



change that lasts

the right response to domestic abuse



## Change That Lasts Impact Briefing 3

The Change That Lasts approach aims to increase the number of women and children living free from abuse by improving the response survivors receive from people in the **community**, from **professionals** and from **specialist services**, from the very first time they speak about the abuse to their ultimate **freedom and long term safety**.

Survivors need to be supported in a way that responds to their own personal needs. For this to happen, we need to bring a systems change which demands multi-agency leadership and partnership, shifting our current crisis-driven response to a holistic, needs-led, individual package of support meaning a survivor gets the **right response**, whoever she turns to.

Change That Lasts disrupts the web spun around a survivor by the perpetrator(s) with a holistic approach that includes a whole network of community members, professionals and specialist support around a women. It will make sure that whoever she comes into contact with, she is met with an understanding of domestic abuse and coercive control and an awareness of available specialist support.

**Ask Me** trains Change That Lasts Community Ambassadors who break the silence of domestic abuse and raise awareness in their communities.

**Trusted Professional** builds on trusting relationships already established with survivors. This intervention will teach professionals who come into contact with survivors about the non-physical, coercive and controlling signs of domestic abuse.

**Expert VOICES** offers training to front-line practitioners working for dedicated domestic abuse services and reconnects them to a needs-led, trauma informed approach.

This impact briefing focuses on what happened after the Change That Lasts Ask Me training. It also provides an update on the Trusted Professional scheme.

Previous Impact Briefings, which include an overview of the three interventions, can be found here: [www.womensaid.org.uk/research-and-publications/](http://www.womensaid.org.uk/research-and-publications/)

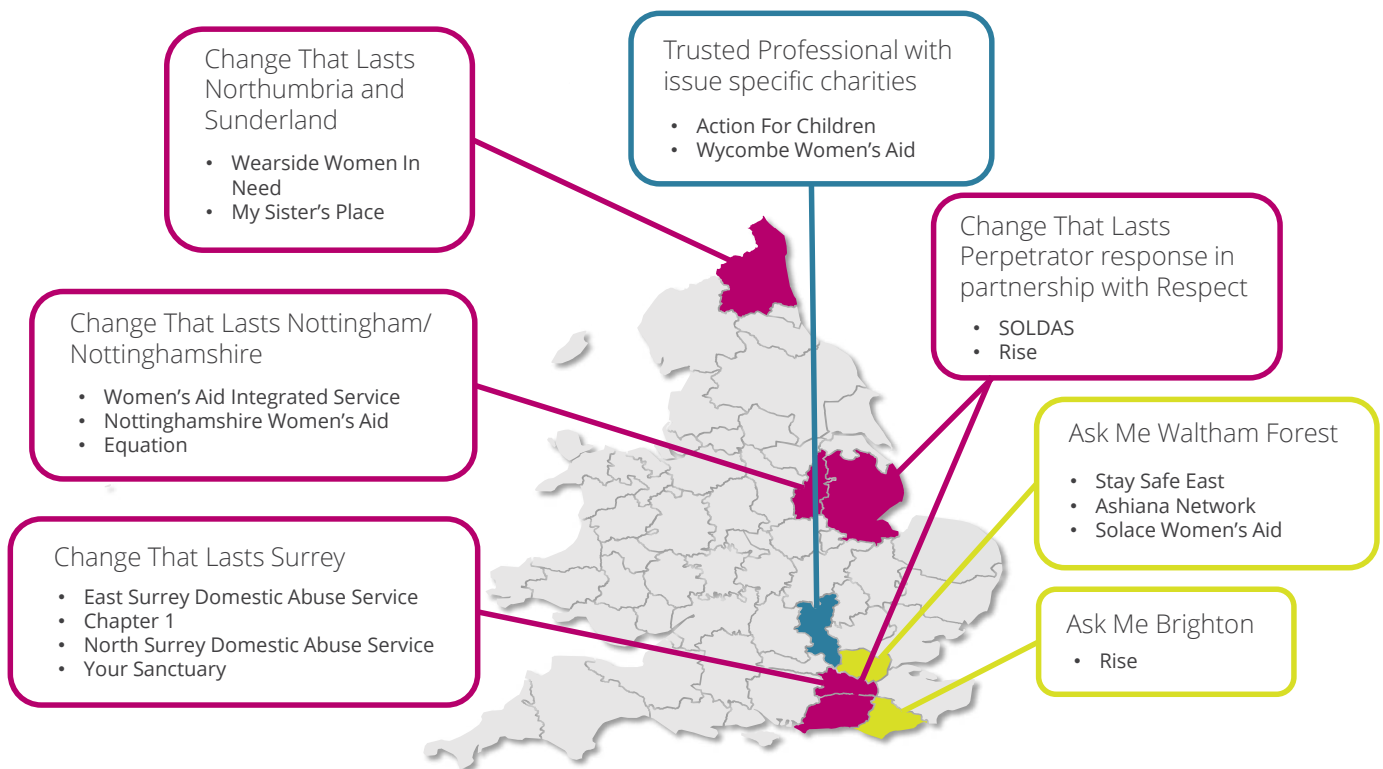
More detailed information on the Change That Lasts approach can be found here: [www.womensaid.org.uk/about-change-that-lasts](http://www.womensaid.org.uk/about-change-that-lasts)

