chair but there is discussion within the group if it is not straightforward. Some referrals are made by phone or email prior to meetings when deemed cannot wait.

Some referrals are made by the attending officers at the time.

They are managed/reviewed at FVIARS.

Agency referral is decided on the needs/intervention deemed appropriate.

Referrals/Interventions are reviewed at the next FVIARS, there are issues with a need to further reviews but it time consuming.

Better processes around accountability would be good. .

Case Management

Tracking cases is difficult, Police are trying to do something here as GDB are overworked and not managing their FV prosecution files as well as they could but there isn't enough hours in the day

There is not sufficient review of outcomes of cases. CYF feedback what happens with some stuff such as "referred to Partnered response or differential response." FVIARS don't know what the outcome of this is.

Risk Screening and Risk Assessment

There separate high risk process but if a high offender is outstanding staff will be allocated to locate him not just sit and wait.

NIA checks, history and personal knowledge of people involved in the process plus discussion be those persons

Information Management (*distributing referrals, storing data, administration*)

Emailed for Taupo/Turangi station meeting, part emailed part faxed Tokoroa, Putaruru/Mangakino meeting due to scanning issues at Putaruru and Managkino.

Informing Service Users

They should be informed the information is being shared at the time of attending officers but this probably doesn't happen as well as it could

Review of FVIARS processes

We are always trying to improve, we are currently spending more time on the FVIARS process but information sharing is getting better and we are better placed to identify high at risk people. We are also trying to work more with FV families but again not having sufficient resources to be really proactive is holding things back. Current FVIARS process has an information sharing protocol signed off by agencies that attend. There is currently no set criteria for agencies to be part of FVIARS

Waipa

SUMMARY MEETING INFORMATION

Location of meeting	Te Awamutu and Cambridge (rotates)
Attendees	Police, Waitomo / Waipa Womens Refuge, CYF, Kainga Aroha Community House, Cambridge Community House
Coordinating organisation	Police
Structure of meetings	Weekly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	15 - 20
Police stations covered	Te Awamutu, Cambridge, Kawhia, Te Kuiti
CYF office	Hamilton West
Refuge that attends	Waitomo / Waipa Womens Refuge (NCIWR)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding MoU is currently being updated as at present there is nothing formal in place apart from the confidentially agreement signed by all members

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	792
Total FVIRs that resulted one or more offences (2011)	304
Percentage of FVIRs that resulted in one or more offences (2011)	38%
Total Police Safety Orders Issued (2011)	39
Total Police Safety Order Breaches Reported (2011)	6
Total Police Protection Order Breaches Reported (2011)	57

CYF DATA by CYF Site/s

CYF Site/s	Hamilton West		
Total Police Family Violence Notifications and Referrals to CYF	4233		
Percentage that were notifications	11%		
Percentage of referrals (including notifications) that received a Family Violence service	40%		
Percentage of referrals (including notifications) that had no further action	52%		
Client Outcomes for Notifications	Additional Information: 12 Further Action Required: 267 No Further Action: 124 Partnered Response: 72 Refer Family Violence Services: 0	Client Outcomes for Referrals	No Further Action: 1556 Refer Family Violence Services: 2202

AREA DEMOGRAPHICS

Police District	Waikato
DHB Area	Waikato DHB
Urban/Rural	Towns with rural surrounds
TLAs covered	Waipa District TLA
Population of the TLA	45,700 in Waipa TLA
Ethnicity of TLA	91% European or other, 13% Maori ethnic group, 2% Asian, 1% Pacific for Waipa TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

Te Awamutu Station

Kainga Aroha Community House/Women's Refuge collects FVIRs daily and between the two agencies they decide who will make contact. Kainga Aroha Community House collect all FVIRS, and liaise with Women's Refuge about who will make first contact and this is based upon who has previously engaged with this family and who may have knowledge of the family. If there is no prior knowledge/involvement then FVIR's are divided between Kainga Aroha and Women's Refuge.

Kainga Aroha Community House picking up the FVIR's was initiated in the area when we did not have an operational Women's Refuge and has continued since Women's Refuge became active in the area again.

Cambridge Station

Women's Refuge collect FVIRs daily and makes initial contact.

Both Stations

At the weekly FVIARS meeting all the agencies discuss the cases. Generally by time we get to the meeting initial contact has been made by either Women's Refuge or Kainga Aroha Community House. If then at the meeting the involvement of CYF is required the forum make a notification or refer to another agency that can offer support not represented at the FVIAR meeting e.g. Age Concern.

FVIARS not dealt with at the initial meeting are carried over to a review list and reviewed on a weekly basis.

Anything that requires follow up or confirmation that initial action has been completed is placed on the review list until we are confident correct follow up has occurred, then it is removed from review list.

Case Management

We have a monthly case management meeting - involving the same agencies. This meeting is for those families who have come through the forum previously and have had initial action completed, however due to concerns we need to monitor progress and any possible non-engagement

Risk Screening and Risk Assessment

If we consider the risk to be high the Police will call Womens Refuge immediately and Womens Refuge will attend while the Police are still there or as they are leaving.

