

Big Lottery Fund

Domestic Abuse Research

January 2016



CordisBright

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1 Executive Summary

1.1 Introduction

This Executive Summary introduces and highlights key learning from a research study which the Big Lottery Fund (the Fund) commissioned in April 2015. Cordis Bright was appointed to deliver the study. It explores what the Fund has learnt from supporting those affected by domestic abuse and reviews the outcome measurement frameworks available to the domestic abuse sector.

The findings are based on a series of methodologies which include a brief review of relevant policy and the Fund's strategic documentation, coding 563 narrative grant record summaries, a report card survey of 323 grant-holders, telephone interviews with 22 stakeholders, and 21 case studies.

1.2 What has been funded?

There is evidence that the Big Lottery Fund supported 563 projects which were focused wholly or partially on supporting people affected by domestic abuse between January 2010 and August 2015. The smallest grant was for £5,000 and the largest was £3,137,000. Forty-three grants were from the "Becoming a Survivor" investment area – the Big Lottery Fund's grant stream which focuses entirely on domestic abuse projects in Scotland.

1.3 Learning & recommendations

1.3.1 Outcome measurement

There is evidence that the sector could improve its approach to monitoring and measuring outcomes. Whilst specialist outcome measurement tools have been devised for the domestic abuse sector (see our separate report summarising the available tools), they are not routinely in use. Cost and lack of awareness are contributing factors, however the main barrier to use appears to stem from a concern that the tools will be unsuitable, or insufficiently flexible for each individual service.

At the same time, the evidence suggests that "funder requirement" remains one of the key motivators for projects to monitor and evidence outcomes. In the light of this there would appear to be two key areas for development:

Recommendations

- Funders, such as Big Lottery Fund, could consider taking a more pro-active role in requiring or "nudging"¹ projects to monitor their

¹ Thaler R, & Sunstien, C (2009) *Nudge: Improving Decisions about Health, Wealth and Happiness* Penguin Books

outcomes. This data should then be systematically gathered in a form which enables easy comparison of results.

- Providers and creators of outcome measurement frameworks may wish to consider opportunities to engage even more closely with the sector to help them understand the benefits of their frameworks and ensure they are fit for purpose.

1.3.2 Models

As noted above it remains difficult to gather robust and wide-spread information regarding outcomes achieved and “what works”. This research found projects to be employing a range of service delivery models, but it is difficult to draw robust conclusions regarding their relative effectiveness. The projects we researched have made use of the following models:

Figure 1 Summary of models encountered during the case study research

Model	More information (all websites last accessed 28 th January 2016)	Case Study Project(s) using this model
Freedom Programme	www.freedomprogramme.co.uk	Dash Saje
CEDAR	www.cedarnetwork.org.uk	Renfrewshire Reconnection Women’s Aid South Lanarkshire
Dyn Project	www.dynwales.org	Abused Men in Scotland
AVA Community Group Programme Model	www.avaproject.org.uk	Brighter Futures
Caring Dads	www.caringdads.org	Positive Relationships
Respect	http://www.respectphoneline.org.uk/pages/domestic-violence-prevention-programmes.html	Positive Relationships
Independent Domestic Violence Advisers	http://www.safelives.org.uk/sites/default/files/resources/National%20definition%20of%20IDVA%20work%20FINAL.pdf	Dash

These models are certainly valued by the projects and anecdotal evidence suggests that they may be effective. However the case study research also provided anecdotal evidence to suggest that there may be value in innovating or taking risks in order to find new ways of providing effective support.

Recommendations

- It may be helpful for funders to consider striking a balance between replicating and innovating; remaining open-minded about innovative approaches (which have clear plans for monitoring and demonstrating outcomes achieved) as well as supporting service models which have been developed from a robust evidence base.

1.3.3 Sustainability

Sustainability remains a challenge for the sector and is becoming increasingly difficult as public sector agencies experience on-going pressures on expenditure. Projects appear to be taking a number of different approaches to improve sustainability, and stakeholders had some useful suggestions regarding approaches which could enhance sustainability.

Recommendations

- Funders may wish to consider opportunities to commit to longer term funding arrangements. We understand the Big Lottery Fund has already made 5-year commitments to help in this regard.
- Funders may wish to explore options for offering practical support to help projects develop sustainability (this might include workshops and business planning support at an early stage in life of the grant). Funders may also wish to consider whether there is a role for them in engaging with statutory agencies to secure funding for projects in the medium to long term.
- Funders may wish to explore alternative funding models such as Social Investment Bonds² specific to domestic abuse and Public Social Partnerships³.

1.3.4 Gaps in provision

The brief review of domestic abuse policy highlighted a number of gaps in provision and approach. We understand that the Big Lottery Fund has already expressed commitments to prioritise the following issues which emerged from the brief policy review:

- Lack of joined-up approach: At present, many people who are experiencing domestic abuse find it difficult to navigate between the various agencies and services which are able to support them. There appears to be a lack of structure, “pathway” and “signposting” among statutory agencies (e.g. social services, health, police) and the wider partners who need to be involved (e.g. housing services, counselling / therapy services and so on).

² “Social impact bonds (SIBs) are a new tool that unlock private finance and public investment so that organisations which are best placed to tackle social problems can do so on a payment by results basis. SIBs enable commissioners to capture the expertise of social ventures in tackling complex problems by providing them with the upfront capital to deliver payment-by-results contracts. In addition to this, they enable social investors to use their money to achieve both a social impact and a financial return” Cabinet Office, Centre for Social Impact Bond Website Accessed October 2015

³ A Public Social Partnership (PSP) is a strategic partnering arrangement which involves the third sector earlier and more deeply in the design and commissioning of public services www.socialimpactscotland.org.uk accessed October 2015

- The relative scarcity of services working with perpetrators. It is important to ensure that those at risk of offending (and those who have already offended) can access support to change their behaviours.
- The need to offer more education-based and preventative services which can offer insights to the wider population regarding acceptable behaviours and the hallmarks of healthy relationships.
- The need to ensure that people who are from minority groups or who have protected characteristics⁴ are able to access effective support. It is important that services are available which can meet their needs, either through specialist provision, or expert knowledge within mainstream services.
- The need to improve the evidence base for “what works” in tackling domestic abuse. It is important that any intervention focuses on evaluating its effectiveness and sharing its learning with others. This is likely to include robust collection and analysis of data which can feed into decision-making, performance and outcomes improvement.
- Domestic abuse services need to become more sustainable, so that awareness of the service can grow, individuals in need of support can rely on a service to be available, and evidence regarding the effectiveness of the service can be gathered in a meaningful way.

The Fund may also wish to consider the following issues which the brief policy review also finds to be important gaps in provision:

- Taking a person-centred (or even asset based⁵) approach to domestic abuse.
- The availability of housing to support people affected by domestic abuse, and refuge places in particular.
- The importance of on-going support, beyond the initial intervention or closure of the abusive relationship.

Recommendation

- Funders may wish to consider the extent to which their current funding streams are able to support and prioritise these gaps.
- Funders may also wish to consider mechanisms for monitoring any changes or additions to these key gaps which may emerge over time.

⁴ <http://www.equalityhumanrights.com/private-and-public-sector-guidance/guidance-all/protected-characteristics> (Last accessed 28th January 2016)

⁵ Drawing on the notion of Asset Based Community Development www.abcdinstitute.org (Last accessed 28th January 2016)

1.3.5 Other key learning

This research has found a number of common issues which projects report to be key in delivering effective domestic abuse services. These are:

- Responsive or service-user led services
- Promoting engagement and accessibility
- Working in partnership
- Focusing on effective recruitment, support and training for their staff and volunteers.

Recommendations

- Funders may wish to consider ways in which they can prioritise domestic abuse projects which display some or all of these approaches, (especially where the outcomes arising are being effectively monitored).

1.3.6 Future research

Across the UK, the Violence Against Women and Girls agenda is increasingly accepted, although the inherent focus on women remains the subject of some debate. For the purposes of this research we have focused on domestic abuse involving men or women who are intimate partners or family members.

Recommendations

- The Big Lottery Fund may find it valuable to investigate the wider issues associated with the VAWG agenda at some point in the future (for example, trafficking, prostitution, child sexual exploitation).

2 Introduction

2.1 Purpose of the research

In April 2015, the Big Lottery Fund (the Fund) commissioned Cordis Bright to deliver a research study exploring what it has funded in terms of supporting those affected by domestic abuse. The brief from the Fund included the following research questions:

- Briefly, what is the current domestic abuse context across the UK (in terms of Government policy and provision of service) and how do our relevant investments fit into it? Are there any differences across the UK?
- What are the different types of projects that we have funded to tackle domestic abuse across the UK and what specific models have been most effective?
- What have we learnt from our funding in terms of what works in supporting those affected by domestic abuse, including men, women and children, and in preventing it? How does this learning add to, complement or compare to wider evidence?
- What outcome measurement frameworks are available across the sector for projects addressing domestic abuse and what are the similarities/overlaps between them? What circumstances do they work best in?
- What do domestic abuse projects need to help them develop a stronger case for sustainability? How can the Fund practically support this?

2.2 Summary methodology

Figure 2 summarises the methods used in delivering this research. More details are provided in the Appendix.

Figure 2 Summary of main research methods

Method	Summary
Literature Review	A brief review of domestic abuse policy across the four nations of the UK.
Review of Big Lottery Fund documentation	A review of eight strategic and operational internal documents regarding domestic abuse grants provided to Cordis Bright by the Big Lottery Fund.
Developing a taxonomy of projects that the Big Lottery Fund has funded.	Coding free-text descriptions regarding 563 grants which have included some form of domestic abuse support. The date range for these grants was January 2010 to August 2015.
Report card survey of grantees	A survey report card was designed by Cordis Bright and agreed with the Big Lottery Fund before use in the field. The on-line survey was sent to 533 ⁶ of the 563 grant-holders described above. A 60% response rate (323 responses) was achieved.
Telephone interviews with stakeholders	Telephone discussions were secured with 13 stakeholders, representing 10 organisations with an ability to comment on domestic abuse policy and practice.
Telephone interviews with outcome measurement framework providers	Telephone discussions were held with nine stakeholders, representing all seven of the outcome measurement frameworks which we had identified as supporting domestic abuse projects.
21 Case Studies	21 projects were visited and case studies developed. These projects were chosen because: a) they indicated an interest in participating in case studies via the report card survey and b) we believed they would have an interesting perspective to share, by virtue of their location, client groups, innovative approach. The geographic spread was as follows: 10 case studies in England, 6 in Scotland, 3 in Wales and 2 in Northern Ireland.

2.3 Structure of the report

This report begins with a brief review of domestic abuse policy in the four UK nations (Chapter 3) before reviewing the domestic abuse-related grants which have been funded (Chapter 4) and the learning which has emerged (Chapter 5). Conclusions and recommendations are provided in Chapter 6.

⁶ Email addresses were only available for 533 of the full 563 sample.

3 Brief review of Domestic Abuse policy

Key Messages

- The Violence Against Women & Girls Agenda is increasingly accepted as a policy approach, although the inherent focus on women remains a subject of some debate.
- All four nations in the UK base their approach to domestic abuse on EU legislation, so there is a degree of consistency. However individual nations have also trialled and developed innovative approaches, for example:
 - In England the MARAC approach is perceived to be more well-established than elsewhere (although other nations are increasingly adopting these approaches).
 - In Scotland, innovations in policing approaches and a focus on pursuing perpetrators through the courts are perceived to be effective.
 - New legislation in Wales aims to promote a consistent approach to prevention, protection and support for both women and men experiencing domestic abuse and sexual violence.
 - In Northern Ireland, policy proposals have been drafted which would offer a range of support (including housing, education, advocacy, psychological support).
- There appear to be a number of gaps in service provision, including:
 - Insufficient focus on “joining up” existing services.
 - Lack of perpetrator programmes.
 - A need to focus on behaviour and culture change approaches.
 - Support which is designed to help those from minority groups or those with “protected characteristics.”⁷
 - A need to focus on gathering and demonstrating evidence of “what works”.
 - Ensuring that domestic abuse services can become more sustainable.
 - The need to offer person-centred (or even asset based⁸) approaches to tackling domestic abuse.
 - The availability of housing to support people affected by domestic abuse, and refuge places in particular.

⁷ <http://www.equalityhumanrights.com/private-and-public-sector-guidance/guidance-all/protected-characteristics>
(Last accessed 28th January 2016)

⁸ Drawing on the notion of Asset Based Community Development www.abcdinstitute.org

- Services which focus on on-going support beyond the initial intervention or closure of the abusive relationship.

3.1 Introduction and definitions

This brief policy review aims to clarify the context in which domestic abuse services are operating and identify any differences in policy which occur in different countries across the UK.

As the review will demonstrate, the Violence Against Women and Girls agenda is increasingly accepted. However, the inherent focus on women remains the subject of some debate. For clarity, Figure 3 summarises the key definitions.

Figure 3 Definitions






Descriptor	Definition and comments
Violence Against Women & Girls	<p><i>“Any act of gender-based violence that results in, or is likely to result in, physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life.”</i></p> <p>UN definition adopted by HM Government in <i>Call to End Violence against Women and Girls</i> (2010),</p> <p>This definition is generally taken to include a broad range of crimes, including (but not limited to): Child Sexual Exploitation, Domestic Abuse, Female Genital Mutilation, Forced Marriage, Violence committed in the name of ‘honour’, Prostitution, Sexual Exploitation, Sexual Harassment, Sexual Violence, including rape, Stalking and Trafficking.</p>
Domestic Abuse: Home Office Definition	<p><i>“any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to:</i></p> <ul style="list-style-type: none"> <i>• psychological</i> <i>• physical</i> <i>• sexual</i> <i>• financial</i> <i>• emotional</i> <p><i>Controlling behaviour is a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.</i></p>

Descriptor	Definition and comments
	<p><i>Coercive behaviour is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.”</i></p> <p>Home Office Website: Last Updated 27th March 2015</p> <p>Prior to March 2013, this definition excluded controlling behaviour, coercive behaviour and those aged under 18. The expansion of the definition to include these elements has been generally welcomed.</p>
<p>Domestic Abuse: Definition used for the purposes of this research</p>	<p><i>“any form of controlling, coercive, threatening behaviour, violence or abuse inflicted by one intimate partners (or ex-) on another, including family members, regardless of gender or sexuality. It also includes so-called ‘honour’ based violence, female genital mutilations and forced marriage’.</i></p> <p>Big Lottery Fund Invitation to Tender: March 2015</p> <p>A focus on domestic abuse allows consideration of both men and women who have been affected by domestic abuse. The Big Lottery Fund may wish to consider exploring further important issues which emerge from the VAWG agenda (for example, trafficking, prostitution, child sexual exploitation) at some point in the future.</p>

3.2 Legislative and policy context

Figure 4 below summarises domestic abuse legislation across the UK, and demonstrates a degree of consistency between each of the four nations.