## Findings

This impact briefing includes findings from our Change That Lasts Ask Me and Trusted Professional pilots in our National Community Lottery Fund funded pilot sites in **Nottingham/Nottinghamshire, Surrey, Northumbria and Sunderland**.

Additionally, we present findings from our Change That Lasts Ask Me sites in **Waltham Forest** and our Trusted Professional pilot with Action for Children in **High Wycombe**.

## Change That Lasts sites



# Change That Lasts Community Ambassadors

Research shows that friends and family members of domestic abuse survivors know about the abuse in the majority of cases<sup>1,2</sup> and that they form a network of support for survivors<sup>3,4,5</sup>. The Change That Lasts Ask Me scheme trains

friends and family members to be able to support survivors, know how to respond to someone sharing their personal experience of abuse and where to signpost to.

'As a survivor myself I now have greater confidence in signposting people.'

Surrey

**363** Community Ambassadors have been trained since the start of the scheme.



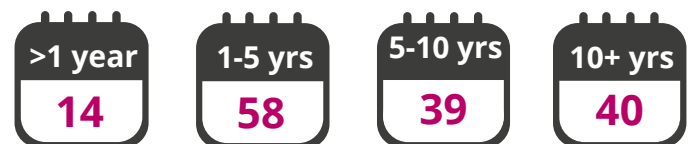
## What have ambassadors been up to after the training?

Findings for our National Lottery Community Fund funded pilot sites in Nottingham/ Nottinghamshire, Sunderland and Surrey were analysed by independent evaluators from the University of Central Lancashire.

The researchers found that the **ambassadors had instigated over 217 conversations about domestic violence** and abuse and over 115 of these conversations included someone's personal experience of domestic violence and abuse<sup>6</sup>. These conversations were more likely to address historical abuse (95+) than current abuse (57+)<sup>7,8</sup>. For at least 67 of the people who disclosed personal experience of domestic abuse, this was the first time speaking about the abuse.

These findings were similar for our Change That Lasts Ask Me pilot in Waltham Forest where ambassadors had 89 conversations about domestic abuse, 51 of these conversations included someone's personal experience of domestic violence and abuse<sup>9</sup>. **For 35 survivors, this was the first time speaking about the abuse.**