Risk is identified by the group as to the risk we feel of children being harmed firstly and then the risk to the mother and will there be a re-occurrence

Information Management (*distributing referrals, storing data, administration*)

Faxed to CYF daily. Blue copies of the PolFVIR are collected by Women's Refuge from the Cambridge Police Station and Kainga Aroha Community House from the Te Awamutu

NZ Police - Community Constable (FV Portfolio) Constable Debbie Ferguson responsible for generating and updating reports, and entering meeting info into NIA.

NIA and Word on the police shared drive.

Administration and preparation

Community Agencies: *Check history and current involvement*

Police: *Business Objects Report run for all current FVIRS for the week which is e-mailed out to all attendees.*

Review list is also updated from the previous meeting and e-mailed for attendees.

Administration: *All admin work is done by Police; however Women's Refuge and Kainga Aroha Community House take notes and will often update the review list in police absence*

Informing Service Users

Offenders/victims should be advised at the time of initial attendance by frontline staff that there will be an agency in contact as part of the process

Waipukurau

SUMMARY MEETING INFORMATION

Location of meeting	Waipukurau
Attendees	Police, CYFS, Community Probation & Psychological Services, HBDHB - Mental Health Services & Addiction Services, Central Health D&A, DOVE - HB Team, Victim Support, Pleroma Trust, Central Health Services, CHB Supporting Counseling Services, Plunket, Te Aroha Services, (Hastings WR - Outreach Service)
Coordinating organisation	Chaired by Police, Administered by LIVE - HB/DOVE - HB
Structure of meetings	Fortnightly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	6- 8
Police stations covered	Waipawa, Waipukurau, Porangahau
CYF office	Waipukurau
Refuge that attends	Hastings Womens Refuge - Outreach service (NCIWR)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	264
Total FVIRs that resulted one or more offences (2011)	145
Percentage of FVIRs that resulted in one or more offences (2011)	55%
Total Police Safety Orders Issued (2011)	7
Total Police Safety Order Breaches Reported (2011)	0
Total Police Protection Order Breaches Reported (2011)	13

CYF DATA by CYF Site/s

CYF Site/s	Hastings		
Total Police Family Violence Notifications and Referrals to CYF	2741		
Percentage that were notifications	13%		
Percentage of referrals (including notifications) that received a Family Violence service	74%		
Percentage of referrals (including notifications) that had no further action	16%		
Client Outcomes for Notifications	Additional Information: 3	Client Outcomes for Referrals	No Further Action: 1955
	Further Action Required: 198		Refer Family Violence Services: 438
	No Further Action: 73		
	Partnered Response: 74		
	Refer Family Violence Services: 0		

AREA DEMOGRAPHICS

Police District	Eastern
DHB Area	Hawkes Bay DHB
Urban/Rural	Small town with rural surrounds
TLAs covered	Central Hawkes Bay District
Population of the TLA	13,500 in Central Hawkes Bay TLA
Ethnicity of TLA	86% European or other, 22% Maori ethnic group, 1% Asian, 2% Pacific for Central Hawkes Bay TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

Refer to Hastings model.

Risk Screening and Risk Assessment

No separate high risk meeting. Risk is assessed from the information provided but also from local knowledge. The CHB FVIN members are life long residents and as a collective, have a strong knowledge of a number of the persons being discussed.

Information Management (*distributing referrals, storing data, administration*)

Faxed to DOVE HB for inclusion on the spreadsheet and agencies are given photocopy of the first two pages of each report at the meeting

Administration and preparation

Police: *Photocopy the FVIRs that are to be discussed at the meeting. Disseminate the spreadsheet of all incidents that have occurred prior to the meeting (this is done by DOVE HB)*

Administration: *None from Police although DOVE HB prepare the spreadsheet that is used at the meetings.*

Review of FVIARS processes

Meetings were held monthly however this has been changed to fortnightly

Wairarapa/Masterton

SUMMARY MEETING INFORMATION

Location of meeting	Masterton
Attendees	Police (FV Coordinator), Family Safety Team, Community Corrections, Masterton Court, Child Youth and Family, Wairarapa DHB, Te Hauora Runanga o Wairarapa, Stopping Violence Services Wairarapa, Te Whānau o Te Maungarongo, Relationship Services, Wairarapa Addiction Services, Whaiora Whānui, Rangitāne, Whaiora
Coordinating organisation	Wairarapa Family Violence Network
Structure of meetings	Weekly - Two Tier Process Family Violence Interagency Group FVIARS - Screen for High Risk immediate response (Police, CYF and Refuge only)
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	between 18-26
Police stations covered	Martinborough, Featherston, Greytown, Carterton, Masterton
CYF office	Wairarapa
Refuge that attends	Wairarapa Women's Refuge (NCIWR) - Attends High Risk FVIARS
Guiding documentation	Family Violence Intervention Group manual

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	1034
Total FVIRs that resulted one or more offences (2011)	818
Percentage of FVIRs that resulted in one or more offences (2011)	79%
Total Police Safety Orders Issued (2011)	37
Total Police Safety Order Breaches Reported (2011)	4
Total Police Protection Order Breaches Reported (2011)	115