Figure 4 Summary of legislative context

								
Legislation	Council of Europe Convention on Preventing and Combating Violence Against Women & Domestic Violence (Istanbul Convention 2014)	Domestic Violence, Crime and Victims Act 2004	Domestic Violence, Crime and Victims (Amend't) Act 2012	Family Homes & Domestic Violence (NI) Order 1998	Protection from Harassm't Act 1997	Domestic Abuse (Scotland) Act 2011	Victims and Witnesses (Scotland) Act 2014	Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015
Summary Purpose	Convention following entry into force of the treaty in Aug 2014	Applies to England, Wales and NI. Supplements existing Family Law Act 1996 making DV a criminal offence	An Act to amend section 5 of the 2004 Act to include serious harm in addition to death.	This order replaces civil remedies for DV that were contained in Domestic Proceedings (NI) Order 1980 to provide clarity through establishing a single set of remedies.	Protect the victims of harassm't	Amends 1997 Act - Removed requirem't for a 'course of conduct' before an order can be issued	Victims of domestic abuse access to screens and video links, etc. When giving evidence.	Improve public sector response in Wales, providing a strategic focus and consistent consideration of preventive, protective and supportive mechanisms in the delivery of services
Focus	Broad focus on both VAWG & Domestic Abuse.	Specific legislation for Domestic Violence, but Home Office responses are very focused on the VAWG agenda.	Specific focus on Domestic Violence, but strategies for tackling VAWG are emerging.	Broad focus on both VAWG & Domestic Abuse.	Specific focus on Domestic Abuse and Sexual Violence, developed a result of lengthy consultation.			

3.3 Important policy developments in the four nations

The following provides summaries of important and recent policy developments across England, Wales, Scotland and Northern Ireland.

3.3.1 England and the UK: Call to End Violence Against Women and Girls – Home Office 2010

In 2010, the UK government published a *Call to End Violence against Women and Girls*, outlining a strategic vision for how to address VAWG. (Home Office 2010). This strategic vision is separated into four core objectives:

Figure 5 Strategic objectives of the Call to End VAWG

Strategic objective	Areas addressed
Prevention	<ul style="list-style-type: none"> Challenging attitudes, behaviours and practices Intervening early Getting the first response right
Provision	<ul style="list-style-type: none"> Frontline services and funding Effective practice and training Sustainability of the sector
Partnership working	<ul style="list-style-type: none"> Working with sector organisations and communities International work
Risk reduction and justice outcomes	<ul style="list-style-type: none"> Legislation and justice outcomes Reducing the risk for victims and supporting women offenders

Source: Home Office 2010

To translate this strategic vision into actions, the government has produced an annual action plan since 2011 (Home Office 2011a, 2012b, 2013a, 2014). Each action plan focuses on the objectives outlined above, as well as detailing progress made against the previous year's action plan. The actions outlined in these publications are based upon the following themes:

- Employing evidence-based strategies and interventions in tackling domestic abuse.
- Measuring the outcomes of services and other local provision, and providing evidence of improvements in provision where this has been achieved.
- Making use of multi-agency working models in addressing domestic abuse, and showing the impact of this multi-agency working.
- Encouraging the reporting of offences involving domestic abuse and evidencing increased reporting if possible.

- Focussing on the experiences of victims / survivors in reporting offences and receiving support and services, and demonstrating improvements in this experience where possible.
- Demonstrating improved outcomes for perpetrators of domestic abuse.

3.3.2 Wales: Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act (2015)

This recent Act in Wales aims to improve the public sector response to violence against women, domestic abuse and sexual violence. It provides a strategic focus and ensures consistent consideration of preventive, protective and supportive mechanisms in the delivery of services. The Act:

- Raises the profile of violence against women, domestic abuse and sexual violence in Wales through the creation of strategies.
- Provides a strong strategic direction promoting consistency and best practice.
- Ensures the ownership of the issue at a strategic level with the appointment of a ministerial adviser.

3.3.3 Scotland: Equally Safe: Scotland's strategy for preventing and eradicating VAWG – Scottish Government

This strategy, published by the Scottish Government (2014), outlines their framework for tackling all aspects of VAWG. It has a number of key themes:

- **All forms, all women:** The strategy is very clear that all aspects of VAWG should be tackled equally, and any current imbalances in the provision of services should be addressed. It is also clear that such types of abuse are inherently gendered, and this should be integrated into strategies to combat them.
- **A preventative focus:** The strategic framework outlined in the document places prevention at the core. It particularly emphasises the need to work with communities to challenge behaviours and change cultures.
- **Raising awareness:** The framework highlights the need for increased awareness of VAWG, and suggests the involvement of partner organisations for raising public awareness. It also outlines ways in which the media can play a key role in helping to challenge behaviours and change cultures.
- **Accountability:** The strategy embeds an overt approach to collective public accountability. This involves the development of a Performance Framework, based around appropriate outcomes and indicators to allow for the measurement of performance and progress.

In order to enact the developments stated in the strategy, the document outlines a governance structure. The Violence Against Women Joint Strategic Board will be formed from senior leaders, tasked with pushing for change within their individual organisations and sectors. The Board will be jointly chaired by the Scottish Government and the Convention of Scottish Local Authorities (COSLA), and will take a multi-agency approach, involving Police Scotland and other key stakeholders.

3.3.4 Northern Ireland: Stopping Domestic and Sexual Violence and Abuse in Northern Ireland 2013-2020 – DHSSPS NI

A public consultation document published by the Department of Health, Social Services and Public Safety for Northern Ireland (DHSSPS NI 2013) outlines a draft strategy for tackling domestic and sexual violence and abuse in Northern Ireland. Its key themes are very similar to those being developed across the UK. However, its focus on holistic support may be different from other countries. The strategy proposes additional support for those who have been affected by domestic and sexual violence and abuse, ranging from educational support services and housing support, to outreach and advocacy services and access to specialist psychological interventions. This strategy has not yet been adopted and finalised.

3.4 Summary of critiques of the current policy environment

The literature review identified a number of reports and publications which provide an overview of the current strategic and policy direction within the UK relating to domestic abuse and Violence Against Women and Girls (VAWG). The key findings of these publications are summarised in Figure 6.

Figure 6 Summary of reports providing critiques of the current policy environment in the UK

Title	Description of findings
<i>Scoping Study on Violence Against Women – Centre for Regional Economic and Social Research (2012)</i>	<p>A report published by the Centre for Regional Economic and Social Research (CRESR 2012) outlined how the policy and legislative context in the UK relating to domestic violence and sexual abuse has developed over recent years. Referring to the <i>Call to End VAWG</i> document, the report suggests that there has been a shift in the way in which the UK Government understands domestic violence, towards a more gendered understanding in response to criticisms of the gender-neutral definition which had been in use for some years.</p> <p>Describing initiatives to tackle domestic violence, the report suggests that at present initiatives are focused around a criminal justice framework, with an emphasis on prosecution and reactive measures. Conversely, the report argues that there is little being done within a rights and equality framework, and so preventative provision is patchy at best. It suggests that the publication of the <i>Call to End VAWG</i> may help to respond to these deficits.</p>
<i>A Different World is Possible: A call for long-term and targeted action to prevent violence</i>	<p>This report by the End Violence Against Women Coalition (2011) summarises the obligations the UK Government has to prevent violence against women under international and national human rights and equality laws, and examines the policy context.</p>

Title	Description of findings
<p><i>against women and girls – End Violence Against Women Coalition (2011)</i></p>	<ul style="list-style-type: none"> • Under the European Convention on Human Rights, and the Convention on the Elimination of All Forms of Discrimination Against Women, the UK government is obliged to exercise due diligence in preventing violence against women. • The Public Sector Equality Duty, outlined under the Equality Act 2010, requires public bodies to consider how they are preventing VAWG. • The report recognises that VAWG policy has been a priority of the UK Government, but argues that a lack of investment in research, monitoring or evaluation, a lack of effort to embed prevention work in education settings, a lack of commitment to long-term, evidence-based awareness campaigns, and a lack of adequate and sustained funding of VAWG services are all leading to a short-sighted and costly strategy which it suggests is unlikely to effectively tackle VAWG.
<p><i>The Changing Landscape of Domestic and Sexual Violence Services – All-Party Parliamentary Group on Domestic and Sexual Violence Inquiry (2015)</i></p>	<p>The All-Party Parliamentary Group on Domestic and Sexual Violence, Women’s Aid, and Rape Crisis England & Wales published a joint report in 2015 on the changing landscape of domestic and sexual violence services (APPG et al. 2015). The report outlines five key recommendations for developing strategies for addressing domestic and sexual violence:</p> <ul style="list-style-type: none"> • Data collection: The report finds that, whilst data collection has in the past been unreliable and inaccurate, the development and dissemination of an established and effective means of collecting and categorising data relating to domestic and sexual violence is integral to improving outcomes for people affected by domestic abuse. • Sustainable funding: The report argues that current funding arrangements, which operate on a hand-to-mouth basis, have put many services under huge financial pressure and are unsustainable. The report recommends that the government introduce a sustainable and secure funding model that will ring-fence funds for specialist services. • Ministerial leadership: Effective leadership emerges as a recommendation for ensuring domestic and sexual violence services are coordinated in a way which ensures delivery is needs-led and sustainably funded. The report suggests that this leadership must come from central government, arguing for the creation of a new Minister of State within the Cabinet Office dedicated to the prevention of VAWG. • Needs-led approach: The report finds that both services users and practitioners have expressed concerns that services are being allocated using a one-size-fits-all approach, based purely on financial criteria. This neglects to take into account the specific needs of the individual service user. As a result, the report recommends that services are allocated using a needs-led approach. • Joint guidance: The report recommends that joint guidance should be issued by a coalition of government departments. This will ensure that local authorities and health commissioners are better informed about their obligations to provide domestic and sexual violence services, and that service provision across the country is equal.
<p><i>A guide for health commissioners – Department of Health (2011)</i></p>	<p>This guidance (Department of Health 2011) outlines recommendations for commissioning services for women and children who experience violence or abuse. It follows other strategic documentation in having an emphasis on outcomes-focused commissioning and service provision.</p> <p>The guidance indicates the Department of Health’s commitment to employing outcome measures, including those exploring social return on investment, in order to monitor services, and to then use this data as part of an evidence base to inform future service developments. It also provides details of the types of outcome and output measures that commissioners could use and how they could be applied to both mainstream and specialist services.</p>

Title	Description of findings								
<p><i>Early Intervention in Domestic Violence and Abuse – Early Intervention Foundation (2014)</i></p>	<p>The Early Intervention Foundation has produced an evidence report on effectively delivering early intervention to tackle domestic violence and abuse (Feinstein et al. 2014). The report makes a number of recommendations relating to local and national government strategies, which are summarised in the table below.</p> <table border="1" data-bbox="539 555 1471 920"> <thead> <tr> <th data-bbox="539 555 1002 609">Local Government</th> <th data-bbox="1002 555 1471 609">National Government</th> </tr> </thead> <tbody> <tr> <td data-bbox="539 609 1002 689"> <ul style="list-style-type: none"> • A focus on prevention and early intervention </td> <td data-bbox="1002 609 1471 689"> <ul style="list-style-type: none"> • A focus on prevention and early intervention </td> </tr> <tr> <td data-bbox="539 689 1002 779"> <ul style="list-style-type: none"> • Promotion of partnership and multi-agency working </td> <td data-bbox="1002 689 1471 779"> <ul style="list-style-type: none"> • Explicitly named leadership and accountability </td> </tr> <tr> <td data-bbox="539 779 1002 920"> <ul style="list-style-type: none"> • Integration of strategies to combat VAWG into crime prevention, health, and children and young people strategies </td> <td data-bbox="1002 779 1471 920"> <ul style="list-style-type: none"> • Performance monitoring systems embedding into strategic action plans </td> </tr> </tbody> </table> <p>Source: Feinstein et al. 2014</p>	Local Government	National Government	<ul style="list-style-type: none"> • A focus on prevention and early intervention 	<ul style="list-style-type: none"> • A focus on prevention and early intervention 	<ul style="list-style-type: none"> • Promotion of partnership and multi-agency working 	<ul style="list-style-type: none"> • Explicitly named leadership and accountability 	<ul style="list-style-type: none"> • Integration of strategies to combat VAWG into crime prevention, health, and children and young people strategies 	<ul style="list-style-type: none"> • Performance monitoring systems embedding into strategic action plans
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<ul style="list-style-type: none"> • Promotion of partnership and multi-agency working 	<ul style="list-style-type: none"> • Explicitly named leadership and accountability 								
<ul style="list-style-type: none"> • Integration of strategies to combat VAWG into crime prevention, health, and children and young people strategies 	<ul style="list-style-type: none"> • Performance monitoring systems embedding into strategic action plans 								
<p><i>Finding the costs of freedom: How women and children rebuild their lives after domestic abuse – Solace Women’s Aid (2014)</i></p>	<p>This report (Kelly et al. 2014) into the impact of domestic abuse on women and children highlights a number of areas in which service provision has been ineffective in the past. Drawing upon this research, it makes a series of recommendations for how future strategies for tackling domestic abuse can be tailored to ensure they effectively meet the needs of women and children affected:</p> <ul style="list-style-type: none"> • Continuing support: The report recommends that people experiencing domestic abuse are given access to support for a minimum of two years after separation from their partner. This support should be holistic, encompassing areas such as: refuge and floating support; legal advice and advocacy; short courses on understanding domestic violence; specialist counselling and group work; skills and confidence-building workshops; support orientated to (re)entering employment. • Increased awareness in statutory agencies: The report finds that understanding of domestic abuse in statutory agencies is poor, and as a result the progress for people experiencing domestic abuse is sometimes hindered rather than supported. It suggests that basic training in aspects of domestic abuse beyond physical violence would go some way to addressing this. • Focus on housing: The report highlights the crucial role played by having a safe home in the rebuilding process for people experiencing domestic abuse. It suggests that refuges should be considered a national resource, and be promoted and funded as such. • Promotion of community resources: The report finds that support from within the community, such as from neighbours, work colleagues and faith communities, can be extremely valuable to people experiencing domestic abuse. It suggests that these community resources can be enhanced through increasing public awareness of abuse in its various forms. 								
<p>South Wales Police’s approach to tackling domestic abuse – HMIC</p>	<p>This report by HMIC into South Wales Police’s strategy for tackling domestic abuse assesses the current service provision, finding it to be good, with some areas of improvement. The following themes emerge from its recommended improvements:</p> <ul style="list-style-type: none"> • Identifying people experiencing domestic abuse: Whilst the report acknowledges that identification of people experiencing domestic abuse is good amongst South Wales Police staff, it suggests that embedding effective management and supervision systems into the organisation will ensure that 								