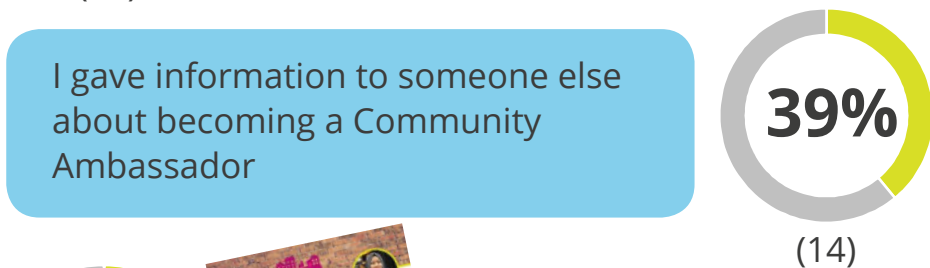
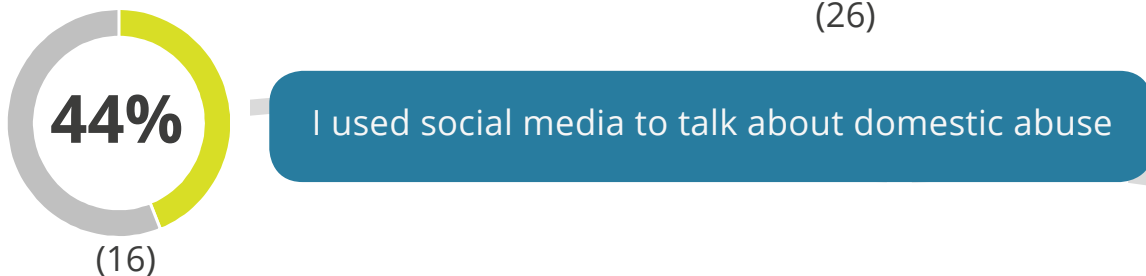
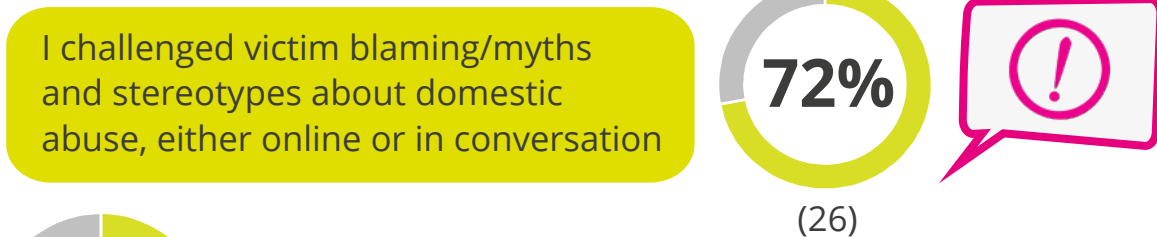
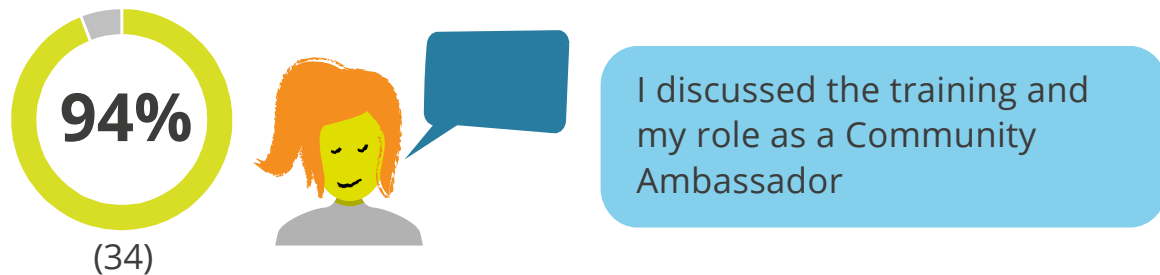
The length of time abuse was experienced by those making disclosures



