

APPENDIX 1e

Preventing Relationship Breakdown

This service will develop a pathway of support for people experiencing relationship breakdown that addresses both the practical and emotional needs of local people. The aim is to ensure that people can maintain healthy and secure relationships at home, with neighbours, in the community and in the workplace.

For the purpose of this service, the term 'relationship' refers any connection between two or more people.

The main areas of service will focus on:

- Neighbour Disputes
- Wider Community Disputes
- Family Breakdown
- Workplace Conflict

This service will need to demonstrate the ability to deliver a spectrum of services as listed below.



Self Help: Local people are able to access a wide range of information remotely to resolve issues. This information is available at any given time through multiple channels e.g. online or leaflets.

Assisted Support: Local people are supported to reach voluntary agreements between parties on how to move forward and resolve issues affecting practically.

Specialist Support: Local people are helped to strengthen their relationships by addressing the emotional and psychological issues affecting them.

The following desired outcomes are therefore suggested to shape this service.

Service Outcomes	Suggested Indicators
People resolve issues affecting their relationships	<p>Number and (%) of people that felt satisfied their issue had been resolved</p> <p>Number and (%) of people that return to the service within a year</p> <p>Breakdown cases accessing the service: family, neighbours, couples, work colleagues etc.</p>
People use multiple channels to maintain communication	<p>Evidence of technology being used to improve communication between people experiencing relationship breakdown e.g. skype</p> <p>Evidence that people feel more able to express their feelings in an appropriate way as a result of accessing the service</p>
People have enriching relationships with others	Evidence that people feel their quality of relationships have improved since accessing the service
People's live as healthy lives as possible when experiencing a breakdown in relationships	<p>Evidence of people's health and wellbeing improving as a result of accessing the service, this includes:</p> <ul style="list-style-type: none"> • Levels of stress • Sleep • Appetite • Mental health • Physical health • Self esteem
The impact of relationship breakdown on others is supported	Number of children / adults not accessing the service that live with service user's
People have the skills to cope with future issues that affect relationships	<p>Evidence of signposting people on to other service for future support</p> <p>Number and (%) of people that feel better equipped to deal with issues in the future</p>

Housing specific outcomes	
Dacorum Borough Council tenants are supported to maintain their tenancy	<p>Number and (%) of DBC tenants that access the service</p> <p>Number and (%) of DBC tenants that feel able to continue their tenancy e.g. couples with a joint tenancy or resolution between neighbours</p>