CYF DATA by CYF Site/s

CYF Site/s	Wairarapa
Total Police Family Violence Notifications and Referrals to CYF	1401
Percentage that were notifications	36%
Percentage of referrals (including notifications) that received a Family Violence service	42%
Percentage of referrals (including notifications) that had no further action	36%

Client Outcomes for Notifications Additional Information: 16
Further Action Required: 211
No Further Action: 172
Partnered Response: 88
Refer Family Violence Services: 18

Client Outcomes for Referrals No Further Action: 410
Refer Family Violence Services: 486

AREA DEMOGRAPHICS

Police District	Wellington
DHB Area	Wairarapa DHB
Urban/Rural	Small towns with rural surrounds
TLAs covered	Masterton, Carterton and South Wairarapa TLAs
Population of the TLA	40,280 in all 3 TLAs
Ethnicity of TLA	88% European or other, 17% Maori ethnic group, 2% Asian, 3% Pacific for Masterton TLA, 94% European or other, 10% Maori ethnic group, 1% Asian, 2% Pacific for Carterton TLA, 92% European or other, 13% Maori ethnic group, 2% Asian, 2% Pacific for South Wairarapa TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

- There are two processes in the Wairarapa FVIARS and FVIG. FVIG consists of 12 agencies and deals with all referrals. FVIARS is high risk and meets twice a week – Monday and Friday (CYF, Police, Refuge) and picks up anything urgent that can't wait to the Wednesday FVIG meeting.
- FVIARS process Police lead.
- FVIG process community lead.
- Network Coordinator facilitates the group of 12 core agencies working with families/whānau at risk (information attached). The Coordinator holds the Group's information and database, and manages actions required by agencies and overall outcomes.
- Manage through a excel spreadsheet (opportunity to provide global database that can be used by all meetings, done differently everywhere)
- Wairarapa have developed a generic form that all referrals are entered into, Police do not distribute POL 400. It is summary of the information.
- Forms sent to coordinator by Monday (most still come from Police but anyone can refer).
- List sent out Monday and FVIG meet on Wednesdays.
- In meeting they discuss each information form and agree on an action for victim, perpetrator and child/children. The Coordinator checks prior actions on repeat families to ensure increasing escalation in response is made.
- File stays open until all actions have been undertaken.
- Wairarapa has a Family Safety Team which is part of both processes.
- FVIARS discuss all POLS – interested in operational risk. Meetings take place at CYF so have access to CYF's database
- FVIG – risk is gone. Focus more on wrap around system – sector wide rather than individual agencies.
- Some of FVIG's success is due to having two victim advocates, community funded and one in the Family Safety Team. Allows for meaningful intervention with the women that last over time.
- The FVIG meeting focuses on accountability – Have agencies done what they said they were going to do, has it made a difference.
- Information sharing – what is shared lead by safety, trust in each other when sharing information .

Case Management

The Intervention Group ensures that families and whānau at risk experience minimal intrusion from multiple agencies. Service delivery is well coordinated and, while representing their respective agencies, group members sit 'outside' of their own organisations and represent a sector ie. The DHB rep allows a portal for other health professionals, doctors, medical centres, etc.

Risk Screening and Risk Assessment

Twice a week FVIARS High Risk meeting with Womens Refuge, Police and CYF

Information Management (*distributing referrals, storing data, administration*)

FVIARS:

Police: Send Pol FVIRs to participants, background checks / history, intelligent on all involved

CYF: Check history and current involvement

Refuge: Check history and current involvement

FVIG:

Agencies: Send information form to Coordinator for collation and database entry.

Coordinator: Holds information and manages database.

Referrals: Agencies are assigned tasks/visits at weekly meeting, referrals are made following contact with families.

Funding

No funding for agency attendance, visits, tasks etc which may be up to 4hours per week. The advocates are funded through Police and MSD (Family Centred Services Fund) and may spend up 30hours per week on FVIG work. The Coordinator is funded through MSD (

Informing Service Users

Police usually ask families if they would like any kind of support, and/or advise them that they will share the information. Letters sent to, and agencies that contact families from FVIG, explain the process and why they are being contacted.

Review of FVIARS processes

Review of its structure and processes undertaken in 2010 which saw the development of the new protocols manual. The Group has seen real success with reporting statistics now starting to trend downwards.

Evaluation of outcomes for victims (service users) – e.g is feedback collected from victims (service users) that have been part of the process, is there any indications that victim safety is improved by this process

Since July 2009, the FVIG Group have worked with over 2000 families providing effective interventions and empowering families to make long term changes in their lives. Reported number of incidents to Police have reduced by approx 25% during this time, and are less serious. The number of 'repeat families' have also reduced significantly and agencies report higher engagement with families.

The National Taskforce on Family Violence recently visited to look at the successful model and the Group have presented at the 2011 National Network of Stopping Violence Services Conference and 2012 Family Violence Symposium. They will be presenting at the 2012 Australasian Conference on Responses to Men's Domestic and Family Violence.