Title	Description of findings
	<p>knowledge of indicators of domestic abuse and methods for communicating with suspected victims can be maintained and improved where necessary.</p> <ul style="list-style-type: none"> • Risk assessment: The report suggests that front-line staff should be responsible for grading risk at the time of first contact with someone experiencing domestic abuse, as opposed to responsibility being with a specialist risk assessor who evaluates the report following a call-out. It suggests that this will ensure that the initial response from the police will be more likely to be appropriate to the level of risk being faced by someone experiencing domestic abuse. • Streamlining of support: The report finds that people experiencing domestic abuse can become confused by the large numbers of different practitioners they may come into contact with following the reporting of an incident. As a result, it recommends that multi-agency working and information sharing be improved and that all potentially-important information is available to any practitioner who may have contact with the individual.
<p>Our Place, Safe Space: A strategy for children and young people – Women’s Aid Federation NI (2012)</p>	<p>This strategy (Women’s Aid Federation NI 2012) outlines an approach for addressing issues related to children and young people who experience, or may be at risk of experiencing, domestic and sexual violence, from 2012 to 2017. A number of themes emerge from the strategic themes it lays out, which correspond with wider themes identified within domestic abuse policy across the UK:</p> <ul style="list-style-type: none"> • Partnership working: The strategy outlines Women’s Aid Federation NI’s intention to engage in effective partnerships with other relevant organisations. • Measuring impact: This includes the development of a regional evaluation framework to ensure standardised monitoring and evaluation. • Shared learning: Drawing upon the standardisation of impact measurement, the strategy calls for evaluation information to be collated, analysed and shared with all relevant stakeholders and organisations to further understanding of what works in tackling domestic violence and abuse.
<p><i>The Protection and Rights of Black and Minority Ethnic Women Experience Domestic Violence in Northern Ireland – NICEM (2013)</i></p>	<p>This report from the Northern Ireland Council for Ethnic Minorities (NICEM 2013) makes a number of recommendations for policy changes to address the protection of BME women who have experienced domestic violence and abuse. The key themes are a call for increased education for frontline staff dealing with people experiencing domestic violence and abuse, and a recommendation for more communication and partnership working between organisations which come into contact with these individuals.</p>
<p><i>Older Women’s Lifelong Experience of Domestic Violence in Northern Ireland – Queen’s University Belfast (2010)</i></p>	<p>This study (Queen’s University Belfast 2010), funded by the Changing Age Partnership (CAP), found that domestic violence amongst older women is chronically under-reported and poorly-understood by professionals. It calls for the development of services, support groups and community outreach specifically suited to the needs of older people affected by domestic abuse.</p>

3.5 Stakeholder views

3.5.1 Introduction

We conducted interviews with stakeholders from ten organisations who were able to report their perceptions of domestic abuse policy and practice across the UK⁹. There are some limitations to consider when reviewing stakeholder perceptions of the UK policy context. These are explained in Appendix One below.

3.5.2 Stakeholder perceptions of the England policy approach

Stakeholders tended to perceive the approach in England as follows:

- An increasingly strong reliance on the criminal justice system, with a series of measures in place to encourage police to take domestic abuse cases seriously, and support individuals progressing cases (especially high risk cases) through the criminal justice system. Some stakeholders felt this focus may have distracted attention from prevention and early intervention approaches, and overlooks the fact that domestic abuse tends to result from a pattern of behaviours, rather than specific “incidents” which can be criminalised¹⁰.
- Systematic use of Multi-Agency Risk Assessment Conferences (MARACs)¹¹ to manage high risk cases and help their smooth progression through the criminal justice system. Although MARACs are being introduced in Scotland and Northern Ireland, the established and systematic nature of MARACs in England (and Wales) was perceived to be an important way to tackle the challenge of domestic abuse.

3.5.3 Stakeholder perceptions of the Wales policy approach

Stakeholders consulted about domestic abuse policy in Wales highlighted the national training framework which is designed to raise awareness of domestic abuse amongst public sector staff. The depth of training a person will receive depends on their role. It ranges from increasing awareness of what domestic abuse involves, through to specific qualifications. Cordis Bright understands that Wales is the first of the four nations to legislate for these training requirements.

One of the stakeholders explained while the moves to localism in England were felt to signal a more “*hands off approach*” from Westminster, the recent Women, Domestic Abuse and Sexual Violence (Wales) Act represented a real “*game changer*” with the Welsh Government anticipated to be more “*prescriptive*” in what will be required from local authority staff.

⁹ Please note the results of these interviews are also covered in Chapters 5 and 6 below.

¹⁰ Follow this link to a “Guardian” article which explores this conundrum in more detail <http://www.theguardian.com/society/2014/mar/05/domestic-violence-laws-abusers-justice>

¹¹ These are multi-agency meetings where statutory and voluntary agency representatives share information about high risk victims of domestic abuse in order to produce a coordinated action plan to increase victim safety.

3.5.4 Stakeholder perceptions of the Scotland policy approach

Stakeholders consulted about the domestic abuse policy in Scotland highlighted a number of areas of perceived difference from the other UK nations. For example:

- Good working practices in relation to children. By way of example, one stakeholder pointed to a recent *Voices Against Violence* report which included the insights of young people who had experienced domestic abuse.¹² This stakeholder also highlighted the Scottish Government's *National Delivery Plan for Children*.¹³
- Strong levels of police engagement¹⁴. Several stakeholders referred to innovations introduced by Sir Stephen House, while he was based with the Strathclyde police. These included recognising cases of domestic abuse as serious crimes and specifically targeting those suspected of domestic abuse. Figures from Police Scotland show that in the first year following a renewed effort to tackle domestic abuse saw an 81% increase in reports of domestic rape across Scotland and a national increase in the reporting of domestic stalking offences by more than half.¹⁵ Sir Stephen House went on to become the first Chief Constable of Police Scotland and guided their development of innovative domestic abuse policing.
- One of the Scottish stakeholders highlighted the introduction of Multi-Agency Tasking and Co-ordinating Groups (MATACs) which focus on perpetrators. This involves third sector organisations sharing crime intelligence, provided by service users, with the police. This stakeholder stressed "*I've never ever seen anything so effective at tackling perpetrators*" as police are able to pursue convictions for domestic abuse and other, seemingly unrelated, crimes. Another stakeholder reported: "*in Scotland the criminal justice system is better at prosecuting*".

3.5.5 Stakeholder perceptions of the Northern Ireland policy approach

Stakeholders consulted about the Northern Ireland policy approach highlighted the current political difficulties in developing policy and strategy, which is linked to the challenges being experienced in the power-sharing government at Stormont. Overall, Northern Ireland's history is perceived to make "hidden" crimes like domestic abuse even harder to detect: perpetrators may be perceived to have paramilitary protection which makes reporting and investigating even more challenging than other parts of the UK.

Stakeholders highlighted the used of MARACs, the national helpline and improvements to legal processes which improve the court experience for people at high risk of domestic abuse as making important contributions in Northern Ireland.

¹² See <http://www.voiceagainstviolence.org.uk/> for further details, accessed 23 July 2015.

¹³ See <http://www.gov.scot/resource/doc/257294/0076389.pdf> for further details, 23 July 2015.

¹⁴ This is focus on domestic abuse among the Police in Scotland is re-iterated in an article regarding children and young people experiencing domestic abuse, published by Social Justice Matters (Donaldson 2014).

¹⁵ <http://www.scotland.police.uk/whats-happening/news/2014/october/festive-campaign-to-target-domestic-abusers>, accessed 23 July 2015.

4 What has been funded?

Key messages

- There is evidence that the Big Lottery Fund supported 563 projects which were focused wholly or partially on supporting people affected by domestic abuse between January 2010 and August 2015.
- The smallest grant was for £5,000 and the largest was £3,137,000
- 43 grants were part of the “Becoming a Survivor” programme – the Big Lottery Fund’s investment area which focuses entirely on domestic abuse projects in Scotland.

4.1 Introduction

This chapter summarises the domestic abuse-related projects which the Fund has supported. It is drawn from Cordis Bright’s review of 563 grant records which included an element of domestic abuse support. Chapter 5 below explores the key learning which emerges from these investments.

4.2 Summary of domestic abuse-related grants

Figure 7 overleaf summarises the findings and divides the grants into 3 main categories:

- Awards for All (141 grants)¹⁶.
- Becoming a Survivor (43 grants). This is the Big Lottery Fund’s only grant stream which focuses entirely on people experiencing domestic abuse¹⁷.
- Other grants (379) includes all the remaining grants¹⁸.

Figure 7 then shows the geographic breakdown of these grants, before summarising the proportion which were wholly or partially funded by the Big Lottery Fund. It then summarises the smallest, largest and average grants for

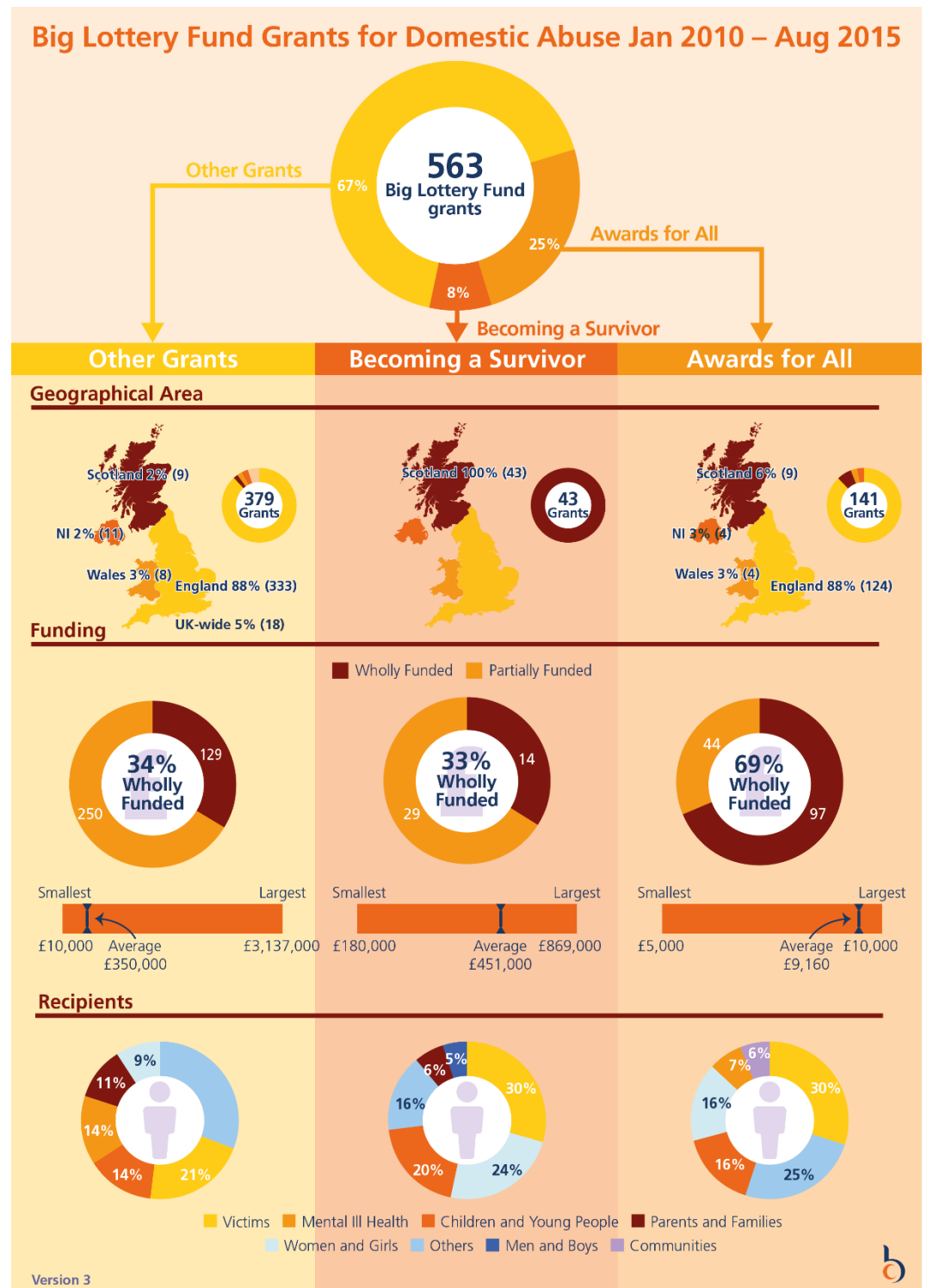
¹⁶ The Big Lottery Fund describes these grants as follows: “Awards for All gives groups an easy way to get small Lottery grants of between £300 and £10,000. We want to fund projects which address the issues, needs and aspirations of local communities and people. We will fund a wide range of community projects aimed at developing skills, improving health, revitalising the local environment and enabling people to become more active citizens”

¹⁷ The Big Lottery Fund describes this fund as follows: “Becoming a Survivor will support people affected by domestic abuse and survivors of domestic abuse to be in a home of their choice and help them to move on with their lives”. Grants ranged from £10,000 to £1million and the grants programme is closed.

¹⁸ The lower limit for these grants is £10,000 and there is no upper limit for total project costs.

