

# Evaluation: The Big Difference Project & The Link Work Project

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*Management Summary*

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**CONFIDENTIAL**

# Section 1. Management Summary

## Introduction

- 1.1 Women's Work was established in 2003 and registered as an independent charity in February 2006. Women's Work provides respite, advice and support to female substance misusers targeting those involved in street sex work and more recently families affected by substance misuse. Key services include: street outreach, drop-in, counselling, life skills workshops, signposting and advocacy, prison support and family support services.<sup>1</sup>
- 1.2 In January 2010, Women's Work commissioned the services of Perpetuity (a leading research and consultancy company specialising in crime reduction, community safety and security) to undertake an evaluation of two projects including: 'The Big Difference Project' – funded by the Big Lottery Fund until 2011; and 'The Link Work Project' 2009-11 funded by the Institute of Parenting.<sup>2</sup>
- *The Big Difference Project* delivers a street outreach service, drop-in service, one to one support sessions, workshops and a counselling service. The overall objective of the project is to improve the health and well being of female street sex workers and increase the number exiting sex work.
  - *The Link Work Project* is a project for families affected by substance misuse, it delivers a range of family focused workshops and events. The overall objective is to strengthen family relationships in families where parental behaviour compromises family well being and improve parental confidence in skills through intergenerational activity.

## Methodology

- 1.3 In order to undertake the evaluation Perpetuity (in agreement with Women's Work) adopted a largely qualitative approach with a small proportion of the project budget allocated to the collection and analysis of quantitative data.
- 1.4 That there was far more depth of information available for The Big Difference Project compared to The Link Work Project and this is

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<sup>1</sup> Source: Women's Work, Annual Report 2007-2008 and Annual Report 2008/2009.

<sup>2</sup> Historically the core business of Women's Work has been to support street sex workers; The Link Work Project is a relatively new project that works with families affected by substance misuse.

evidenced in the outcome data. There are two reasons for this - firstly historically the core business of Women's Work has been to support street sex workers, as such there is far more data available, and secondly, The Link Work Project is still a relatively new project and as such data availability is less and outcomes are more difficult to measure. It is important to be mindful of this when interpreting the findings.

- 1.5 This short management summary draws on the key findings from a full evaluation report that is available upon request from Women's Work and Perpetuity.

## **Outcomes**

### **The Big Difference Project**

- 1.6 Women's Work made 1,406 contacts on outreach between April 2008 and November 2009; this is an average of 52 contacts per month.
- 1.7 112 different women used the outreach service between April 2008 and November 2009.
- 1.8 82 women accessed the drop in service an average of 8 times each between April 2008 and November 2009.<sup>3</sup>
- 1.9 The project has already exceeded the lifetime target (target of 56 by March 2011) of referring 54 women into drug treatment.
- 1.10 25 women<sup>4</sup> exited street sex work between April 2008 and November 2009.
- 1.11 Women's attendance at life skills workshops, assistance with help with job applications and information and advice through outreach is assisting women to improve their life skills and be more likely to lead independent lives.
- 1.12 Women's Work is good at attracting volunteers to help deliver their work which is a positive outcome.
- 1.13 There is a plethora of feedback from service users to demonstrate how their levels of confidence and self esteem have improved since accessing the project indicative of a positive outcome.

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<sup>3</sup> 82 women made contact with the drop in service on 656 occasions between April 2008 and November 2009.

<sup>4</sup> This includes women who have moved from street sex work to indoor sex work with regular punters which is perceived as less dangerous.

## **The Link Work Project**

- 1.14 97 people have been in contact with the project between June 2009 and January 2010; this includes 31 adult females, 15 adult males, 3 grandmothers and one grandfather.
- 1.15 47 children have benefited from the project; 32 boys and 15 girls. The project is on target to engage with 100 people by 2011.
- 1.16 74 home visits were made between June 2009 and January 2010. 98 one to one sessions were completed within the same timeframe.
- 1.17 There is a plethora of feedback from service users to demonstrate how their levels of confidence and self esteem have improved since accessing the project, indicative of a positive outcome.

## **Contributions to national and local indicators**

- 1.18 Nationally Women's Work contributes to the reducing re-offending agenda as they offer direct/indirect support in relation to the seven pathways out of offending.<sup>5</sup>
- 1.19 Locally their project work contributes to a range of indicators including: cohesion, volunteering, sexual health, healthy living, education/training/employment (ETE), improved outcomes for children, offending and substance misuse.
- 1.20 Some of their work also contributes to the themes contained with the 2008-2011 LAA, particularly in relation to achieving independence and increasing confidence, improving health, increasing cohesion and community engagement. Appendix 1 of this report and appendix 2 of the full report provides further details.