Waitakere - (Henderson, Westgate, Waitamata)

SUMMARY MEETING INFORMATION

Location of meeting	Henderson
Attendees	Victim Support, Western Refuge, Man Alive, the Project, CYF, Police
Coordinating organisation	Police
Structure of meetings	Twice a week
Referrals included	All POLFVIRS from Police although Police do some screening, not all Pol FVIRs go to meeting. Agencies not provided with screening criteria used by Police.
Referrals (weekly average)	90
Police stations covered	Henderson, New Lynn, Massey, Ranui, Te Atatu
CYF office	Waitakere & Westgate
Refuge that attends	Western Women's Refuge (Independent)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding MoU expanded in 2009 to include Tri Parte agreement between Maori Women's Refuge, Western Refuge and Victim Support

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	4772
Total FVIRs that resulted one or more offences (2011)	2006
Percentage of FVIRs that resulted in one or more offences (2011)	42%
Total Police Safety Orders Issued (2011)	441
Total Police Safety Order Breaches Reported (2011)	14
Total Police Protection Order Breaches Reported (2011)	209

CYF DATA by CYF Site/s

CYF Site/s	Waitakere & Westgate		
Total Police Family Violence Notifications and Referrals to CYF	3180		
Percentage that were notifications	38%		
Percentage of referrals (including notifications) that received a Family Violence service	43%		
Percentage of referrals (including notifications) that had no further action	31%		
Client Outcomes for Notifications	Additional Information: 6	Client Outcomes for Referrals	No Further Action: 1125
	Further Action Required: 747		Refer Family Violence Services: 832
	No Further Action: 255		
	Partnered Response: 69		
	Refer Family Violence Services: 146		

AREA DEMOGRAPHICS

Police District	Waitemata
DHB Area	Waitemata DHB
Urban/Rural	Urban
TLAs covered	part of Auckland Council (old Waitakere TLA)
Population of the TLA	208,100 in Waitakere TLA
Ethnicity of TLA	66% European or other, 13% Maori ethnic group, 17% Asian, 16% Pacific for Waitakere TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

Check PolFVIRs from each day to see whether they should be taken to the FVIARS meeting. Generally, if the people aren't known to police or it is just a verbal argument with no risk then the Pol FVIR will be not be discussed at the FVIARS meeting.

Pol FVIRs to take to the meeting are incidents of high risk, repeat offenders/victims, where young children are present and have witnessed violence etc.

An indication of the CYFS threshold is as follows:

- Assault on child incidents
- Three incidents within three months involving same family
- Families that we know are being dealt with by CYFS or have been in the past
- Personal discernment
- Vulnerable infants under 3 years old

If in doubt refer - The last FV incident in 'Outcome Comments' in the FV section is checked to see what action we took last time in order to assist your decision-making process.

Case Management

FVIARS monitors cases as well as Family Violence analyst. If clients do not engage with an agency they are put on a bring back system - agencies will swap cases around so that the family feels comfortable with their case management

Risk Screening and Risk Assessment

Risk assessment as per criteria in attached FVIARS MoU document.

Information Management (*distributing referrals, storing data, administration*)

Some are scanned (CYFS) other local agencies or those within station collected from station. Probations POLFVIRs are emailed.

FV analyst records data from FVIARS. Hub staff enters Pol FVIRs under Family Violence outcomes in NIA

Administration and preparation

Police: FV Analyst - reviews all POLFVIRs and those that meet the criteria are selected from the meeting, advised via email, POLFVIRs brought to each meeting.

Informing Service Users

Victims advised by allocated agencies.

Review of FVIARS processes

No review other than FVIARS members, Auckland City Council looking at doing a review some stage. Some processes are reviewed and adapted but minor. Main process being running for 5 years so no major changes required.

Wellington

SUMMARY MEETING INFORMATION

Location of meeting	Wellington Police
Attendees	Wellington Women's Refuge, Te Whare RokiRoki Maori Women's Refuge (NCWIR), Police, CYF, Probation, Victim Support, WEAV, Court Victim Advisor, Victim Support
Coordinating organisation	Police
Structure of meetings	Weekly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	35
Police stations covered	Wellington, Karori, Newtown, Kilbirnie, Miramar, Wellington Airport, Chatham Islands
CYF office	Wellington
Refuge that attends	Wellington Women's Refuge (NCWIR) Te Whare RokiRoki Maori Women's Refuge (NCWIR)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	1416
Total FVIRs that resulted one or more offences (2011)	692
Percentage of FVIRs that resulted in one or more offences (2011)	49%
Total Police Safety Orders Issued (2011)	109
Total Police Safety Order Breaches Reported (2011)	5
Total Police Protection Order Breaches Reported (2011)	77

CYF DATA by CYF Site/s

CYF Site/s	Wellington		
Total Police Family Violence Notifications and Referrals to CYF	1458		
Percentage that were notifications	64%		
Percentage of referrals (including notifications) that received a Family Violence service	30%		
Percentage of referrals (including notifications) that had no further action	11%		
Client Outcomes for Notifications	Further Action Required: 409	Client Outcomes for Referrals	No Further Action: 379
	No Further Action: 58		Refer Family Violence Services: 142
	Partnered Response: 458		
	Refer Family Violence Services: 12		