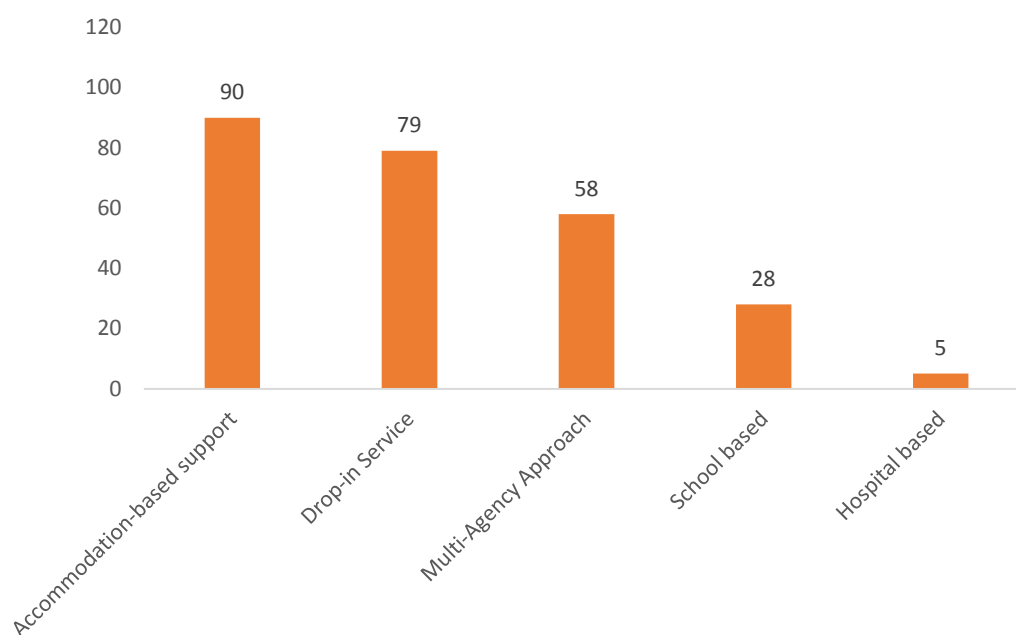
each fund, before providing a summary of the different client groups which each fund has supported.

Figure 7 Summary of domestic abuse grants



On 260 occasions, the data allowed us to see the “type” of intervention funded. Whilst it is difficult to draw firm conclusions from these records, it suggests that accommodation-based services may have been more regularly supported than school or hospital-based services.

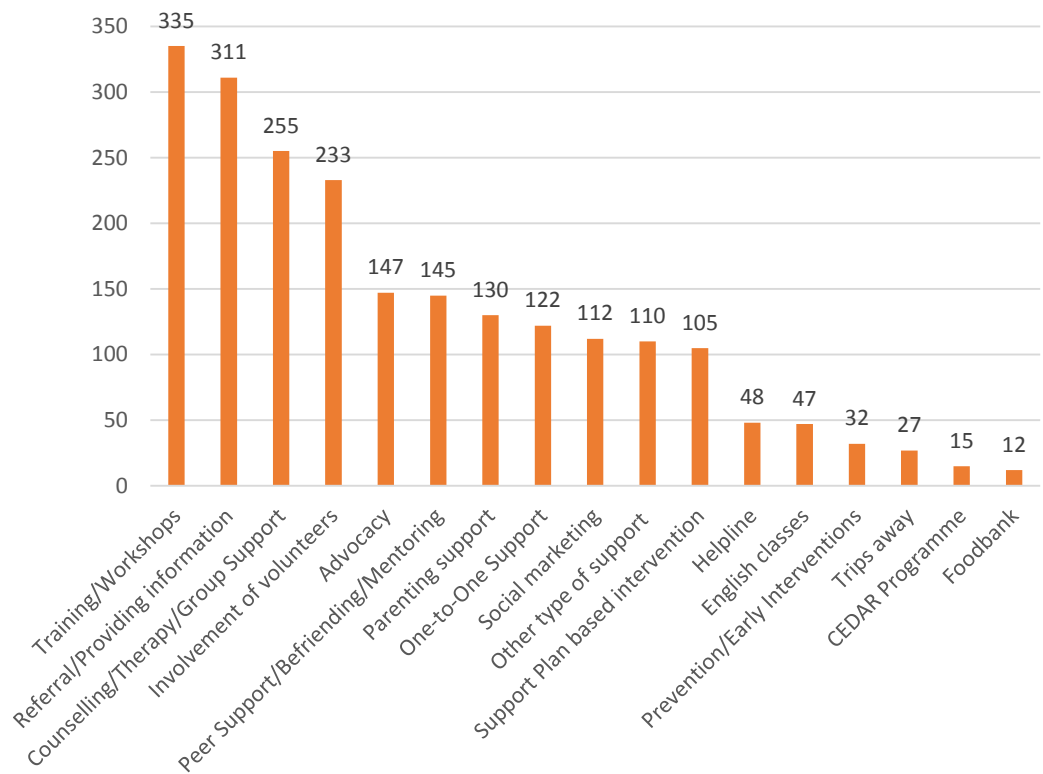
Figure 8 Summary of Approaches Funded – based on 260 data points¹⁹



Similarly, Figure 9 shows the type of interventions which were most commonly mentioned in the narrative grant records. Training, information & advice and counselling or group support appear to be the most common interventions.

¹⁹ This represents 260 data points, rather than 260 projects (the number of projects could be higher or lower). Some projects listed multiple approaches, whilst others did not clearly articulate their approach in the narrative summary which we reviewed.

Figure 9 Summary of type of interventions funded – based on 2196 data points²⁰



²⁰ Similarly, many projects identified more than one type of intervention in their narrative grant summary, which is why this totals more than 563.

5 Learning

Key messages

Outcomes

The sector continues to experience difficulties in measuring outcomes. There may be a role for funders to require or nudge²¹ grantees into monitoring outcomes and collecting them in a form which can be easily analysed. It may also be valuable to promote greater use of existing outcome measurement frameworks (see our separate report which reviews these frameworks).

Models

The evidence suggests that funders should remain open-minded about innovative approaches (which have clear plans for monitoring outcomes achieved), as well as continuing to support service models which have been developed from a robust evidence base.

Sustainability

Survey responses suggest that although a majority of projects will continue beyond the life of the Fund's grant, uncertainty remains in 44% of cases. Only 24% of respondents indicated that they had persuaded statutory agencies to support their work in the longer term.

Stakeholders suggested that sustainability may be improved through longer-term funding agreements, and grant-funders becoming more involved in training and supporting projects to become sustainable.

Gaps in provision

Evidence from the brief policy review highlights a number of gaps in provision (some of which have already been identified by the Big Lottery Fund as priorities):

- Insufficient focus on “joining up” existing services.
- Lack of perpetrator programmes.
- A need to focus on behaviour and culture change approaches.
- Support which is designed to help those from minority groups or those with “protected characteristics.”²²
- A need to focus on gathering and demonstrating evidence of “what works”.
- Ensuring that domestic abuse services can become more sustainable.

²¹ Thaler R, & Sunstien, C (2009) *Nudge: Improving Decisions about Health, Wealth and Happiness* Penguin Books

²² <http://www.equalityhumanrights.com/private-and-public-sector-guidance/guidance-all/protected-characteristics> (Last accessed 28th January 2016)

- The need to offer person-centred (or even asset based²³) approaches to tackling domestic abuse.
- The availability of housing to support people affected by domestic abuse, and refuge places in particular.
- Services which focus on on-going support beyond the initial intervention or closure of the abusive relationship.

Other key learning

The case study research found a number of common issues which projects report to be key in delivering effective domestic abuse services:

- Responsive or service-user led services
- Promoting engagement and accessibility
- Working in partnership
- Focusing on effective recruitment, support and training for their staff and volunteers

5.1 Introduction

This chapter summarises the key learning which can be drawn from across all the methodologies employed in this research (see Appendix for more details).

5.2 Outcomes

5.2.1 The issue

One of the key findings from this research is the difficulty which the sector still experiences in measuring outcomes.

Evidence from report card survey

It is clear that the sector understands the importance of measuring outcomes (as Figure 10 below suggests, at least 80% of respondents to the report card survey are trying to measure outcomes in some way). However, Figure 10 also suggests that only around 30% of survey respondents are using one of the recognised outcome measurement framework tools.

²³ Drawing on the notion of Asset Based Community Development www.abcdinstitute.org

Figure 10 'You will be measuring your outcomes to understand the change your project is making. Please tell us what tools and resources you are using to help measure the impact of your domestic abuse project' (n=247)²⁴

Tools and resources	Number of responses
Outcome indicators and monitoring arrangements agreed with the Big Lottery Fund	198 (80%)
Empowerment Outcome Star designed by Triangle Consulting	36 (15%)
Insights tool designed by SafeLives (formerly CAADA)	22 (9%)
Tool devised by Domestic Violence Intervention Project	7 (3%)
IMPACT toolkit devised by Respect	6 (2%)
REDAMOS or VIEWS system devised by Respect	2 (0.8%)
On Track tool devised by Women's Aid	1 (0.4%)
A different approach to measuring changes	108 (44%)
Total	247

Report card survey respondents were asked if they are doing anything else to understand the evidence of their project, choosing from a series of answers loosely based on Nesta's Standards of Evidence²⁵.

Figure 11 indicates that a majority of projects have undertaken self-evaluation, with only around one third commissioning an independent evaluation, around one quarter developing a theory of change, and a small number (less than 7%) undertaking a value for money assessment. Value for money analysis could help projects to secure buy-in from statutory services and other funders, thus establishing greater levels of sustainability.

Figure 11 'Please tell us if you are doing anything else to understand the evidence of your project' (n=210)²⁶

Standard	Number of responses
We have mapped the impact we want to achieve and the steps involved in making this happen, for example by producing a theory of change or logic model	49 (23%)
We have undertaken a self-evaluation of our project	163 (78%)

²⁴ As respondents could provide more than one answer, percentages do not necessarily total 100%. Please note, this table reflects the list of tools which was provided to survey participants. As our research progressed, and we gathered more insight into the available tools we refined and updated the names and terminology associated with these tools. Please see the associated report on Outcome Measurement Frameworks.

²⁵ For more information, see <http://www.nesta.org.uk/publications/nesta-standards-evidence>

²⁶ As respondents could provide more than one answer, percentages do not necessarily total 100%.

Standard	Number of responses
We have commissioned an external evaluation of our project	72 (34%)
We have undertaken a value for money assessment of our project	14 (7%)
Total	298

Evidence from case studies

Seven of the twenty-one projects involved in our case study research use a standardised outcome measurement tool:

- Renfrewshire Reconnection, Women’s Aid South Lanarkshire, Preston Domestic Violence Service and Women’s Aid Fermanagh use the Triangle Consulting Empowerment Star.
- Gwent Domestic Abuse Service and Dash use the SafeLives Insights tool.
- Men Standing Up use an amended version of Respect’s tool

A majority of case study participants used either bespoke outcomes measurement approaches, anecdotal evidence and/or on-going feedback mechanisms to understand impact and evaluate services. These included:

- Pre- and post- group questionnaires
- Evaluation of calls to a helpline
- Feedback from stakeholders
- Postcards to capture well-being information
- Specific events to speak to users and record comments, where language or literacy may be a barrier.
- Database of demographic and monitoring information.

Almost all case study participants were able to provide anecdotal qualitative feedback regarding the difference which their projects had made to individuals.

Figure 12 below provides some examples, and more examples are available in the case studies which accompany this report.

Figure 12 Examples of qualitative feedback

Type of project	Summary of qualitative feedback
Helpline and advice for men affected by domestic abuse.	<i>"Fingers crossed my nightmare is ending now... I spoke with one of you a few days ago actually and you were fantastic... Now a man for the first time, proud of myself, not making any more excuses for her, no way, only the platinum package for my kids from now on"</i>
Project supporting mothers and children using an AVA approach.	<i>"Being in a room with other children who had similar experiences meant children felt free to tell their story, often for the first time. There were several disclosures made in the groups."</i>
Family support project designed to prevent domestic abuse	<p><i>'I wouldn't have had the confidence to take him swimming before I did this with the group.'</i></p> <p><i>'[the project] made me realise what changes I wanted to make in my kids and myself's (sic) life. Found it helpful and encouraging.'</i></p> <p>Practitioners also said:</p> <p><i>'Making a difference so early in life has an impact throughout the person's life. Engaging with you children is crucial for Scotland's future and as is breaking the chain of offending.'</i></p> <p><i>'This project has been innovatively instrumental in establishing or re-connecting appropriate and effective parental bonds in families where criminal behaviour once took precedence.'</i></p>

However, few case study participants were able to share objective data about outcomes achieved. In some cases this may be because the projects were in their infancy. In other cases, this simply reflects the challenges which projects experience in trying to collect meaningful data regarding outcomes. We were able to gather data on outcomes achieved in just nine of the twenty-one case studies we visited.

Figure 13 summarises these nine projects, and demonstrates that whilst in some cases robust evidence seems available, in many cases the recording may be relatively subjective and or unquantified.

Figure 13 Summary of outcome information gleaned from case study participants

Description of the project	Grant agreed	Summary of information provided regarding outcome measures
Group therapy for mothers and children (parallel group model)	£899,820	Over 3 years: <ul style="list-style-type: none"> • 164 families supported (305) children. • 80% of children more confident. • 74% can talk about feelings. • 85% parents more aware of impact of Domestic Abuse on themselves and children. • 26 children stepped down from Child Protection Plan.
Family play therapy	£485,622	45 families supported each month. <ul style="list-style-type: none"> • 85% report positive interactions with child. • 80% report increased time playing with child. • 75% report opportunities for family. • 85% report increased awareness of child's needs. • 70% of families have reduced police involvement.
Women's Support Service (Freedom Programme Model)	£551,914	<ul style="list-style-type: none"> • ²⁷91% participants increased confidence. • 86% participants more assertive. • 60% positive improvements in housing. • 51% taking positive steps towards, or gaining employment, training, education or volunteering.
Crisis Support Service	£500,000	<ul style="list-style-type: none"> • ²⁸28 out of 29 people completing feedback postcards stated that they had used statutory services less since using this service
Men's Support Project	£234,000	<ul style="list-style-type: none"> • During the first 12 months, 29 men have stated that their confidence and self-belief has increased as a result of the project.
Women's Centre	£207,861	<ul style="list-style-type: none"> • Improve confidence, self-esteem, skills and reduce isolation.

²⁷ We do not have data regarding the total numbers of people supported

²⁸ These numbers relate to the service in general. Specific outcomes for the project funded by the Big Lottery Fund are not available.

Description of the project	Grant agreed	Summary of information provided regarding outcome measures
		<ul style="list-style-type: none"> Over 4 years, 41 women gained employment. This could be an estimated benefit to the tax-payer of £14,000 per person in reduced benefits.
Early Intervention Service	£245,860	<ul style="list-style-type: none"> Less aggressive behaviour. Improved relationships. Increased awareness of domestic abuse among professionals.
Domestic Abuse Support Service	£381,193	<ul style="list-style-type: none"> Increased self-esteem, confidence and knowledge.
Peer-support group for women	£5,000	<ul style="list-style-type: none"> Improved wellbeing and confidence. Reduced isolation.
Women's Support Service (CEDAR Model)	£288,671	<ul style="list-style-type: none"> Increased knowledge, wellbeing & confidence. Reduced isolation and guilt.

5.2.2 Possible solutions

Greater take-up of outcome measurement tools.