## **Benefits of the two projects**

- 1.21 Women's Work is innovative in its approach to service delivery, identifying and responding to needs, identifying gaps in service and developing projects to fill any voids. There are some key elements of good practice within their model of service delivery, including:
  - The outreach service - which was acclaimed for its contribution to promoting sexual health among sex workers in Derby city.

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<sup>5</sup> The seven pathways out of offending includes: improved accommodation, access to education, training, and/or employment, improving health, reducing drug and/or alcohol use, addressing finance, benefit, and debt, supporting children and families, changing attitudes, thinking and behaviour.

- The drop-in service – which responds to the needs of women seeking to exit street sex work as well as those who remain in the industry.
- Advocacy support - some women who would otherwise fail to access services are now engaged in primary healthcare.
- Engaging/re-engaging some of the most vulnerable women into structured drug treatment - particularly through the outreach service which is a limited service due to funding issues.<sup>6</sup>
- Exiting and routes out (proactively engaging with those involved in prostitution to provide a range of support and advocacy services to help them leave prostitution) in line with the National Prostitution Strategy<sup>7</sup> - there is evidence from interviews with service users and professionals to suggest that women are more likely to exit street sex work as a result of their contact with the project, even if in some cases this results in off street sex work which is perceived as less dangerous.
- Ensuring Justice (bringing to justice those who exploit individuals through prostitution, and those who commit violence and sexual offences against those involved in prostitution) in line with the National Prostitution Strategy - their participation in a joint scheme with the police ‘*ugly mugs & dodgy punters*’ to circulate information and descriptions of clients who have been violent to working women is also considered beneficial, although there may be more work needed locally to maximise the impact of the scheme.
- A holistic package of support - offered to sex workers, vulnerable women and families affected by substance misuse including fathers through The Link Work Project.
- The workforce and this includes volunteers - their proactive approach to engaging service users and the personality of the workers was regarded as critical to the successful engagement and retention of service users.

## Recommendations

1.22 Key recommendations from the full report include:

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<sup>6</sup> Home Office guidance (*Hunter, G. and May, T. (2004) Solutions and Strategies: Drug Problems and Street Sex Markets: Guidance for Partnerships and providers. London: Home Office*) on drug problems and street sex markets advises that outreach should be an integral part of drug service provision for street sex workers.

<sup>7</sup> *A Coordinated Prostitution Strategy & Summary of Responses to Paying the Price (2006) Home Office.*

- In light of the diversification of projects delivered by Women's Work, reconsider the brand of Women's Work to ensure that the projects (specifically The Link Work Project) are successful in reaching their target audiences including fathers.
- Re promote the service locally and deliver awareness raising sessions to other local agencies working with vulnerable women and families affected by substance misuse.
- Formalise links between the CSP and Women's Work to ensure that the substance misuse needs of street sex workers are appropriately addressed.
- Increase the visibility of projects delivered by Women's Work particularly when new projects come on line.
- Extend opening hours of both projects to meet the needs of service users who requested later opening hours and extended service availability.
- Extend outreach to new and emerging communities who are reported to be involved in street sex work and yet are failing to access services.
- Rethink the strategy on workforce diversity and development as project work diversifies to extend support to male service users engaged in The Link Work Project; the existing workforce is all female.
- Review data collection processes including the approach to obtaining service user feedback to provide evidence of outcomes. One approach may be to develop an outcome framework to support each of the seven pathways out of offending<sup>8</sup> to adopt an outcome focussed performance management framework.

### **Concluding comments**

- 1.23 There is a body of evidence in the full report which supports the need for local projects of this nature to ensure that sex workers and families affected by substance misuse have access to the holistic support offered by the projects delivered by Women's Work.
- 1.24 Service users were very emotive in describing what impact any closure would have on their lives using terms such as '*devastating*', '*it doesn't*

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<sup>8</sup> The 7 pathways out of offending include: improved accommodation, access to education, training, and/or employment, improving health, reducing drug and/or alcohol use, addressing finance, benefit, and debt, supporting children and families & changing attitudes, thinking and behaviour.

*bear thinking about* 'words cannot describe how I would feel'. The negative impact on crime, substance misuse, sexual health, street sex work, safeguarding children were just some of the perceived consequences.

- 1.25 The Big Difference project is unique in that it is the only project in Derby city that provides outreach services to street sex workers. It promotes sexual health to street sex workers and proactively engages them in structured drug treatment. Whilst street sex work persists in Derby city there is irrefutably a need for a project of this nature.
- 1.26 The Link Work Project, although still relatively new, appears to be held in high regard amongst those who have accessed the project and local agencies who have some awareness or experience of the project.