AREA DEMOGRAPHICS

Police District	Wellington
DHB Area	Capital and Coast DHB
Urban/Rural	Urban
TLAs covered	Wellington
Population of the TLA	197,700 in Wellington TLA
Ethnicity of TLA	79% European or other, 8% Maori ethnic group, 14% Asian, 5% Pacific for Wellington TLA

HOW THE PROCESS WORKS

Referrals Process *(meeting preparation, the meeting, follow up)*

Refuge follows up each PolFVIR with a phone call or letter. They process and record each POLFVIR and the outcome of referral on their database. Each week Refuge spend a morning putting together their response to the PolFVIR list the Police send out so they can feedback at the meeting what the outcome was for each PolFVIR for that week.

Any referrals we make are separate from the FVIARS meeting. The meeting is for each agency to feedback on POLFVIR referrals and discuss. If it is apparent in a particular case a further referral is needed one of the agencies around the table will agree to do this.

Case Management

No further monitoring or tracking is done through FVIARS after the initial meeting of Pol FVIRS for each week, as the following meeting we have another week load of cases to deal with.

Refuge have their own systems of case management and monitoring that is followed for every client including those who have originated from accepting our offer of support following a PolFVIR

Risk Screening and Risk Assessment

There is no separate high risk response but high risk case can be highlighted and receive more attention and further discussion

The FVIARS meeting is an opportunity for participating agencies such as Refuge to state if they have a different assessment of the risk in a particular case, if this is something they choose to share with the group.

Police risk assessment score

Information Management *(distributing referrals, storing data, administration)*

All PolFVIR forms picked up daily by agencies from Police Station. Those with risk 16+ and children involved are called through to CYF Call Centre by attending officer

Police may be currently looking towards a new electronic process

Administration and preparation

Community Agencies: Refuge spends 20 minutes processing/recording each POLFVIR and the outcome of referral on their database. Each week Refuge spend a morning (3 hours) putting together their response to the PolFVIR list the Police send out

Approx 16 hours a week in total

Police: Spreadsheet developed documenting all Pol FVIR in last 7 days sent to agencies

Informing Service Users

Victims and Offenders are not informed about the FVIARS process. Police give Pol FVIRS offenders/victims information at the scene of call out that referrals will be made to various agencies such as CYF and Refuge.

Although victims may realise that referrals are made as a result of Pol FVIRS they are not aware there is a FVIARS meeting held each week at which PolFVIRs are discussed and referrals feedback is given.

Review of FVIARS processes

Not currently. We had a yearly review meeting of FVAIRS as a group for the first two years of operation but have not done so in the last few years. Police have their own internal process. Would be good to review how people are able to join the table

Evaluation of outcomes for victims (service users) – *e.g is feedback collected from victims (service users) that have been part of the process, is there any indications that victim safety is improved by this process*

Refuge has their own feedback process for all clients at which they have the opportunity to comment on interactions with other agencies such as Police and CYF

West Coast South Island

SUMMARY MEETING INFORMATION

Location of meeting	Greymouth
Attendees	CYF, West Coast Women's Refuge , Probation, Focus Trust, Home builders, Rata Te Awhina, Victim support, West Coast DHB, Relationship Aotearoa , The Hub
Coordinating organisation	Police
Structure of meetings	First Tier Weekly, Second Tier Fortnightly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	10
Police stations covered	Greymouth, Westport, Hokitika, Ross, Granity, Karamea, Franz Joseph, Haast, Reefton, Murchison
CYF office	Greymouth
Refuge that attends	West Coast Women's Refuge (NCIWR)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	503
Total FVIRs that resulted one or more offences (2011)	250
Percentage of FVIRs that resulted in one or more offences (2011)	50%
Total Police Safety Orders Issued (2011)	29
Total Police Safety Order Breaches Reported (2011)	1
Total Police Protection Order Breaches Reported (2011)	38

CYF DATA by CYF Site/s

CYF Site/s	West Coast		
Total Police Family Violence Notifications and Referrals to CYF	206		
Percentage that were notifications	44%		
Percentage of referrals (including notifications) that received a Family Violence service	62%		
Percentage of referrals (including notifications) that had no further action	2%		
Client Outcomes for Notifications	Further Action Required: 51 No Further Action: 14 Partnered Response: 22 Refer Family Violence Services: 3	Client Outcomes for Referrals	No Further Action: 114 Refer Family Violence Services: 2

AREA DEMOGRAPHICS

Police District	Tasman
DHB Area	West Coast DHB
Urban/Rural	Small towns, rural surrounds
TLAs covered	Buller, Grey and Westland Districts
Population of the TLA	32,730 in three TLAs
Ethnicity of TLA	95% European or other, 9% Maori ethnic group, 1% Asian, 1% Pacific for Buller TLA, 96% European or other, 9% Maori ethnic group, 1% Asian, 1% Pacific for Grey TLA, 93% European or other, 13% Maori ethnic group, 2% Asian, 1% Pacific for Westland TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

The POL400 get sent to CYF, Women's Refuge, Victim Support and Probation. These organisations then discuss the incidents and decide if other agencies need to be involved to support the families or offenders. These referral are then done at the two tier meetings. I arranged for all the organisations involved with Te Rito to attend and requested that we set up a referral system for family violence and those agencies that requested to be a part where considered by myself and CYF and given a place one the MOU is signed.