As part of this research project, Cordis Bright has reviewed the main outcome measurement frameworks which are available to support domestic abuse projects. These findings are available in a separate report.

As noted in Figure 10 above, only around 30% of survey respondents are making use of these specially-designed outcome measurement tools. Survey respondents who used a different approach to measuring change were asked to choose from a range of reasons for this decision.

Figure 14 shows that whilst financial pressures and low awareness account for some of the lack of engagement with existing tools, the majority of responses suggest a more general reluctance to engage with pre-existing tools, in whichever form. In total, 69 out of 129 respondents felt that the tools would not meet their requirements, or would be too complicated to use.

Figure 14 'If you used a different approach to measuring change, please choose one of the following options which best describes the reasons for this decision' (n=129)

Reason	Number of responses
We didn't know that materials were already available	17 (13%)
We felt it was easier to create our own than engage with existing materials	28 (22%)
We felt that the existing materials did not meet our requirements or reflect our circumstances	41 (32%)

Reason	Number of responses
We didn't feel we had the financial resources to spend on an external tool	26 (20%)
Other	17 (13%)
Total	129

It may be that even greater liaison between the providers of outcome measurement frameworks and domestic abuse projects could remove some of the perceived or actual barriers to take up. In particular, it may be valuable for domestic abuse projects to understand the benefits which stakeholders responding to our research perceive to be the key benefits:

- **Streamlining working practice.** Stakeholders stressed that their frameworks help to streamline working practices by integrating outcomes measurement into assessment process/case management systems. One explained:

“[with our form] the data is entered once, into one place rather than duplicated again and again on separate forms and online tools”.

One stakeholder explained that the efficiencies achieved through the use of their framework have helped their organisation to deliver a reduction in resources.

- **Benchmarking and quality assurance.** Stakeholders explained that because their outcome frameworks were being used in a number of different organisations, users could be provided with information for benchmarking purposes, thereby allowing organisations to compare themselves against similar services.
- **Understanding the needs of service users.** Stakeholders from two organisations felt that their outcome frameworks were helpful in ensuring that the needs of service users were understood. For example, one stakeholder explained that:

“[the framework] makes you pay attention to victim voices ... [by] asking them directly about [their needs].”

- **Promoting partnership working and shared goals.** One stakeholder stressed that their outcome framework was able to incorporate feedback from different stakeholders, including perpetrators, partners (current or former) and the referring agency, as well as the stakeholder themselves. This was considered important because of the turnover of social workers in the domestic abuse sector, making it necessary to regularly capture data. Likewise, a different stakeholder explained that their framework was able to collect data directly from survivors, rather than just case workers.

It may also be helpful for providers of outcome measurement frameworks to consider ways of overcoming the limitations which they themselves identified:

- **Timeframe:** A number of stakeholders explained that their framework relied on service users engaging over a sustained period of time and so they were not suitable during periods of short term crisis. As a solution, one stakeholder explained that they had developed a “non-engagement form” for short term cases which helped to signpost people to other services.
- **Duplicating effort:** Although stakeholders felt that their frameworks were able to streamline working practices, concerns were also raised that frameworks which were not integrated into case management systems duplicated effort and were “laborious to administer” because they required people to enter data onto two separate systems.

The role of the funder

Interestingly, Figure 10 above also suggests that 80% of report card survey respondents who are measuring outcomes appear to be doing so because of an imperative from the Big Lottery Fund. This suggests that funder-pressure may be one of the most effective “tools” to encourage a greater focus on outcome measurement. The Big Lottery Fund and other funders in the domestic abuse area may wish to consider options for requiring or “nudging”²⁹ grantees into taking a more robust approach to outcomes measurement.

5.3 Models

5.3.1 The issue

In keeping with the research questions outlined in Chapter 2 above, this research has sought to understand the use of established service models which have been designed and tested for use in supporting people affected by domestic abuse.

Evidence from report card survey

Our analysis of 563 narrative grant records found that 15 organisations (funded through the Becoming a Survivor investment area) were using the CEDAR Parallel Group approach, but was unable to establish the extent to which whether other models were also in use.

Evidence from case studies

The case study research uncovered seven standard “models” for addressing domestic abuse. The eight projects which were using these models reported that

²⁹ Thaler R, & Sunstien, C (2009) *Nudge: Improving Decisions about Health, Wealth and Happiness* Penguin Books

they were helpful in promoting improvements in the lives of the people they were supporting.

Figure 15 Summary of models encountered during case study research

Model	More information (websites last accessed 28 th January 2016)	Case Study Project(s) using this model
Freedom Programme	www.freedomprogramme.co.uk	Dash Saje
CEDAR	www.cedarnetwork.org.uk	Renfrewshire Reconnection Women's Aid South Lanarkshire
Dyn Project	www.dynwales.org	Abused Men in Scotland ³⁰
AVA Community Group Programme Model	www.avaproject.org.uk	Brighter Futures
Caring Dads	www.caringdads.org	Positive Relationships
Respect	http://www.respectphoneline.org.uk/pages/domestic-violence-prevention-programmes.html	Positive Relationships
Independent Domestic Violence Advisers	http://www.safelives.org.uk/sites/default/files/resources/National%20definition%20of%20IDVA%20work%20FINAL.pdf	Dash

Two of the case study projects which were using models explained that the results seemed to improve when they altered the model a little to fit their circumstances. In one case, this involved providing additional supports (for example home visits and transport) to ensure that the AVA approach was as effective as possible. In another case, this involved reducing the length of a “Caring Dad’s” intervention to improve take up.

As noted previously, it is difficult to determine whether or not these models were resulting in effective outcomes. However, it is interesting to note that the NICE Public Health Guidance for Domestic Abuse encourages the use of both IDVAs and Parallel Groups (such as the CEDAR and AVA approach)³¹.

At least two case study participants were keen to emphasise the importance of departing from models, and using innovation to develop new solutions.

“Try new ideas, don’t be risk averse, don’t be disheartened if things don’t work”.

³⁰ Abused Men in Scotland believe this approach works and are looking for opportunities to disseminate this model across Scotland.

³¹ Which are referred to in NICE Guidance (2014). *Domestic violence and abuse: how health services, social care and the organisations they work with can respond effectively: NICE public health guidance.*

“The project manager, was keen to encourage other services to embrace new, innovative approaches to working with individuals affected by domestic abuse. In her view, this makes the project more appealing to funding agencies. As long as these approaches are measured, they also contribute to the overall understanding of how best to tackle domestic abuse. Innovation also enables the development of increasingly effective programmes which can work with individuals affected by domestic abuse in a way which is tailored to the specific local needs of each service.”

5.3.2 Conclusions

The available evidence suggests that it may be valuable for funders to remain open-minded about innovative approaches (especially if the outcomes arising are being effectively measured), as well as continuing to support models which have been developed from a robust evidence base.

5.4 Sustainability

5.4.1 The issue

Almost all of the available evidence suggests that sustainability remains a key difficulty for domestic abuse projects.

Evidence from report card survey

Figure 16 below shows that around 40% of respondents believe the Fund’s grants have enabled domestic abuse services to become more sustainable. However, Figure 17 goes on to demonstrate that although a majority of projects will continue beyond the life of the Fund’s grant, uncertainty remains in 44% of cases.

Figure 16 'Please tick any of the following answers to tell us about what your grant has enabled you to do' (n=233)³²

Opportunity	No. of responses
Allowed us to expand an existing service or project	153 (66%)
Allows us to try something new	142 (61%)
Allowed us to engage in partnership working	132 (57%)
Allowed us to become more sustainable for the future	90 (39%)
Other	18 (8%)
Total	233

³² As respondents could provide more than one answer, percentages do not necessarily total 100%.

Figure 17 'Did you / will you continue the project once the grant has ceased?' (n=225)

	Number of responses
Yes	126 (56%)
No	9 (4%)
Don't know	90 (40%)
Total	225

Figure 18 suggests that close to 70% of respondents are either relying on fundraising, or their own internal resources to fund the project's continuation. Whilst it is very encouraging that 30 respondents (out of 127) have persuaded statutory agencies to help them continue their work, a higher figure would give more confidence about the overall sustainability of voluntary and community services in the domestic abuse sector.

Figure 18 'Please tell us how you will fund this continuation' (n=127)³³

	Number of responses
We have fundraised to continue the project from other grant funders	45 (35%)
We have demonstrated that our intervention can make savings for health, social services, or police and crime budgets and therefore secured their financial support	30 (24%)
We are funding the continuation of the project from our own sources	23 (18%)
We have fundraised to continue the project from individual donors or other fundraising sources	21 (17%)
Other	64 (50%)
Total	127

Where respondents answered 'other', they were asked to specify how they will fund the continuation of their project. The majority of responses reported an intention to apply to various grant funders, including the Big Lottery Fund, but that applications had not yet been made. Several respondents indicated that funding from local government sources has been cut, often despite increased interaction with statutory agencies.

Evidence from stakeholder interviews

Stakeholders agreed that public sector cuts are making sustainability an even greater challenge:

³³ As respondents could provide more than one answer, percentages do not necessarily total 100%.

“I don't think you can discuss sustainability of this sector without acknowledging the impact of massive public sector cuts, particularly those to local authorities. When many of the projects here were first funded there was still a belief by funders that you could fund something to prove a model and it would then get picked up by the statutory sector – that is no longer the case.”

This challenge was demonstrated by one of the case study organisations, Brighter Futures. It closed once the Big Lottery Fund grant came to an end, in spite of being more successful than many of its peers in demonstrating outcomes achieved. The project team were of the opinion that their local council would be unable to engage in a discussion about mainstreaming or funding the project in the longer term.

5.4.2 Possible solutions

Innovations from the case studies

The projects engaged in our case study research are using a number of different approaches to support sustainability. The following themes emerged:

Commercial model: Two projects are supporting sustainability through direct provision of accommodation to provide a funding stream. Preston Road Women's Centre has a housing portfolio of 89 properties, which they describe as having:

‘early risks but now allows some aspects of the centre to be self-sustaining – hope that by 2020 the BLF grant will be sustained by the property arm of the centre’.

Harbour Place is currently consulting on how to establish a similar model.

Some projects are using their expertise to offer paid-for training to establish a commercial income stream. For example, Saje Scotland is training other trainers to deliver their programme. Just Play has been approached by national bodies to share their learning and apply their support programme more widely. Abused Men in Scotland are also offering training to other organisations, in order to raise awareness of the issues with the aim of ensuring that support for men can be available across Scotland as a whole.

Partnership working: Projects have developed effective partnership working arrangements in order to share resources, skills and learning. For example, Just Play shares buildings, accounting and administrative support with the local authority. Harbour Place is looking at developing partnerships with agencies that can support and fund aspects of programme. Men Standing Up has a partnership with a housing association to provide twelve units of accommodation.

Volunteers: The majority of projects have established volunteer programmes. In some cases volunteer-led initiatives have helped to create a degree of sustainability. For example, CUPCAKE volunteers have continued to run the peer support groups since funding ended. Men Standing Up have established a

peer support group run solely by volunteers and Men's Advisory Project uses volunteer counsellors to deliver their work.

The role of the funder

A recurring comment amongst stakeholders was that longer term funding arrangements were a good example of how projects could be more sustainability supported. One stakeholder explained that:

“One of the impressive things about the last Big Lottery tranche was that they were [for] five years”

This was considered to be “*an amazing commitment*” which allowed enough time for projects to establish themselves and their credentials before giving proper attention to sustainability and future funding.

Another prominent suggestion, among stakeholders was that funders could play more of a role in helping to develop the sustainability of projects. Specifically, stakeholders suggested that while third sector organisations are often encouraged to approach local authorities it should not exclusively be the

“responsibility of projects to convince local government to invest in them...the onus needs to be placed in a different place, it needs to shift toward the big funders”.

Stakeholders also suggested that

“It would be helpful for funding organisations to run masterclasses in how to produce more realistic funding applications”.

“it would be helpful for there to be an exit strategy ... [with] clear strategic support [from the Big Lottery Fund]”.

The role of outcome measurement

Stakeholders generally indicated that greater take-up of outcome measurement frameworks could help to support sustainability, including helping to evidence effective practice when applying for grants. One stakeholder noted that in order to be sustainable projects “*must show that [they] make a difference*”, and several stakeholders suggested that “*effective outcome [frameworks] give us an evidence base*” on which to demonstrate the difference they are making. Another explained:

“Impact measurements and assessments are vital in ensuring sustainability. It is only when we are fully informed on the potential impact that the approach and actions we choose will have that we can effectively plan for and negate risks.”

However, it is noticeable that stakeholders involved in the development of outcome measurement frameworks were keen to down-play the significance of

outcomes when applying for grants. For example, one stakeholder commented that often people think that:

“if you can prove your outcomes are good it can help with funding, but we have very little evidence that this is true. There are so many different drivers affecting funding. We have de-emphasised this message a lot”.

5.5 Becoming a Survivor

5.5.1 Introduction

As noted previously, Becoming a Survivor³⁴ in Scotland is the Big Lottery Fund’s only dedicated funding relating to domestic abuse. As such, it is interesting to explore the specific findings which relate to this investment area. According to the records available, between January 2010 and August 2015 the Big Lottery Fund made 43 grants under this funding stream amounting to just under £20million of investment. Fifteen of these grants were made to organisations which are delivering the CEDAR model³⁵. Twenty-five of these organisations responded to our report card survey and four participated in the case study research (Abused Men in Scotland, Women’s Aid South Lanarkshire, Renfrewshire Reconnection, Saje Scotland).

5.5.2 Report Card Survey Findings

Figure 19 below suggests that Becoming a Survivor grants may tend to be larger than the other grants considered as part of this research (76% of Becoming a Survivor grants were for more than £300,000 as opposed to 39% of the general grants).

Figure 19 Profile of respondents by authorised grant amount (n=25)

Authorised grant amount	Number of projects
£0 to £100,000	0
£100,001 to £200,000	1 (4%)
£200,001 to £300,000	5 (20%)
£300,001 to £400,000	9 (36%)
£400,001 to £500,000	5 (20%)
More than £500,000	5 (20%)
Total	25

³⁴ The Big Lottery Fund data describes this investment area as the Life Transitions Programme. It is our understanding that Life Transition funding which is a) based in Scotland and b) focused on domestic abuse is likely to correlate to the Becoming A Survivor funding stream. <https://www.biglotteryfund.org.uk/global-content/programmes/scotland/becoming-a-survivor>

³⁵ www.cedarnetwork.org.uk

Even if the Awards for All grants (which are all under £10,000) are removed from the general calculations, the result still shows larger grants on average under the Becoming a Survivor programme (76% of Becoming a Survivor grants are for more than £300,000 as opposed to 49% of general grants).