**Table 1: Links to national and local priorities for Derby City**

Priority	Strategy	Link to Women's Work (WW) aims and objectives	Measuring how Women's Work can contribute/Sharing information
<b>Theme: Cohesion</b>			
NI 141 Number of vulnerable people who have achieved independent living	LAA 2008-11	WW work with vulnerable women	Number of vulnerable women receiving support
NI 1 People from different backgrounds getting on well together in their local area	LAA 2008-11 SCS 2009-11	WW works with local residents to try to reduce the impact of sex work	Sharing the output of consultation with communities
NI 4 People who feel they can influence local decisions	LAA 2008-11 SCS 2009-11	WW works with local residents to try to reduce the impact of sex work	Sharing the output of consultation with communities
<b>Theme: Volunteering</b>			
Local LAA 54 Numbers of people volunteering	SCS 2009-11	WW uses volunteers to deliver services	Number of volunteers Number of volunteer hours delivered
Local (NI 6) Participation in regular volunteering	LAA 2008-11	WW uses volunteers to deliver services WW aim to provide educational/ learning opportunities	Number of volunteers Number volunteer hours delivered
<b>Theme: Sexual Health</b>			
NI 112 Under 18 conception rate	LAA 2008-11	WW promotes sexual health and facilitates access to testing and treatment	Number of young people receiving contraception advice
Decrease under 18 conceptions by 50% in the County, 55% in the City, from 1998 baseline, as part of a broader strategy by 2010.	SHNA 2008	WW promotes sexual health and facilitates access to testing and treatment	Number of young people receiving contraception advice
Retaining a target to reduce the under -18 conception rate by 50% by 2010	PCT 2007-09	WW promotes sexual health and facilitates access to testing and treatment	Number of young people receiving contraception advice
Increase the percentage of GUM contacts seen in 48hrs (100% offered and 95% seen by 2008) - for those departments within PCT boundaries.	SHNA 2008	WW promotes sexual health and facilitates access to testing and treatment	Number of young people receiving contraception advice
Decrease new diagnoses of Gonorrhoea	SHNA 2008	WW promotes sexual health and facilitates access to testing and treatment	Number of young people receiving contraception advice



<b>Priority</b>	<b>Strategy</b>	<b>Link to Women's Work (WW) aims and objectives</b>	<b>Measuring how Women's Work can contribute/Sharing information</b>
Increase the percentage of 15-24 year olds accepting Chlamydia screening (15% of the sexually active population 2007/8 increasing to 17% 2008/9)	SHNA 2008	WW promotes sexual health and facilitates access to testing and treatment	Number of young people receiving contraception advice
Improve sexual health – new campaigns and services	PCT 2007-09 WP	WW promotes sexual health messages	Number of sexual health campaigns Number of sexual health workshops delivered Attendance at sexual health workshops
<b>Theme: Healthy Living</b>			
NI 8 Adult participation in sport	LAA 2008-11 SCS 2009-11	WW aim to promote healthy lifestyles among client group	Number of healthy living workshops delivered Attendance at healthy living workshops
NI 57 Children and young people taking part in sport	LAA 2008-11	WW aim to promote healthy lifestyles among client group and their families	Number of people attending healthy living/nutrition workshops
Improve mental health and well being – crucial to good physical health	PCT 2007-09 WP	WW promotes healthy lifestyles	Number of workshops delivered Attendance at workshops
<b>Theme: Education, training, and employment</b>			
NI 164 Working age population qualified to at least Level 3 or higher	LAA 2008-11 SCS 2009-11	WW aim to provide educational/ learning opportunities	Number of women attending training
NI 117 16 – 18 yr olds who are not in education, training or employment NEET	LAA 2008-11 SCS 2009-11	WW aim to provide educational/ learning opportunities	Number of young people attending training
NI 152 Number of people on out of work benefits	LAA 2008-11 SCS 2009-11	WW aim to provide educational/ learning opportunities	Number of women/young people attending training
<b>Theme: Better outcomes for Children and Young People</b>			
NI 65 Children becoming the subject of a Child Protection Plan for a second or subsequent time	LAA 2008-11	WW have a families project	Number of children supported
Local (NI 62) Stability of placements of looked after children (number of moves)	LAA 2008-11	WW have a families project	Number of children supported
Local LAA 53 Stability of placements for children in care	SCS 2009-11	WW have a families project	Number of children supported