At the first meeting we discuss the incident as a whole with regard to children, victim and offender. those families who have signed to give permission for their information to be passed on are then brought to the second tier and discussed as to their needs and which organisation can give support, i.e. Home builders cover Grey and Buller but not Westland, Focus Trust Cover Grey and Westland but not Buller, some offer counselling for drugs etc. Each case is brought back before the panel every two weeks to check progress and to reassess the needs.

Risk Screening and Risk Assessment

When the POL400 is taken to the meeting if the names come up with other members then we revise the risk score with the new information.

From the POL400

Information Management (*distributing referrals, storing data, administration*)

Faxed before end of shift by the staff member who attended to CYF, Womens Refuge and Victim Support.
Data is stored in NIA and CYF

Administration and preparation

Police: *Minutes taken and emailed out with agenda for the meeting on a Monday.*

Administration: *CYF supply admin member*

Review of FVIARS processes

Yes at the biweekly meeting as described.

The process was only started when the current Police Family Violence coordinator arrived on the Coast, and took a year to get the groups to share information so we are changing regularly while trying to find our feet.

Whakatane

SUMMARY MEETING INFORMATION

Location of meeting	Whakatane
Attendees	Whanau Awhina Women's Refuge, Police, CYF, Probation, Community Mental Health, Family Works, Relationship Aotearoa , Tuhoë Hauora, Supporting Families, Victim Support, Ngati Awa Social & Health Service Trust
Coordinating organisation	Police
Structure of meetings	Weekly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	14
Police stations covered	Whakatane, Taneatua
CYF office	Whakatane
Refuge that attends	Whanau Awhina Women's Refuge (Independent)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding No additional protocols developed.

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	692
Total FVIRs that resulted one or more offences (2011)	283
Percentage of FVIRs that resulted in one or more offences (2011)	41%
Total Police Safety Orders Issued (2011)	52
Total Police Safety Order Breaches Reported (2011)	1
Total Police Protection Order Breaches Reported (2011)	62

CYF DATA by CYF Site/s

CYF Site/s	Whakatane		
Total Police Family Violence Notifications and Referrals to CYF	1531		
Percentage that were notifications	43%		
Percentage of referrals (including notifications) that received a Family Violence service	42%		
Percentage of referrals (including notifications) that had no further action	22%		
Client Outcomes for Notifications	Additional Information:	Client Outcomes for Referrals	No Further Action: 548
	Further Action Required: 517		Refer Family Violence Services: 325
	No Further Action: 98		
	Partnered Response: 27		
	Refer Family Violence Services: 16		

AREA DEMOGRAPHICS

Police District	Bay of Plenty
DHB Area	Bay of Plenty DHB
Urban/Rural	Town with rural surrounds
TLAs covered	Whakatane District
Population of the TLA	34,400 in Whakatane TLA (note some of this population in the south of the TLA may be served by Kawerau FVIARS)
Ethnicity of TLA	68% European or other, 42% Maori ethnic group, 2% Asian, 2% Pacific for Whakatane TLA

HOW THE PROCESS WORKS

Referrals Process *(meeting preparation, the meeting, follow up)*

Only criteria for agencies to be involved is if they can provide support to DV families. They would approach Police first instance to join. At each meeting, a task sheet, and once tasks completed a completed task sheet showing agency actions and outcomes.

Referrals to agencies made as a group discussion for each incident/family.

Decide on agency generally by previous engagement with a certain agency. Or specific to the offence/family needs. If children involved CFY automatic involvement, whether by info/intake. Other referrals will be made depending on the family situation and severity of offences/charges (if any identified). Agencies usually volunteer to work with the family if they "fit" their criteria. i.e. woman's refuge or Relationships Aotearoa. Our local hauora's will work with them if they belong to their iwi, or have worked previously.

Case Management

At each meeting, the Family Works FV co-ordinator records who is tasked with what referral. When agency has completed their task, they report back to this person who deals with task reminders/minutes of meetings. Tasks are entered into a database using Microsoft Access which is monitored by the Family Works Family Violence co-ordinator. The FV co-ordinator will also follow up on tasks that are outstanding with individual agencies. Once a file has been completed the Family Works FV co-ordinator then sends the closed file to Police data entry to enter into the Police database

Risk Screening and Risk Assessment

No meeting but high risk referrals don't wait for a FVIARS meeting

Information Management *(distributing referrals, storing data, administration)*

Administration: Assisted by NGO Te Roopu Whiriwhiri - 4 hours voluntary per week

Informing Service Users

Women's Refuge always informs the victims of the PolFVIR process, it is also stated in the PolFVIR letter they get following an incident

Review of FVIARS processes

The FVIAR meeting process has been reviewed slightly over the years to try and make it work more efficiently (mostly admin changes). FVIAR report now distributed to agencies via email and is a typed word document which makes easy reading and easy for CYF to copy relevant info into CYRUS. Agencies get details of phone numbers/addresses and names to contact families.