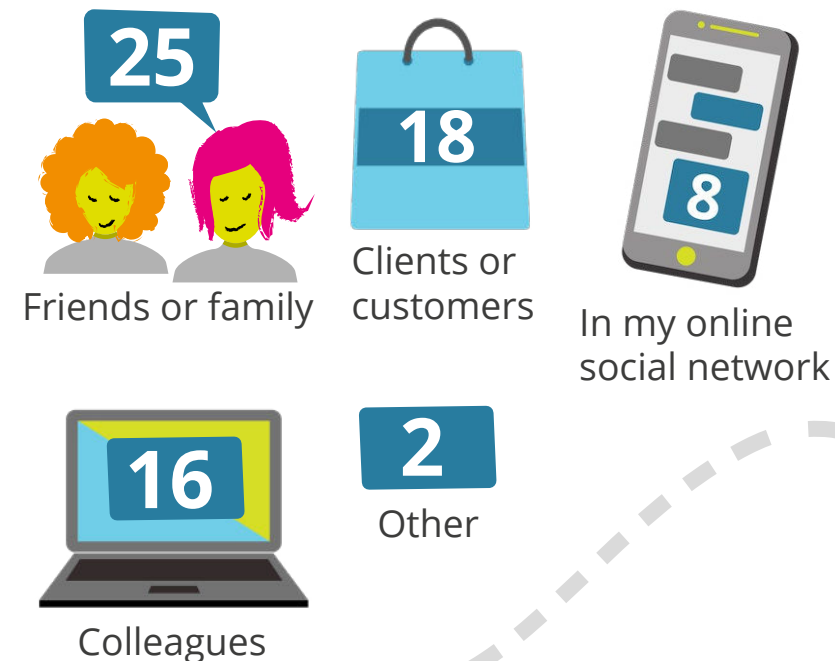
■ = number of survivors

I don't know: 20

# Community Ambassador activities



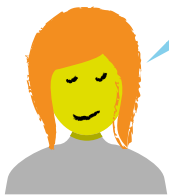
## Relationships between ambassadors and people making disclosures



# Trusted Professional

Many times before a woman first comes into contact with a specialist domestic abuse service she is in contact with health professionals, housing officers, police officers or other professionals. For survivors, this means that it is crucial for any professional she might come into contact with to have an understanding of domestic abuse, know how to ask the right questions and how to respond to a disclosure.

**270** Trusted Professionals have been trained since the start of the scheme.



The Trusted Professional scheme aims to provide professionals with an understanding of domestic abuse which is gendered, includes coercive control, patterns of abuse and emotional abuse. Additionally, **the training aims to break down the barriers to disclosure by equipping professionals with the skills and knowledge required to respond effectively.** This involves holding perpetrators to account and seeking out local and national mechanisms that are available for this purpose. Professionals also learn how to create safe spaces in order for survivors to be able to talk about their individual experiences. They develop a greater understanding of the impact that domestic abuse has on survivors and their children and are given local knowledge of specialist domestic abuse services. They are also encouraged to seek further information out in order to be able to offer wider choices to suit individual circumstances, which is vital for survivors.

## Trusted Professional trainings

In our National Lottery Community Fund funded Change That Lasts pilot sites in Nottingham/ Nottinghamshire, Sunderland and Surrey, our independent evaluators at the University of Central Lancashire found that **the training had a positive impact on professionals' knowledge** of the signs and symptoms associated with domestic abuse. Those reporting they knew 'quite a bit' increased from 38% to 51% and those reporting that they knew 'a lot' increased from 20% to 39% immediately after the training<sup>10</sup>.

Additionally, **professionals increased their understanding of what to say or not to say to a service user** who has experienced domestic abuse. After the training 54% of participants stated that they knew 'quite a bit' and 34% stated that they knew 'a lot' compared to 22% and 16% respectively before the training.

The training has also improved the confidence of professionals in recognising coercive control. After the training 93% of professionals either agreed or strongly agreed with the statement 'I feel confident recognising coercive control' compared to 57% before the training.

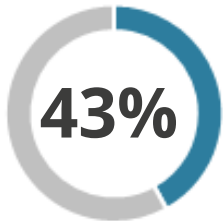
I feel I am able to provide a better service to women and children who have experienced domestic abuse.

We found similar results for Action for Children, where support workers have been trained as Change That Lasts Trusted Professionals by Women's Aid Federation of England in partnership with Wycombe Women's Aid<sup>11</sup>.

# Trusted Professional at Action for Children

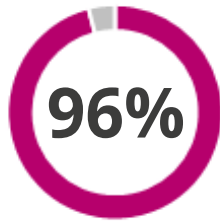
Before training

After training



43%

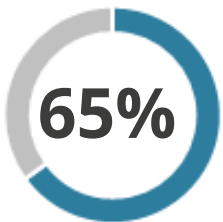
(23)



96%

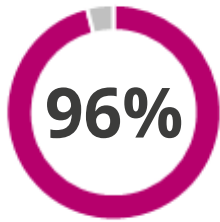
(52)

of trained professionals are feeling **confident in recognising coercive control**



65%

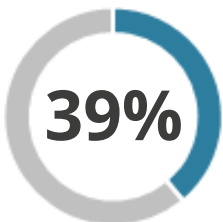
(35)



96%

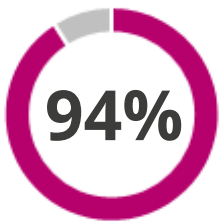
(52)

of trained professionals are feeling **confident in understanding the impact of trauma**