In keeping with the more generalist grant programmes, Becoming a Survivor projects report that a high number of people have benefited from their work.

Figure 20 'How many people have benefited from your project?' (n=19)

Range of beneficiaries	Number of responses
0 to 50	6 (32%)
51 to 100	3 (16%)
101 to 250	5 (26%)
251 to 1,000	3 (16%)
1,001 and above	2 (11%)
Total	19

The data also suggests that the Becoming a Survivor programme may have encouraged a high proportion of grant holders to “try something new”. However, the small sample size means it is difficult to draw firm conclusions about this.

Figure 21 'Please tick any of the following answers to tell us about what your grant has enabled you to do' (n=22)³⁶

Opportunity	No. of responses
Allows us to try something new	19 (86%)
Allowed us to engage in partnership working	18 (82%)
Allowed us to expand an existing service or project	12 (55%)
Allowed us to become more sustainable for the future	9 (41%)
Other	1 (5%)
Total	22

³⁶ As respondents could provide more than one answer, percentages do not necessarily total 100%.

Figure 22 shows that, in keeping with findings elsewhere in this report, 41% of Becoming a Survivor projects are uncertain about their future (the response was 44% among the wider population of projects surveyed).

Figure 22 'Did you / will you continue the project once the grant has ceased?' (n=22)

	Number of responses
Yes	13 (59%)
No	1 (5%)
Don't know	8 (36%)
Total	22

Figure 23 below suggests that the Becoming a Survivor grant-holders may be more successful at persuading the statutory sector to offer financial support (58.3% of Becoming a Survivor grants, as opposed to 23.6% of general grants).

Figure 23 'Please tell us how you will fund this continuation' (n=12)³⁷

	Number of responses
We have demonstrated that our intervention can make savings for health, social services, or police and crime budgets and therefore secured their financial support	7 (58)
We have fundraised to continue the project from other grant funders	4 (33%)
We have fundraised to continue the project from individual donors or other fundraising sources	1 (8%)
We are funding the continuation of the project from our own sources	0
Other ³⁸	5 (42%)
Total	17

The relatively small sample size means that this finding should be treated with caution. However, it may reflect a slightly different public sector funding context in Scotland, which may make it slightly easier for projects to engage in discussions about future funding with public sector authorities.

³⁷ As respondents could provide more than one answer, percentages do not necessarily total 100%.

³⁸ Where respondents answered 'other', they were asked to specify how they will fund the continuation of their project. The majority of responses reported an intention to apply for further funding from the Big Lottery Fund, but that applications had not yet been made.

5.5.3 Case study findings

Sustainability

Building on the report card survey findings explained in Figure 23 above, we found some case study evidence regarding the ways in which projects in Scotland are promoting sustainability.

Some projects are using their expertise to offer paid-for training to establish a commercial income stream. For example, Saje Scotland is training other trainers to deliver their programme. Just Play in Arbroath has been approached by national bodies to share their learning and apply their support programme more widely. Abused Men in Scotland are also offering training to other organisations, in order to raise awareness of the issues with the aim of ensuring that support for men can be available across Scotland as a whole.

Promoting new approaches

Case study findings suggest that Becoming a Survivor's focus on domestic abuse may have enabled otherwise overlooked services to get off the ground. As the "Abused Men in Scotland" team explained:

"At the start, a lot of outside sources were challenging us on the need for a support service for men, why the MDASS service was needed. But we've raised the awareness of the issues now and there's much better understanding"

As one of the service users explained to us, this service has been valued:

"Fingers crossed my nightmare is ending now... I spoke with one of you a few days ago actually and you were fantastic... Now a man for the first time, proud of myself, not making any more excuses for her, no way, only the platinum package for my kids from now on"

The team at Abused Men in Scotland, feel that their approach remains fairly innovative and are grateful to the "Becoming a Survivor" grant for helping them to establish this type of work in Scotland:

"Because there are so few services for men out there, there is no evidence base for what works. We need to evaluate what we are doing properly, in a way which demonstrates to everyone that what we are doing is working. Then, we will have a proven model which can be funded and rolled out in other locations"

Expanding established models

Saje Scotland used “Becoming a Survivor” funding to establish a Freedom Programme³⁹ approach in Fife. Some of the service users we spoke to felt that the project had made an important impact on their lives:

‘I’ve been to the council for a move for safety reasons, something I wouldn’t have done before the course.’

‘After doing the Freedom Programme I made a lot of changes and I got my kids back!’

‘Because someone else on the course talked about their sexual abuse, I felt I could too. I had never told anyone before.’

Interestingly, the team at Saje Scotland are looking at ways of partnering with Abused Men in Scotland, (another “Becoming a Survivor” grant-holder which participated in our case study research), in order to provide a more comprehensive set of services for both men and women. This suggests that “Becoming a Survivor” may have promoted opportunities for partnership working.

Similarly, Women’s Aid South Lanarkshire used the “Becoming a Survivor” grant to deliver the CEDAR model of parallel therapy groups. Qualitative feedback from participants suggests that this programme has been warmly welcomed:

“They changed how I felt before I came to CEDAR project... My time in CEDAR project was really fun and enjoyable... Thank you for helping me!” Young person’s evaluation form

“I know where to go if I ever experience hurting again... Everyone here makes you feel welcome.” Young person’s evaluation form

“It has helped my son to understand what is happening and had happened and that has made him less angry... I think they are excellent at CEDAR, it has been brilliant support... Thank you thank YOU.” Mother’s evaluation form

“My daughter is happier and more confident and understands emotional abuse better and that it isn’t her fault... I think they’re doing a brilliant job supporting my children... I have had great support from the CEDAR group and it has helped me and my daughter so much.” Mother’s evaluation form

5.5.4 Conclusions

In many cases the findings regarding the “Becoming a Survivor” grants mirror the findings of our wider research. However, evidence reported by some case study

³⁹ <http://www.freedomprogramme.co.uk/>

participants suggests that this fund may have played an important role in establishing new services in Scotland.

5.6 Responsive services

In keeping with the findings of the brief policy review, several case study projects have reported that a flexible, user-led approach to service delivery has helped them to deliver more effectively.

Many of the case study projects described an on-going process of asking for and responding to feedback from participants. This feedback covered a range of issues, such as times, locations, culture, language, community, referral systems, assessment processes and support structures. Examples of specific flexibilities highlighted by projects are shown below:

- Just Play provides flexible support, based on the length of time required to meet children's needs (0-3 years). It does not establish a set length of service provision.
- Abused Men in Scotland highlights the importance of a service that provides for men-only and is tailored to their needs. Similarly CUPCAKE emphasises the importance of a women only space for their clients.
- Renfrewshire Reconnection explained that they have tailored their assessment process to provide assessments in the home so that clients can feel more comfortable.
- CUPCAKE explained that their activities are tailored to build on service users' interests and assets (for example crafts and gardening), and change regularly to meet the changing profile of service users.
- Positive Relationships tailored their approaches to achieve better outcomes. For example, they changed their original group provision to a couples' support programme and reduced the length of the support programme for Dads to 15 weeks from 17 weeks.

5.7 Engagement and accessibility

Many case study participants indicated that accessibility and effective approaches to engagement were key to the success of their projects. Some examples given by the projects are outlined below:

- DASH, Bright Choices and Dial House @ Touchstone all focused on the importance of cultural awareness and having access to staff who can communicate well in key local languages.
- Other projects (notably Men Standing Up, Preston Road Women's Centre, Harbour Place, Wise Thoughts and Projects Galore) emphasised the importance of working with volunteers from the "target" community – they tended to be much more effective at engaging potential service users.

- Harbour Place and Wise Thoughts both emphasised the importance of “word of mouth” and “face-to-face” awareness raising rather than traditional forms of advertising or service promotion. These two projects also emphasised the importance of supporting marginalised people to come forward for support by focusing on other “presenting” issues (for example, isolation resulting from LGBT issues or homelessness) and providing a safe environment for domestic abuse disclosure if appropriate.
- The Safer Ageing Project in Fermanagh found that a “buddies” approach worked well, to help reach out to isolated older people. The project manager explained:

“The introduction of a buddy sometimes helps an older person to be less isolated for the first time in many years. Once they’ve built trust, then they may disclose something about domestic abuse, and buddies are trained to put them in touch with the right help and support.”

- This approach to engagement needs to be coupled with removal of any other barriers to accessing services, such as times of service provision (e.g. DialHouse@Touchstone established two evening services at earlier times rather than one longer service). Location of services needs to be accessible, and to support this Brighter Futures provided taxi services for those who could not easily reach the service.

5.8 Partnership working

In keeping with the findings of our brief policy review, case study participants emphasised the importance of partnership working. In fact, a majority of case study projects reported that partnership working was central to their success. These partnerships have taken a number of forms:

- Women’s Aid South Lanarkshire (for example) highlighted the benefits of partnership working among local stakeholders to improve referral mechanisms and effective information sharing.
- Dial House @ Touchstone, Bright Choices, Abused Men in Scotland and Men Standing Up all operate services which draw on the assets and expertise of two different organisations (for example domestic abuse expertise and housing / homelessness, or domestic abuse expertise and ability to engage specific communities). These partnerships have brought together different specialisms or resources to ensure effective results for people experiencing domestic abuse.
- Brighter Futures have established strong relationships with schools to ensure that vulnerable children can be effectively supported. Their investment of time to understand the schools anxieties regarding engaging with the project was very valuable in ensuring that local schools supported and promoted their work.

Whilst most case studies acknowledged the challenges associated with partnership working, there is an emerging consensus that it is important to persist and ensure that this type of work is delivered collaboratively. The Big Lottery Fund and other funders may wish to consider ways of encouraging and supporting partnership working in this sector.

5.9 Staff, volunteers and training

Staff and volunteers was a key theme among respondents to the report card survey. When asked to describe key challenges, many highlighted the difficulties in recruiting, training and retaining staff and volunteers with the appropriate skillsets for providing services to people affected by domestic abuse.

Case study projects highlighted the importance of good staff, and the necessity to provide strong support for them in the challenging environment of domestic abuse. For example:

- Renfrewshire Reconnection, Saje, and CUPCAKE emphasised the importance of staff training and support in the success of their project.
- Bradford Cyrenian's Men Standing Up project highlighted the quality of the staff training they had received from Mankind.

The majority of case study projects had established a volunteer programme. Many projects had established training for volunteers and provided volunteering opportunities as a means of encouraging service users to become more involved and develop greater levels of skills and confidence (e.g. Abused Men in Scotland, Project Galore, Saje, Cupcake, Wise Thoughts, West Hampstead Women's Centre, Preston Road Women's Centre). This, in turn, allowed for effective engagement within volunteers' local communities and has helped to overcome cultural and language barriers. Other organisations, such as Men's Advisory Project provides support from counsellors who are all volunteers.

The Big Lottery Fund and others may wish to consider options for improving the status and training opportunities available for people working and volunteering in the field of domestic abuse.

5.10 Gaps in provision

5.10.1 Introduction

The report card survey finds that demand for domestic abuse projects is rising, suggesting that there is an ongoing appetite for funds within the sector. When asked about their greatest challenges, 33 projects (over 15% of those answering this question) described their greatest challenge as being meeting the demand for the service. Many of these projects mentioned how demand has been significantly higher than expected. Several reasons were given for this, from

increased year-on-year demand as awareness of the service increases, to the publication of the Jay report into child sexual exploitation in Rotherham⁴⁰.

Some projects gave specific statistics relating to the demand for services, for example one project:

“has worked with twice as many service users than anticipated in the first nine months”.

Another saw referrals numbers *“nearly quadrupled”* in an 18 month period, and another cited the statistic that:

“the first quarter of 2015 has already seen a 76% increase in people self-referring compared to first quarter of 2014”.

5.10.2 Specific gaps emerging from the policy review

The brief review of domestic abuse policy highlighted a number of gaps in provision and approach. We understand that the Big Lottery Fund has already expressed commitments to prioritise the following issues which emerged from the brief policy review:

- Lack of joined-up approach: At present, many people who are experiencing domestic abuse find it difficult to navigate between the various agencies and services which are able to support them. There appears to be a lack of structure, “pathway” and “signposting” among statutory agencies (e.g. social services, health, police) and the wider partners who need to be involved (e.g. housing services, counselling / therapy services and so on) .
- The relative scarcity of services working with perpetrators. It is important to ensure that those at risk of offending (and those who have already offended) can access support to change their behaviours.
- The need to offer more education-based and preventative services which can offer insights to the wider population regarding acceptable behaviours and the hallmarks of healthy relationships.
- The need to ensure that people who are from minority groups or who have protected characteristics⁴¹ are able to access effective support. It is important that services are available which can meet their needs, either through specialist provision, or expert knowledge within mainstream services.

⁴⁰ Jay, A (2014) Independent Inquiry into Child Sexual Exploitation in Rotherham, Rotherham Metropolitan Borough Council.

⁴¹ <http://www.equalityhumanrights.com/private-and-public-sector-guidance/guidance-all/protected-characteristics> (Last accessed 28th January 2016)

- The need to improve the evidence base for “what works” in tackling domestic abuse. It is important that any intervention focuses on evaluating its effectiveness and sharing its learning with others. This is likely to include robust collection and analysis of data which can feed into decision-making, performance and outcomes improvement.
- Domestic abuse services need to become more sustainable, so that awareness of the service can grow, individuals in need of support can rely on a service to be available, and evidence regarding the effectiveness of the service can be gathered in a meaningful way.

The Fund may also wish to consider the following issues which the brief policy review also finds to be important gaps in provision:

- Taking a person-centred (or even asset based⁴²) approach to domestic abuse.
- The availability of housing to support people affected by domestic abuse, and refuge places in particular.
- The importance of on-going support, beyond the initial intervention or closure of the abusive relationship.

⁴² Drawing on the notion of Asset Based Community Development www.abcdinstitute.org (Last accessed 28th January 2016)

6 Conclusions & recommendations

6.1 Introduction

Whilst many voluntary sector domestic abuse-related projects appear to be undertaking important work, the sector continues to experience a number of challenges. In some cases, there are opportunities for funders, such as the Big Lottery Fund to help.

6.2 Outcome measurement

The sector needs to continue to improve its approach to monitoring and measuring outcomes. Whilst a series of specialist outcome measurement tools have been devised for the domestic abuse sector (see our separate report summarising the available tools), they are not routinely in use. Cost and lack of awareness contribute to this low take-up, but the main barrier appears to stem from a concern that the tools will be unsuitable, or insufficiently flexible for each individual service.