Review of agency accountability of undertaking tasks and reporting they actually did happen.

Previously had been just discussed at end of meeting, verbally. No documentation of what involvement with family. Agencies now report back in writing, a quick report to say what they outcome of their intervention was.

Whanganui

SUMMARY MEETING INFORMATION

Location of meeting	Whanganui
Attendees	CYFS, Women's Refuge, Probation, Family Violence Integrated Services Coordinator (FVIS), Police
Coordinating organisation	Police
Structure of meetings	Weekly Two Tier Process - FVIARS and Wider NGO meeting (FVIS)
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	30 -40
Police stations covered	Whanganui, Marton. Hunterville, Waverley
CYF office	Whanganui
Refuge that attends	Women's Refuge Whanganui (NCIWR)
Guiding documentation	Tiered Response Whanganui Family Violence Integrated Services Process FVIARS Letter of Agreement including guideline for operational practice and key responsibilities

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	1651
Total FVIRs that resulted one or more offences (2011)	715
Percentage of FVIRs that resulted in one or more offences (2011)	43%
Total Police Safety Orders Issued (2011)	64
Total Police Safety Order Breaches Reported (2011)	8
Total Police Protection Order Breaches Reported (2011)	88

CYF DATA by CYF Site/s

CYF Site/s	Whanganui
Total Police Family Violence Notifications and Referrals to CYF	2683
Percentage that were notifications	22%
Percentage of referrals (including notifications) that received a Family Violence service	60%
Percentage of referrals (including notifications) that had no further action	30%

Client Outcomes for Notifications Additional Information: 5
Further Action Required: 213
No Further Action: 48
Partnered Response: 54
Refer Family Violence Services: 268

Client Outcomes for Referrals No Further Action: 1561
Refer Family Violence Services: 534

AREA DEMOGRAPHICS

Police District	Central
DHB Area	Whanganui DHB
Urban/Rural	Town with rural surrounds
TLAs covered	Wanganui District
Population of the TLA	43,500 in Wanganui TLA
Ethnicity of TLA	83% European or other, 22% Maori ethnic group, 3% Asian, 2% Pacific for Wanganui TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

Police run a Weekly Report capturing all the information on individual Pol FVIRs for the week.

This Weekly Report is distributed to the FVIARS group early on a Monday morning.

Police Research each incident and histories of each family/couple.

Prioritising incidents by considering incident risk, frequency, history, children, and previous/current engagement.

Determine Police outcomes

All participating agencies are expected to check their records against the names on the Weekly Report and report back to FVIARS at the Tuesday afternoon meeting.

At FVIARS all participating agencies outline what if any involvement they have or have had with the individuals named on the Pol FVIRs and a risk assessment (Tier 1, 2 or 3) is made.

- Tier 1 Pol FVIRs are managed by FVIARS. Police record on a Task Sheet matters that need to be revisited by FVIARS, eg the outcome of a CYFs notification, further follow up WR, or further information from Police regarding incident details. This is expected to be reported back on at the next week's FVIARS where further assessment is made.

- Tier 2 Pol FVIRs are presented to FVIS by the Co-ordinator to seek an appropriate agency to accept a referral.

- Tier 3 requires no further action unless an agency at FVIS has information that suggests different.

Initial contact by an agency to a victim or perpetrator is made in the first instance by a phone call. If this is not successful either a letter or information pack will be sent out where appropriate, depending on whether or not it is considered safe to do that (often based on personal knowledge of a family from past experience). Some agencies will make a home visit.

Case Management

Tiered response refers to a process that supports the prioritisation of cases. It uses assessment criteria to position each case for further action. Agency resources can then be deployed to best affect to ensure victim and child safety through active case management and the future reduction of occurrences.

Both Police and FVIS Co-ordinator record referrals and outcomes for each Pol FVIR on their databases and this forms the basis of the case management process.

From the FVIARS meeting, the FVIS Co-ordinator makes up a list to forward to participating FVIS agency representatives prior to the weekly FVIS meeting. The FVIS members are expected to check their own records and report to FVIS current or previous engagement.

Referrals are then made from the FVIS meeting.

The FVIS Co-ordinator records all outcomes from the meeting. She is responsible for ensuring all agencies who have received a referral report back in a fortnight as to the outcome of that referral, eg engagement or non-engagement. Where there is non-engagement, the referral is brought back to FVIS for re assessment. Participating FVIS agencies sign up to a LOA. This process is managed by the FVIS Coordinator.

Risk Screening and Risk Assessment

Whanganui Police have identified 10 high risk families which can impact on the Tier assessment. This enables a focus on families for whom there is a risk of being left in the too hard basket due to their ongoing refusal to recognise the effects of Family Violence on their families and the need to change behaviours. By using the Tier 1, 2, 3 method documented in Tiered Response

Information Management (*distributing referrals, storing data, administration*)

Police store the data in the Police NIA database against each individual POLFVIR

Informing Service Users

Police advise victims that the name, contact details and information about the incident will be forwarded to a group, service or agency that provides support for victims of family violence. A section on the POLFVIR allows for the victim to sign they have received this advice, or the attending Police Officer to sign that the victim has been advised of same.