39%

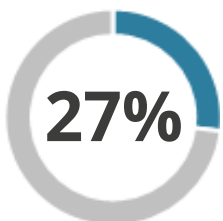
(21)



94%

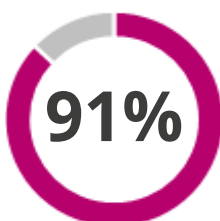
(51)

of trained professionals now feel **confident to document domestic abuse accurately and confidentially**



27%

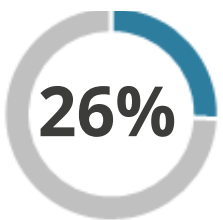
(39)



91%

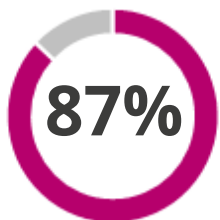
(49)

of trained professionals **had an understanding of the impact of domestic abuse on children**



26%

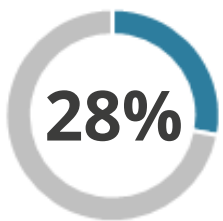
(14)



87%

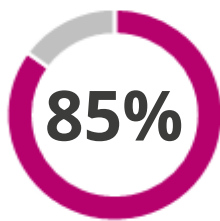
(47)

of trained professionals **knew what questions to ask to identify potential cases of domestic abuse**



28%

(15)



85%

(46)

of trained professionals **knew what to say and not to say to a service user who has experienced domestic abuse**

# Summary

**Change That Lasts Community Ambassadors** have already started having conversations about domestic abuse in their communities and responded to friends, family members, clients, customers and colleagues, who shared their personal experience of abuse with them. For 102 survivors, it was the first time speaking about the abuse. Additionally, **ambassadors have been actively breaking the silence around domestic abuse** by challenging myths and stereotypes, discussing their training and role as an ambassador and posting about domestic abuse on social media.

**Change That Lasts Trusted Professionals** have **increased their knowledge and understanding around domestic abuse, coercive control and the impact of trauma**, which will be reflected in their future practice when supporting women with experiences of domestic abuse. Especially impactful was the training around their role as a professional and how they can ask the right questions and what to say or not to say to a service user.

## End notes

**1** Klein, R. (2012). Responding to intimate violence against women: The role of informal networks. New York, NY: Cambridge University Press.

**2** Williamson, E., & Hester, M. (2009). Evaluation of the South Tyneside Domestic Abuse Perpetrator Programme (STDAPP) 2006-2008. Retrieved from <http://www.bristol.ac.uk/sps/research/projects/completed/2009/rl6866/finalreport.pdf>

**3** Fanslow, J., & Robinson, E. (2010). Help-seeking behaviors and reasons for help seeking reported by a representative sample of women victims of intimate partner violence in New Zealand. *Journal of Interpersonal Violence*, 25, 929–951.

**4** Parker, G., & Lee, C. (2002). Violence and abuse: An assessment of mid-aged Australian women's experiences. *Australian Psychologist*, 37, 142–148.

**5** Sylaska, K., & Edwards, K. (2014). Disclosure of intimate partner violence to informal social support network members: A review of the literature. *Trauma, Violence & Abuse*, 15, 3–21.

**6** Between 09th July and 27th November 2018 they received 36 How Are You Getting On (HAYGO) forms from 35 ambassadors. One ambassador handed in two HAYGO forms.

**7** Kelly Bracewell, Khatidja Chantler, Lorraine Radford and Nicky Stanley (2019). Interim HAYGO Report. University of Central Lancashire.

**8** The HAYGO forms ask Ambassadors to report conversations up to a maximum of ten. Any figures above 10 are identified as 10+. The use of '+' therefore indicates the minimum number.

**9** Between 4th September 2018 and 18th February 2019 we received 16 How Are You Getting On (HAYGO) forms from 11 ambassadors in Waltham Forest.

**10** 112 Trusted Professionals were trained over six training sessions between 17th October and 8th November 2018, for which 100 completed pre- and post-training questionnaires were received.

**11** Over the course of four one-day training sessions on 14th, 15th, 28th and 29th November 2018 54 professionals from Action for Children have been trained. Their roles ranged from Support Worker (35), Service Coordinator (7), Business Support Officer (4), Team Leader (5), Services Manager (2) to Strategic Safeguarding Role UK (1).