

women's aid

change that lasts

the right response to domestic abuse



Change That Lasts Impact Briefing 2

Disclosure and conversation tracking for the Ask Me and Trusted Professional schemes, August 2017 to April 2018.

The Change That Lasts model, which is generously funded by the Home Office, Big Lottery Fund, Comic Relief, Public Health England and the Tampon Tax Fund, is an approach to domestic abuse that places the needs of women and children at the heart of service provision. This approach ensures that wherever and whenever a woman is ready to talk about her experiences she gets the right response the first time.

This second Impact Briefing covers findings up to 4th April 2018 and focuses on our first Change That Lasts pilot sites for the Community Ask Me schemes and Trusted Professional schemes.

Previous impact briefings are available [here](#).

More detailed information on the Change That Lasts approach can be found [here](#).



Change That Lasts: Community

Survivors are likely to talk to friends and family about their relationship concerns first. These conversations can be life-changing and life-saving. Change That Lasts Community Ambassadors are trained to give the right response to women and children where conversations about relationships and domestic abuse naturally take place — in their own community. Community Ambassadors do this by having conversations within their networks, raising awareness about domestic abuse and the specialist services available within their communities, and creating spaces where it is safe for women to talk about their experiences by challenging victim blaming and sexism.

Ambassadors regularly report back to us about how they are getting on with their role and what they've been up to since the Change That Lasts training.¹ Out of the 44 ambassadors who told us about their activities, 43 have already undertaken at least one 'raising awareness and breaking the silence' activity, for example one ambassador gave a presentation about domestic abuse to her work colleagues. Another provided a brunch with friends to talk about domestic abuse and made goody bags with resources and information about where to go for help. These activities took different forms, demonstrating the ambassadors' engagement and creativity in finding new ways to engage their community:

- 36 Community Ambassadors challenged victim blaming and stereotypes about domestic abuse, either online or in conversation.
- 28 Community Ambassadors gave information to someone else about becoming an ambassador.
- 19 Community Ambassadors used social media to talk about domestic abuse.
- 15 Community Ambassadors put up a poster or shared a leaflet about domestic abuse.

The impact of the awareness-raising activities has also been noticed by local domestic abuse services, one of which reported back to us:

"While many of the ambassadors have a link to domestic abuse, they are not people who have accessed our services previously, and thus it has successfully widened our reach. It has also enabled us to realise that by reaching these people they are then able to reach people who are even further removed from domestic abuse services and knowing what domestic abuse is."

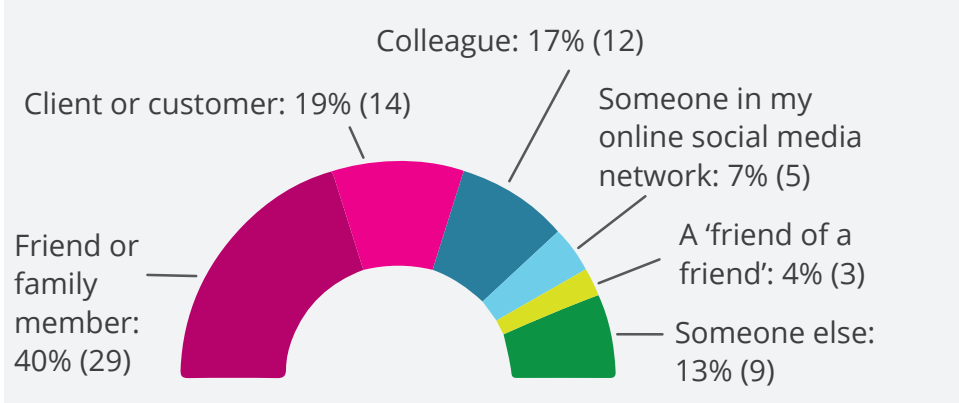
¹ We received a total of 56 *How Are You Getting On?* forms from 44 ambassadors between 18th October 2017 and 20th March 2018 to report on their activities between March 2017 and February 2018.