Priority	Strategy	Link to Women's Work (WW) aims and objectives	Measuring how Women's Work can contribute/Sharing information
NI 87 – Attendance – to reduce persistent absentee pupils in secondary schools	LAA 2008-11	WW families project aims to improve the life chances of children of offenders	Number of families where children are diverted from offending (there is a link between offending and absenteeism)
The voluntary sector will offer support to parents and their families to empower vulnerable families within the home	Aim of the Parenting Strategy 2009-11	WW runs a families project	Number of families supported
To establish a task and finish group to implement and champion good practice of engaging fathers/male carers	Aim of the Parenting Strategy 2009-11	WW families project promotes active and positive fatherhood	Number of fathers supported
Offer parents a structured yet flexible approach in exploring issues that can affect behaviour and relationships between parents and young people, enabling them to find ways to positively build their communication and relationships therefore promoting a sense of well-being, co-operation and achievement for young people and their families	Aim of the Parenting Strategy 2009-11	WW work to strengthen family relationships	Number of parents supported
To increase parental confidence in dealing with and managing the behaviour of their children at risk or involved in anti-social behaviour and offending	Aim of the Parenting Strategy 2009-11	WW offers advice to parents whose children are vulnerable to become offenders	Number of parents supported
Improve the parenting skills of families who have been evicted or are at risk of eviction through anti-social behaviour	Aim of the Parenting Strategy 2009-11	WW work to improve parenting skills	Number of families supported
NI 110 Young people's participation in positive activities	LAA 2008-11 SCS 2009-11	WW aim to promote healthy lifestyles among client group and their families WW aim to provide educational/ learning opportunities	Number of children attending activity sessions Number of children going on trips

Priority	Strategy	Link to Women's Work (WW) aims and objectives	Measuring how Women's Work can contribute/Sharing information
<b>Theme: Reducing Offending</b>			
NI 18 Adult reoffending rates for those under probation supervision	LAA 2008-11	WW work with women who are in Foston prison WW families project supports offenders and their families	Number of women re-offending
NI 111 First time entrants into the Youth Justice System aged 10-17	LAA 2008-11 SCS 2009-11	WW families project aims to improve the life chances of children of offenders	Number of families where children are diverted from offending
NI 32 Repeat incidents of domestic violence	LAA 2008-11 SCS 2009-11	WW work with vulnerable women who might be victims of DV	Referrals to other support services (e.g. counselling) for domestic violence victims
<b>Theme: Substance Misuse</b>			
NI 39 People admitted to hospital as a result of alcohol	LAA 2008-11 SCS 2009-11	WW educate women about the harms of substance misuse WW promote healthy lifestyles	Number of women with reduced alcohol use
The rate of alcohol related hospital admissions will be no more than 1753 per 100,000 population by 2010-11	DAAT 2009-13	WW educate women about the harms of substance misuse WW aim to reduce substance misuse	Number of women with reduced alcohol use
no Derbyshire district will be in the top ten districts from the region for alcohol specific hospital admissions of under 18s	DAAT 2009-13	WW educate women about the harms of substance misuse WW aim to reduce substance misuse	Number of women with reduced alcohol use
Minimise the harm caused to individuals, families and communities through substance misuse in Derbyshire	DAAT 2009-13	WW educate women about the harms of substance misuse WW aim to reduce substance misuse	Number of women referred to treatment
The proportion of young people frequently misusing substances will be reduced	DAAT 2009-13	WW educate women about the harms of substance misuse	Number of young people referred to treatment
There will be 90% effective treatment rates for those entering Tier 3 adult drug treatment	DAAT 2009-13	WW educate women about the harms of substance misuse WW aim to reduce substance misuse	Number of women retained in treatment
There will be low wait times for drug or alcohol treatment – 95% or more entering treatment within three weeks	DAAT 2009-13	WW educate women about the harms of substance misuse WW aim to reduce substance misuse	Waiting times between referral to treatment and service user gaining an appointment

<b>Priority</b>	<b>Strategy</b>	<b>Link to Women's Work (WW) aims and objectives</b>	<b>Measuring how Women's Work can contribute/Sharing information</b>
There will be 1940 adults in effective drug treatment for each year up to 2010-11	DAAT 2009-13	WW educate women about the harms of substance misuse WW aim to reduce substance misuse	Number of women referred to treatment
There will be 1764 opiate/crack users in effective drug treatment in 2010-11	DAAT 2009-13	WW educate women about the harms of substance misuse WW aim to reduce substance misuse	Number of women referred to treatment
Perceptions of drug taking and drug dealing will decrease	DAAT 2009-13	WW works with local residents to try to reduce the impact of sex work/drug use	Share output of consultation with local communities with partners
Drug related (Class A) offending rates will decrease	DAAT 2009-13	WW educate women about the harms of substance misuse WW aim to reduce substance misuse	Number of women who use drugs and offend
Support sensible drinking	2007-09 WP	WW educate women about the harms of substance misuse WW aim to reduce substance misuse	Number of women attending alcohol awareness workshops Number of women referred to alcohol treatment Number of women reducing alcohol use



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