At the same time, the evidence suggests that “funder requirement” remains one of the key motivators for projects to monitor and evidence outcomes. In the light of this there would appear to be two key areas for development:

Recommendations

- Funders, such as Big Lottery Fund, could consider taking a more pro-active role in requiring or “nudging”⁴³ projects to monitor their outcomes. This data should then be systematically gathered in a form which enables easy comparison of results.
- Providers and creators of outcome measurement frameworks may wish to consider opportunities to engage even more closely with the sector to help them understand the benefits of their frameworks and ensure they are fit for purpose.

6.3 Models

The available evidence suggests that domestic abuse projects value the opportunity to implement well-established service models as they support people affected by domestic abuse. There is also evidence to suggest that there may be value in innovating in order to find new ways of providing effective support.

⁴³ Thaler R, & Sunstien, C (2009) *Nudge: Improving Decisions about Health, Wealth and Happiness* Penguin Books

Recommendations

- It may be valuable for funders to consider striking a balance between replicating and innovating; remaining open-minded about innovative approaches (which have clear plans for monitoring and demonstrating outcomes achieved) as well as supporting service models which have been developed from a robust evidence base.

6.4 Sustainability

Sustainability remains a challenge for the sector and is becoming increasingly difficult as public sector agencies experience on-going pressures on expenditure.

Projects engaged in the case studies described a number of approaches to addressing sustainability, including the development of commercial operations (housing and training) and utilising partnership opportunities and volunteer programmes to increase the reach of their work. The evidence suggests that there may also be a role for funders in promoting sustainability via a number of means including longer term funding arrangements and support to help projects consider the best approaches to sustainability.

On the whole, stakeholders were of the opinion that improved measurement of outcomes would contribute to improved sustainability. Therefore, any initiatives aimed at promoting and encouraging outcome measurement ought to yield benefits in terms of sustainability in the longer term.

Although not raised by stakeholders, there may also be a role for funders in exploring Social Investment Bonds⁴⁴ and Public Social Partnerships⁴⁵ with a view to extending the sustainability of their grants.

Recommendations

- Funders may wish to consider opportunities to commit to longer term funding arrangements. We understand the Big Lottery Fund has already made five-year commitments to help in this regard.
- Funders may wish to explore options for offering practical support to help projects develop sustainability (this might include workshops and business planning support at an early stage in life of the grant). Funders may also wish to consider whether there is a role for them in

⁴⁴ “Social impact bonds (SIBs) are a new tool that unlock private finance and public investment so that organisations which are best placed to tackle social problems can do so on a payment by results basis. SIBs enable commissioners to capture the expertise of social ventures in tackling complex problems by providing them with the upfront capital to deliver payment-by-results contracts. In addition to this, they enable social investors to use their money to achieve both a social impact and a financial return” Cabinet Office, Centre for Social Impact Bond Website Accessed October 2015

⁴⁵ A Public Social Partnership (PSP) is a strategic partnering arrangement which involves the third sector earlier and more deeply in the design and commissioning of public services www.socialimpactsotland.org.uk accessed October 2015

engaging with statutory agencies to secure funding for projects in the medium to long term.

- Funders may wish to explore alternative funding models such as Social Investment Bonds specific to domestic abuse and Public Social Partnerships.

6.5 Gaps in provision

Evidence from the brief policy review highlights a number of gaps in provision (some of which have already been identified by the Big Lottery Fund as priorities):

- Lack of joined-up approach: At present, many people who are experiencing domestic abuse find it difficult to navigate between the various agencies and services which are able to support them. There appears to be a lack of structure, “pathway” and “signposting” among statutory agencies (e.g. social services, health, police) and the wider partners who need to be involved (e.g. housing services, counselling / therapy services and so on) .
- The relative scarcity of services working with perpetrators. It is important to ensure that those at risk of offending (and those who have already offended) can access support to change their behaviours.
- The need to offer more education-based and preventative services which can offer insights to the wider population regarding acceptable behaviours and the hallmarks of healthy relationships.
- The need to ensure that people who are from minority groups or who have protected characteristics⁴⁶ are able to access effective support. It is important that services are available which can meet their needs, either through specialist provision, or expert knowledge within mainstream services.
- The need to improve the evidence base for “what works” in tackling domestic abuse. It is important that any intervention focuses on evaluating its effectiveness and sharing its learning with others. This is likely to include robust collection and analysis of data which can feed into decision-making, performance and outcomes improvement.
- Domestic abuse services need to become more sustainable, so that awareness of the service can grow, individuals in need of support can rely on a service to be available, and evidence regarding the effectiveness of the service can be gathered in a meaningful way.

⁴⁶ <http://www.equalityhumanrights.com/private-and-public-sector-guidance/guidance-all/protected-characteristics>
(Last accessed 28th January 2016)

Recommendation

- Funders may wish to consider the extent to which their current funding streams are able to support and prioritise these gaps in provision.
- Funders may also wish to consider mechanisms for monitoring any changes or additions to these key gaps which may emerge over time.

6.6 Other key learning

This research has found a number of common issues which projects report to be key in delivering effective domestic abuse services. These include:

- Responsive services which take a user-led approach.
- Promoting engagement and accessibility, making it as easy as possible for people experiencing domestic abuse to get in touch with a service and then stay involved.
- Working in partnership with other local agencies including schools, those with key assets or expertise and those who are likely to refer or share information.
- Capacity to recruit, train, support and retain staff and volunteers to work in the sometimes challenging environment of domestic abuse.

Recommendations

- Funders may wish to consider ways in which they can prioritise domestic abuse projects which display some or all of these approaches, (especially where the outcomes arising are being effectively monitored)

6.7 Future research

Across the UK, the Violence Against Women and Girls agenda is increasingly accepted, with a series of complementary strategies in place to tackle this complex set of issues. The inherent focus on women remains the subject of some debate. For the purposes of this research we have focused on domestic abuse involving men or women who are intimate partners or family members.

Recommendations

- The Big Lottery Fund may find it valuable to investigate the wider issues associated with the VAWG agenda at some point in the

future (for example, trafficking, prostitution, child sexual exploitation).

Appendix One: Methods

Literature review

A bibliography was developed using a series of search terms, which were agreed with the Big Lottery Fund in advance of commencing the search. Each of the following terms:

- Policy
- Context
- Legislation
- Guidance
- Strategy
- Practice
- Plan

Was searched in conjunction with each of the following terms:

- Domestic abuse
- Domestic violence
- Forced marriage
- Female genital mutilation
- FGM

Each combination of terms was searched for in the context of:

- England
- Wales
- Scotland
- Northern Ireland

This resulted in 140 unique search terms, which were searched for in Google (including Google Scholar) to locate relevant articles. The first 50 terms in every search were scanned for relevant publications. In addition, several articles were included in the bibliography at the recommendation of the Big Lottery Fund. The full list of articles appears below.

ACPO (Association of Chief Police Officers of England, Wales and Northern Ireland) (2010). *Honour based violence strategy*.

All-Party Parliamentary Group on Domestic and Sexual Violence, Women's Aid and Rape Crisis (2015). *The Changing Landscape of Domestic and Sexual Violence Services*.

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Stakeholder Interviews

The findings of this literature review were supplemented with the findings from in-depth interviews with stakeholders. Whilst the majority of these discussions focused on issue of outcome measurement and sustainability we also took the opportunity to explore perceived policy differences in the four UK nations with these stakeholders. These representatives were selected by Cordis Bright and the Big Lottery for their ability to share insights into UK policy and practice regarding on domestic abuse.

There is a strong Scottish representation in the list as this reflects the Big Lottery's recent focus on domestic abuse in Scotland via the "Becoming a Survivor" grant stream.

In total, we contacted sixteen representatives from twelve organisations and secured telephone interviews with the representatives outlined in Figure 24 below.

Figure 24 Stakeholders participating in telephone interviews

Organisation	Name
Welsh Government	Hannah Fisher – Senior Policy Advisor Tania Nicholson - Deputy Head of the Violence Against Women and Domestic Abuse Team Karen Morris – Policy Manager
Home Office	Christian Papaleontiou - Head of Violence Against Women Team
Scottish Government	Lesley Irving – Head of Gender Equality and Violence Against Women Team
Comic Relief	Gilly Green – Head of UK Grants
London Metropolitan University	Liz Kelly – Professor of Sexualised Violence & Director of the Child and Woman Abuse Studies Unit
ASSIST & Domestic Abuse Services	Mhairi McGowan – Head of Service
My Sister's Place	Michelle O'Rourke – Service Delivery Manager Becky Rogerson – Chief Officer
Scottish Women's Aid	Dr Cheryl Stewart – Information and Research Worker
Big Lottery Fund – Northern Ireland	Norrie Breslin – Head of Policy & Learning
Department of Justice – Northern Ireland	Joanne McPadden – Policy Official, Community Safety Unit

There are some limitations to consider when reviewing these findings. These are the views of a relatively small cohort of individuals. In many cases they had a clear understanding of the issues and achievements in their own countries, but were not necessarily in a position to comment on their relative strengths or weaknesses in a UK-wide context.

Below is the form which Cordis Bright used to guide these discussions:

Introduction

Thank you for agreeing to take part in this interview. Big Lottery Fund has commissioned Cordis Bright (an independent research organisation) to conduct a research study which will explore what has been funded in terms of addressing domestic abuse. In particular, we are interested to explore what has been funded, what can be learnt from supporting those affected by domestic abuse, and how things can be improved for the future. Your feedback will be anonymised, amalgamated with other findings and presented back to Big Lottery Fund as part of a wider report, including desk-based research, analysis of monitoring and report card data, and the development of 20 case studies.

Questions

1. Name:
2. Role:
3. How does your work relate to Domestic Abuse Policy and Practice?
4. What do you consider to be the key elements of Domestic Abuse Policy across the UK? Are there any key differences between the four nations in your view? *Prompts: explore differences between England, Wales, Scotland and Northern Ireland.*
5. In your view what models / approaches have been most effective in tackling Domestic Abuse? Is there evidence to back up this view? Does this vary across the four nations? If so, how and why?
6. What are the gaps / improvement areas where the Third sector can add most value in relation to domestic abuse do you think? *Use prompts below if necessary:*
 - a. *Perceptions of women, attitudes towards “acceptable” behaviours*
 - b. *Accessing certain groups (e.g. LGBT, BME, Disability, Male Victims, Child Victims, Perpetrators etc).*
 - c. *Specialism (e.g. specialist training or knowledge around domestic abuse)*
 - d. *Independence (i.e. not a statutory service, seen as more approachable than police, social workers?)*
 - e. *Prevention and early intervention?*
 - f. *Types of service (training, advocacy, counselling, secure housing, criminal proceedings, building resilience etc).*
 - g. *Types of outcomes?*
7. Are you familiar with these outcome frameworks concerning domestic abuse? Which ones are you familiar with? Can you comment on strengths / weaknesses? Do you know of others?
 - Domestic Violence Intervention Project Tool

- On Track Tool – Imkaan
 - Trauma Symptoms Checklist for Children – PARiConnect
 - IMPACT Toolkit - Respect
 - REDAMOS or VIEWS system – Respect
 - Insights Tool designed - CAADA (now SafeLives)
 - Empowerment Outcome Star - Triangle Consulting
8. What would you see as the key elements of an effective outcome framework?
 9. What does sustainability look like, for third sector organisations tackling domestic abuse? *Prompts: continued grant funding? Local authority commissioning? Other income? Something else?*
 10. What role do impact measurements play in the sustainability of third sector organisations?
 11. How can the BLF help to ensure there is a lasting legacy in relation to the investments it makes concerning Domestic Abuse?
 12. Overall, in your opinion, is there a role for BLF in addressing the issues we have discussed today? If yes, where would its involvement be beneficial?

Review of strategic & operational documents

The Fund shared the following documents which Cordis Bright reviewed as part of this research:

BAS Guidance Notes and Notes 2: Guidance Notes for organisations applying to “Becoming a Survivor” in Scotland.

Update paper on Domestic Abuse – Internal Paper for England Committee: October 2014.

Review of Domestic Abuse and the underlying issues and potential gaps in Provision – internal research undertaken by the Fund’s staff.

A Guide to Domestic Abuse – Internal Document to improve awareness and understanding of Domestic Abuse within the Fund’s England Directorate.

Guidance for BIG staff on Domestic Abuse applicants – Information for the Fund’s staff who have had first contact with potential applications and are supporting them through the application process.

The Fund’s Women and Girl’s Initiative scoping paper

Short summary of the Calan DVS – Contract in Wales to support children who have witnessed Domestic Abuse.

Scoping study on Violence Against Women commissioned from Sheffield Hallam University in 2012.

Developing a taxonomy of funded projects

The Fund provided Cordis Bright with details of 563 grants which have included some element of domestic abuse-related activity. The date range for these grants was from Jan 2010 and August 2015. The data included basic project information such as grant amount, project name, date of award, along with a free text narrative summary of the project. Cordis Bright reviewed these 563 free text summaries in order to categorise the types of projects and activities which were being funded. There are a number of limitations which arise from this approach, which can be summarised as follows:

- The narrative information has not been independently-verified so may be subject to bias, or over-estimation of the project's likely achievements.
- The summaries were written at the outset of the projects, so can only realistically capture intended aims and activities, rather than actual outputs or outcomes achieved.
- The summaries rarely articulate outcomes.

Nevertheless, this data provides an interesting insight into the areas of work which have received Big Lottery Funds and a summary of the resulting statistics is available here.