Conversation tracker



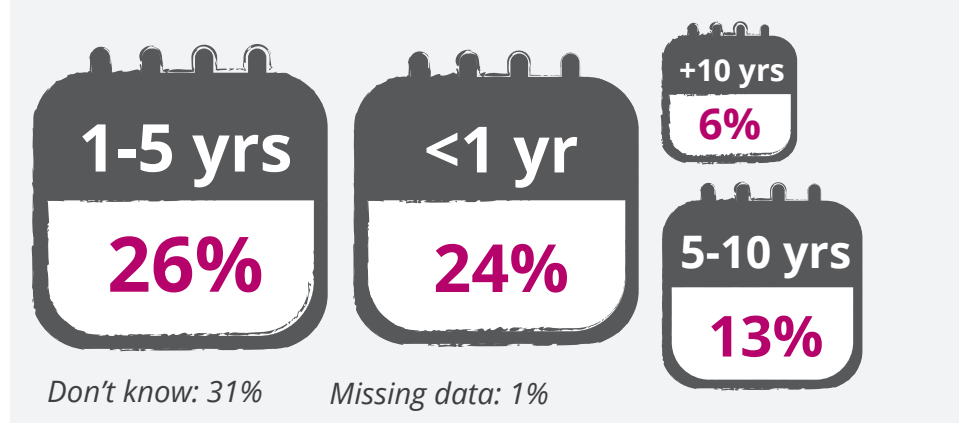
40 ambassadors tracked 72 conversations between 17th August 2017 and 12th March 2018. In 82% (59) of cases the conversation included someone's **personal experience of abuse**. Here's how they got on...

Who shared their experience of domestic abuse with you?

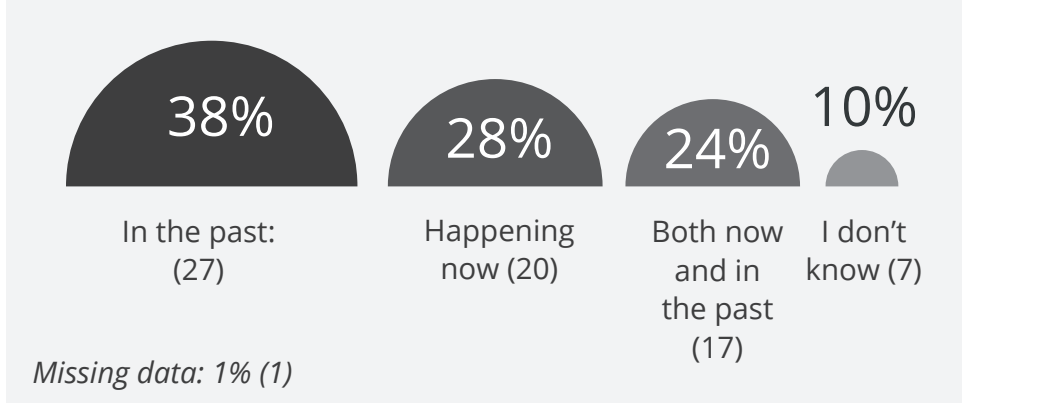


For **24%** (17) of cases, it was the **first time** they spoke to someone about the abuse.

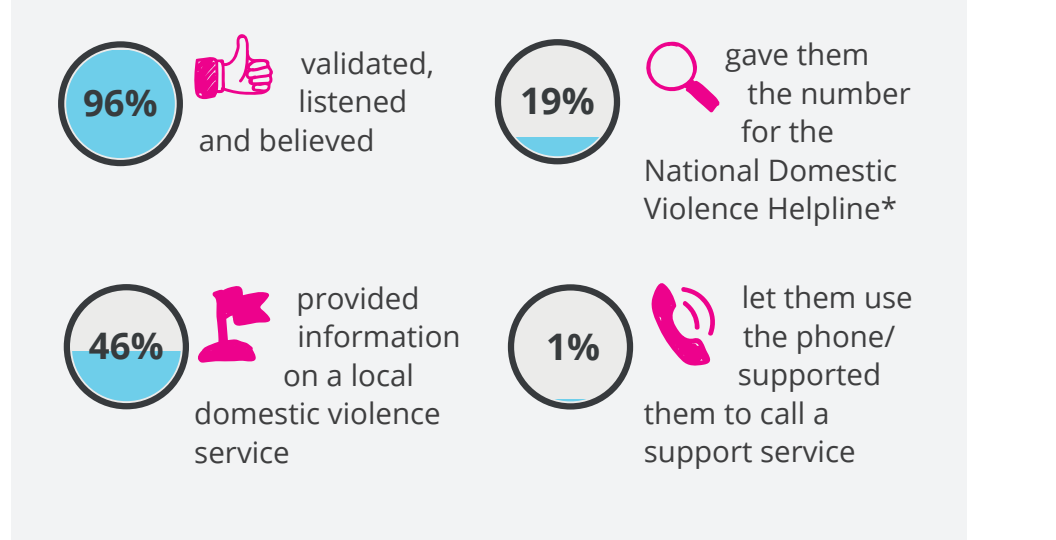
How long had they been experiencing abuse?