Review of FVIARS processes

Police Central Districts Family Violence Co-ordinator, Maree ROONEY-DUINDUM, has carried out reviews and the results could be obtained from her on request. She is based at Central Districts Headquarters in Palmerston North.

Locally, processes are reviewed amongst the FVIARS group as and when a need arises.

The Tier assessment is regularly reviewed which ensures consistency in risk assessment.

The Weekly Report has improved the FVIARS process by enabling agencies to better prepare for the meeting. CYFS have become more engaged with the FVIARS process. ROCs are made by the CYFs' representative directly from the Weekly Report. Feedback on the outcome of an ROC that is closed on intake enables FVIARS to reconsider a referral.

WR are very responsive and engage extremely well at FVIARS level. Locally, WR input is invaluable as they carry out so much more work than they are funded for.

Police report all Court outcomes to the FVIARS group so that the agencies can manage their responses to the offenders and families.

Probation provides details on release conditions which assists all FVIARS agencies to manage offenders.

Information sharing within the Whanganui FVIARS group works extremely well

Evaluation of outcomes for victims (service users) – *e.g is feedback collected from victims (service users) that have been part of the process, is there any indications that victim safety is improved by this process*

Surveys have been discussed as a means of analysing what works to get a family engaged or what has made the difference for a family, but there is no funding for this. From a Police perspective we are not aware of one being done

Whangarei

SUMMARY MEETING INFORMATION

Location of meeting	Whangarei
Attendees	Womens Refuge x 2, DHB, CYF, Victim Support, Police
Coordinating organisation	Police
Structure of meetings	Weekly
Referrals included	All POLFVIRS from Police
Referrals (weekly average)	35 -40
Police stations covered	Whanagarei, Kamo, Hikurangi, Onerahi
CYF office	Whanagarei,
Refuge that attends	Tryphina House (NCWIR) Te Puna O Te Aroha Maori Women's Refuge (NCIWR)
Guiding documentation	Practice based on original 2006 Memorandum of Understanding No additional protocols developed.

POLICE DATA by FVIARS MEETING (mapped to "Police stations covered" as listed above)

Total Family Violence Investigations (FVIRs) for 2011	1583
Total FVIRs that resulted one or more offences (2011)	667
Percentage of FVIRs that resulted in one or more offences (2011)	42%
Total Police Safety Orders Issued (2011)	85
Total Police Safety Order Breaches Reported (2011)	5
Total Police Protection Order Breaches Reported (2011)	112

CYF DATA by CYF Site/s

CYF Site/s	Whanagarei,
Total Police Family Violence Notifications and Referrals to CYF	1025
Percentage that were notifications	76%
Percentage of referrals (including notifications) that received a Family Violence service	25%
Percentage of referrals (including notifications) that had no further action	23%

Client Outcomes for Notifications	Additional Information: 18	Client Outcomes for Referrals	No Further Action: 88
	Further Action Required: 412		Refer Family Violence Services: 157
	No Further Action: 165		
	Partnered Response: 109		
	Refer Family Violence Services: 76		

AREA DEMOGRAPHICS

Police District	Northland
DHB Area	Northland DHB
Urban/Rural	Small city
TLAs covered	Whangarei District
Population of the TLA	80,000 in Whangarei TLA (part of this population served by Bream Bay FVIARS)
Ethnicity of TLA	82% European or other, 25% Maori ethnic group, 2% Asian, 3% Pacific for Whangarei TLA

HOW THE PROCESS WORKS

Referrals Process (*meeting preparation, the meeting, follow up*)

Daily: CYF receive photocopies if children are involved. Refuge POLFVIRs dropped off daily to the watch house. JS uplift their copies daily.

Weekly Meetings:

POL FVIC goes through previous weeks minutes ensuring agency tasks have been completed.

New cases are then assigned owners/task manager

All female victims picked up/referred to refuge Maori: victims (female) referred to Te Puna Refuge, Non Maori: victims referred to Tryphina. Male victim referred to victim support.

Cases not closed until a result has been achieved or no further avenues available or case management will be ongoing. i.e. Counselling played into shelter, support during court cases, application for protection orders etc.

Victims are made aware that they will be part of the FVIARS process at the initial contact. Family Violence targets - monitoring by Police staff.

Maori Womens Refuge refers to appropriate Iwi services as required

Case Management

Immediate wrap around of POL FVIR agencies

Notification alerts entered into respective agency systems

Predominately by previous history of Family violence.

Refuge: working knowledge, nature, magnitude of victim/offender

Information Management (*distributing referrals, storing data, administration*)

Pol FVIRs Photocopied/scanned/emailed daily/weekly

Pol FVIRs then placed into cabinet for storage

Administration and preparation

Police: *Minutes from previous meeting up to date and disseminated, electronic occurrences sent out Friday mornings*