Figure 25 Awards for All Summary of statistics

141 grants (25%) were made via Awards for All ⁴⁷ of which:
<ul style="list-style-type: none"> • 124 were made in England (88%) • 9 were made in Scotland (6%) • 4 were made in Northern Ireland (3%) • 4 were made in Wales (3%)
<ul style="list-style-type: none"> • 83 projects are engaged wholly with domestic abuse (59%) • 58 projects are engaged partially with domestic abuse (41%)
<ul style="list-style-type: none"> • The smallest grant was £5,000 • The largest grant was £10,000 • The average grant was £9,160 • The Fund covered more than 50% of project costs in 137 cases (97%) • The Fund covered the entire project cost in 97 cases (67%)
<ul style="list-style-type: none"> • 66 grants included capital funding (47%) • 86 grants included salary funding (61%) • 116 grants included funding to support a range of other costs⁴⁸ (82%)

⁴⁷ "A quick and easy way to get small lottery grants of between £300 and £10,000" www.biglotteryfund.org.uk

⁴⁸ Management and running costs, trips and travel, training and workshops, promotion/publicity/website costs, volunteer expenses/refreshments, translation and interpretation

141 grants (25%) were made via Awards for All⁴⁷ of which:

- 7 grants being used solely for Capital funding (5%)
 - 5 grants are being used solely for Salary (4%)
-
- 10 projects are taking an accommodation based approach (7%)
 - 6 projects are taking a school based approach (4%)
 - 6 projects are taking a drop-in service based approach (4%)
 - 29 projects involve counselling, therapy or group support interventions (21%)
 - 42 projects involve training or workshop interventions (30%)
 - 38 projects involve referral or information providing interventions (27%)
 - 12 projects involve peer support, befriending or mentoring interventions (9%)
 - 3 projects involve advocacy interventions (2%)
 - 27 projects involve social marketing interventions (19%)
 - 2 projects involve prevention and early interventions (1%)
 - 6 projects involve volunteers (4%)
 - 5 projects involve trips away (4%)
 - 3 projects involve parenting support (2%)
 - 4 projects involve one-to-one support (3%)
 - 2 projects involve English classes (1%)
 - 1 project involves a helpline (1%)
 - 4 projects involve support plan based interventions (3%)
 - 1 project involves mediation interventions (1%)
 - 25 projects involve other types of support (18%)
-
- 21 projects engage with parents and families (15%)
 - 107 projects engage with victims (76%)
 - 55 projects engage with women and girls (39%)
 - 14 projects engage with men and boys (10%)
 - 22 projects engage with communities (16%)
 - 55 projects engage with children and young people (39%)
 - 3 projects engage with perpetrators (2%)
 - 4 projects engage with LGBT communities (3%)
 - 17 projects engage with BAME/BME communities (12%)
 - 1 project engages with older people (1%)
 - 5 projects engage with homeless communities (4%)
 - 9 projects engage with individuals involved with drug misuse (6%)
 - 24 projects engage with individuals with mental ill health (17%)
 - 1 project engages with ex-offenders and those leaving prison (1%)
 - 4 projects engage with faith groups (3%)
 - 1 project engages with individuals with learning disabilities (1%)
 - 8 projects engage with witnesses (6%)

Figure 26 *Becoming a Survivor (Scotland) Summary of Statistics*

43 grants (8%) were made via the Life Transitions investment area of Investing in Communities, of which <i>Becoming a Survivor</i> is part, of which:
<ul style="list-style-type: none"> • 42 projects are engaged wholly with domestic abuse (95%) • 2 projects are engaged partially with domestic abuse (5%)
<ul style="list-style-type: none"> • The smallest grant was £180,154 • The largest grant was £869,000 • The average grant was £451,113 • The Fund covered more than 50% of project costs in 43 cases (98%) • The Fund covered the entire project cost in 15 cases (34%)
<ul style="list-style-type: none"> • 29 grants included capital funding (66%) • 43 grants included salary funding (98%) • All 43 grants included funding to support a range of other costs⁴⁸
<ul style="list-style-type: none"> • 15 projects are taking an accommodation based approach (34%) • 1 project is taking a hospital based approach (2%) • 2 projects are taking a drop-in service based approach (5%) • 17 projects are taking a multi-agency approach (39%) • 15 projects involve counselling, therapy or group support interventions (34%) • 4 projects involve training or workshop interventions (9%) • 15 projects involve referral or information providing interventions (34%) • 2 projects involve peer support, befriending or mentoring interventions (5%) • 18 projects involve advocacy interventions (41%) • 4 projects involve social marketing interventions (9%) • 1 project involves prevention and early interventions (2%) • 1 project involves volunteers (2%) • 1 project involves parenting support (2%) • 6 projects involve one-to-one support (14%) • 4 projects involve a helpline (9%) • 8 projects involve support plan based interventions (18%) • 15 projects involve CEDAR Programme interventions (34%) • 9 projects involve other types of support (20%)
<ul style="list-style-type: none"> • 8 projects engage with parents and families (18%) • All 43 projects engage with victims • 35 projects engage with women and girls (80%) • 8 projects engage with men and boys (18%) • 29 projects engage with children and young people (66%) • 1 project engages with perpetrators (2%) • 1 project engages with LGBT communities (2%) • 4 projects engage with BAME/BME communities (9%) • 3 projects engage with practitioners and commissioners (7%) • 4 projects engage with homeless communities (9%) • 5 projects engage with individuals involved with drug misuse (11%) • 3 projects engage with individuals with mental ill health (7%) • 2 projects engage with witnesses (5%)

Figure 27 Other Investment Programmes Summary Statistics

378 grants (67%) were made via other investment programmes ⁴⁹ , of which:
<ul style="list-style-type: none"> • 333 were made in England (88%) • 8 were made in Scotland (2%) • 8 were made in Northern Ireland (2%) • 11 were made in Wales (3%) • 18 were made UK wide (5%)
<ul style="list-style-type: none"> • 135 projects are engaged wholly with domestic abuse (36%) • 243 projects are engaged partially with domestic abuse (64%)
<ul style="list-style-type: none"> • The smallest grant was £9,996 • The largest grant was £3,137,466 • The average grant was £349,282 • The Fund covered more than 50% of project costs in 330 cases (87%) • The Fund covered the entire project cost in 128 cases (34%)
<ul style="list-style-type: none"> • 189 grants included capital funding (50%) • 339 grants included salary funding (90%) • 353 grants included funding to support a range of other costs⁴⁸ (93%)
<ul style="list-style-type: none"> • 66 projects are taking an accommodation based approach (17%) • 23 projects are taking a school based approach (6%) • 4 projects are taking a hospital based approach (1%) • 72 projects are taking a drop-in service based approach (19%) • 41 projects are taking a multi-agency approach (11%) • 218 projects involve counselling, therapy or group support interventions (58%) • 298 projects involve training or workshop interventions (79%) • 263 projects involve referral or information providing interventions (70%) • 134 projects involve peer support, befriending or mentoring interventions (35%) • 133 projects involve advocacy interventions (35%) • 12 projects involve foodbank interventions (3%) • 83 projects involve social marketing interventions (22%) • 30 projects involve prevention and early interventions (8%) • 231 projects involve volunteers (61%) • 23 projects involve trips away (6%) • 128 projects involve parenting support (34%) • 115 projects involve one-to-one support (30%) • 46 projects involve English classes (12%) • 46 projects involve a helpline (12%) • 96 projects involve support plan based interventions (25%) • 9 projects involve mediation (2%) • 81 projects involve other types of support (21%)

⁴⁹ Advice Services Transition Fund, Arrangements, Communities and Families Fund, Community Voice Portfolio Partner, Improving Financial Confidence, Improving Futures, Investing in Communities 2: TFL, People and Places 2, Reaching Communities, Reaching Out - Connecting Older People, Reaching Out - Empowering Young People, Single Grants Direct, Young Peoples Fund 2 Local Grants, Youth in Focus

378 grants (67%) were made via other investment programmes⁴⁹, of which:

- 175 projects engage with parents and families (18%)
- 344 projects engage with victims (91%)
- 156 projects engage with women and girls (41%)
- 44 projects engage with men and boys (12%)
- 43 projects engage with communities (11%)
- 232 projects engage with children and young people (61%)
- 26 projects engage with perpetrators (7%)
- 8 projects engage with LGBT communities (2%)
- 75 projects engage with BAME/BME communities (20%)
- 16 projects engage with older people (4%)
- 39 projects engage with practitioners and commissioners (10%)
- 62 projects engage with homeless communities (16%)
- 121 projects engage with individuals involved with drug misuse (32%)
- 232 projects engage with individuals with mental ill health (61%)
- 11 projects engage with ex-offenders and those leaving prison (3%)
- 11 projects engage with sex workers (3%)
- 20 projects engage with individuals unemployed (5%)
- 12 projects engage with faith groups (3%)
- 4 projects engage with individuals affected by child sexual exploitation (1%)
- 7 projects engage with individuals with learning disabilities (2%)
- 22 projects engage with witnesses (6%)

Report card survey

Email addresses were available for 533 of the 563 organisations profiled above. We therefore invited these 533 organisations to participate in an on-line report card survey. They were initially contacted by the Big Lottery Fund, alerting them to the arrival of the report card survey, and encouraging their involvement. The report card survey was then sent via email on 26th June 2015 with a closing date of 20th July. Participants were sent an email reminder, and, during the last week of the completion window, more than 100 non-respondents were telephoned to encourage responses. A 60% response rate (323 responses) was achieved.

The survey explored a number of issues regarding:

- The size and nature of the organisation receiving a domestic abuse grant.
- Their approach to monitoring, evaluation and outcome measurement.
- Their approach to sustainability.
- The key successes and challenges which they had experienced.

Respondents were also asked to indicate whether they would agree to participate in a case study.

Respondents were asked to enter the Big Lottery Fund's project ID number into the report card survey. This enabled us to match the findings of the report card survey, with the results of the taxonomy work, described above.

Case study analysis

As noted above, respondents to the report card survey were asked if they would be willing to participate in a case study. The list of willing respondents was reviewed to find organisations which would offer a geographic balance, an interesting mix of clients groups, service approach, and approaches to outcome measurement. The list was reviewed by staff at the Big Lottery Fund and a shortlist of 36 organisations were contacted. Twenty one were available to participate in case studies over the time period we had available (10 in England, 3 in Wales, 2 in Northern Ireland and 6 in Scotland). A full list of the participants is provided below: we are very grateful to all these organisations for sparing the time to share tell us about their work.

Figure 28 Case Study Participants

Country	Organisation
England	Bradford Cyrenians
	Catch 22 & Wandsworth Council
	Harbour Place
	Leeds Survivor-Led Crisis Service
	Preston Domestic Violence Service
	Preston Road Women's Centre
	Projects Galore
	The Dash Charity
	West Hampstead Women's Centre
	Wise Thoughts
Scotland	Abused Men in Scotland
	Just Play
	Sacro
	Saje Scotland
	Renfrewshire Reconnections
	Women's Aid South Lanarkshire
Wales	Carmarthen Domestic Abuse Service
	Gwent Domestic Abuse Service
	Port Talbot & Afan Women's Aid
Northern Ireland	Fermanagh Women's Aid
	Men's Advisory Project

The “Case Study Evidence Gathering Tool” which guided these discussions is reproduced here:

Notes to researchers

1.1 Introduction

Please use this tool in gathering evidence for the 21 case studies on Domestic Abuse which we are delivering for the Big Lottery Fund. This should help to ensure that our Case Studies offer a degree of consistency and comparability, whilst also allowing for the individual stories of each project to be captured.

Please also refer to the example case studies and Big Lottery Fund style guide which are saved on our shared drive.

1.2 Consent

Please ask each of the case study organisations you engage with to complete a Big Lottery Fund media consent form (again, saved on the F Drive). Any individuals sharing stories or photos should complete the individual consent form.

We realise that some participants are likely to feel concerned about media / case study consent. If gentle reassurance does not elicit consent, please don't pressurise them. It is important that some of the case studies are suitable for media work, but if not all participants are able to offer this consent, then their stories will still be valuable for research purposes.

1.3 Preparation

The notes which follow are “guides” to ensure you elicit the most relevant information. Please re-phrase the questions to ensure they are suitably-worded for the people you are meeting / talking to. You may need to have some suggestions / examples / prompts ready to help people engage with the issues.

In some cases you will engage with project workers or managers. In other cases, you may be engaging with a broader range of individuals, including service users, volunteers, trustees etc. You don't need to ask all of them, all of the questions. Work out who would be best placed to help with each question in advance.

Please also review the information held about each organisation and do some googling. If there is anything unusual or surprising, please explore this with the organisation.

Finally please also review the DRAFT version of our final report ..\Reporting\Lucys final report\combined draft report v2.docx. Please feel free to explore any interesting or surprising results with the case study organisation – they may have some interesting perspectives to share.

2 Getting the basics right

Please check we have the following information correct for each case study:

- Organisation Name Length of Project
- Charity Number (if relevant) Date Project Began
- Location (town or region is fine) Main Contact Name & Role
- Web address Date and Amount of Big Lottery Fund

3 Discussion topics

3.1 Background / context

Find out how long the organisation has been in existence & why it was set up.

Then, more specifically, find out why the project which has received a grant from Big Lottery Fund was established.

What is the problem which this organisation / project is specifically seeking to address?

3.2 Getting the project off the ground

Find out about any barriers or enablers which have helped this project to work especially smoothly, or have made things especially difficult for this project,

Ask about partnership working – who have they engaged with? How well has that gone?

3.3 Project activities

Find out what the project actually does, how many people it engages, how many staff / volunteers are involved.

- Why has the project chosen to tackle its identified need in this way?
- Does it employ any unusual or innovative approaches?
- Have they employed any particular models in delivering or devising this project?

3.4 Focusing on the resources and assets which each participant can offer.

How does this project use the knowledge and experiences of its beneficiaries?

- How are they engaged in planning and shaping the support they provide?
- How do you establish what skills / resources / assets / attributes each beneficiary has available?
- To what extent can they contribute their own ideas for the support or services you offer?

Are there examples of people who have received support from this group who have gone on to volunteer or set up a support group or service for themselves?

3.5 Outcomes / impact

Find out how the project measures / demonstrates outcomes.

Does it use any of the outcome measurement frameworks which we have been researching as part of this project?

Does it use a different approach? If so, why?

Is there firm evidence available to suggest that their approach “works”?

3.6 Sustainability

What does the future hold for this organisation? What are they doing to secure a sustainable future?

Have they been able to demonstrate an impact which has tempted statutory services to fund / engage with their service?

Have they found any other funding models for the future, aside from fundraising / further grants?

What support would they find helpful to make their organisations more sustainable?

3.7 Learning

What learning would the project like to share (positive and negative) with others who might be trying to tackle similar issues in other parts of the country?

What difference did the Big Lottery Fund grant make to this organisation?

4 Photos

It is important to take a number of photographs. However, clearly this must be handled sensitively, particularly given the client group with which we are engaging for this project.

As noted previously, Big Lottery Fund consent forms must be completed for the organisation as a whole and any individual appearing in a photograph.

If at all possible, photos should include service users, however, if this is not possible, photos of project staff / volunteers will suffice.

If the project would prefer us not to take photos, please find out if they have any stock photography which they are able to share.

Please use the camera on your Blackberry, or other digital camera. We will upload all the photos and save them on a secure part of the shared drive on your return to the office.

5 Write up

Please refer to the example case studies and style guide, before writing up each case study. They should be no more than 2-3 sides each and ideally follow the headings outlined above. Please include direct quotes, where possible.



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