Did they disclose abuse that was happening now or in the past?



What happened after they shared their experience?



Change That Lasts: Trusted Professional

Women need a range of access points to ensure the right response to domestic abuse can be given the first time they ask. Trusted professionals are likely to already be in contact with survivors through their work and may be someone a survivor feels she can trust. They are key to unlocking the right response for women and children experiencing domestic abuse and creating the shortest routes to independence and freedom.

Our initial Trusted Professional pilots focused on raising awareness of older and disabled women's experiences of domestic abuse. These two groups face additional barriers to accessing support with a low number of professionals identifying domestic abuse within these cohorts and a low take up of support from specialist services by these groups. We delivered a one-day training course followed by review sessions to promote continued learning and practice development alongside an online hub of resources.

Of the 104 Trusted Professionals trained:

- 49 Trusted Professionals were working specifically with older and disabled clients (adult safeguarding, health etc.);
- 33 Trusted Professionals were working specifically with older clients; and
- 17 Trusted Professionals were working specifically with clients who have a disability.

Trusted Professional training feedback

Feedback for the training review sessions in Sunderland, Birmingham, Surrey and Nottingham was extremely positive.² 100% of training participants rated the training (i.e. topics covered and facilitator's approach) as either 'Excellent' or 'Good'.

Participants listed a range of topics and skills they took from the training. The themes that came up the most were:

- the impact of trauma on survivors of domestic abuse (13);
- how to support survivors of domestic abuse (8);
- following a needs-led approach (5);
- understanding the importance of Space for Action (5).

Trusted Professional activities

Trusted Professionals reported back to Women's Aid on their experience of the role since the training. They filled in monitoring forms either at the review session or online, where they reported whether there had been the opportunity to apply the skills discussed at the training, if they had any disclosures of domestic abuse and how their confidence and ability to respond to a disclosure has changed since the training.³ 39 (76%) Trusted Professionals reported already having had the opportunity to apply the skills, tools and techniques discussed in the training.

² 56 *Feedback and Evaluation* forms were received for training sessions between 20th July 2017 and 17th July 2018

³ Between 22nd September 2017 and 23rd July 2018 51 Trusted Professionals sent in 76 *How Is It Going?* forms. For Trusted Professionals who send in several forms the data was combined.



28 Trusted Professionals have already received a total of **260 disclosures** of domestic abuse and 25 Trusted Professionals have gone on to support 145 of these survivors as part of their role.

Additionally, Trusted Professionals reported on how their confidence and skill levels have changed since the training:

84% (43) of trained professionals increased their confidence to respond effectively to a disclosure of abuse since the training. Professionals also provided more detailed feedback on their response. Key themes amongst the answers from professionals who have increased their score included 'more confidence to have a conversation about domestic abuse', 'more awareness of specialist domestic abuse services', 'increased understanding of domestic abuse', and 'better able to recognise warning signs'.

"I am able to hold conversations effectively without being emotionally involved or being judgemental."

"I'm more patient and support citizens to explain their circumstances without pressure."

"More knowledgeable on the services that are available for survivors of DV."

"Advocate more for DV survivors."

88% (45) of trained professionals increased their ability to understand the needs of people experiencing abuse. Reasons for this increase were 'better understanding of reasons for leaving or staying', 'more confident to have a conversation about domestic abuse', 'better understanding of strength-based approaches', 'increased empathy/ understanding', 'better able to recognise warning signs' and 'reflection on own practice'.

"I now empathise more with survivors and see their strengths and not just their problems. I have an open mind and am able to understand their needs better."

76% (39) of trained professionals increased their confidence to support someone experiencing domestic abuse within their role. According to the professionals this increase in confidence was due to 'more confidence to have a conversation about domestic abuse', 'more awareness of specialist domestic abuse services' and 'recognising warning signs of domestic abuse/coercive control'.

"As well as providing the details for Women's Aid, we can signpost to services that have a greater focus on the survivor's peer group e.g. Muslim Women's Network; [local] LGBT. Recognition of coercive control means we can provide support for survivors who don't currently recognise that what is happening to them is abuse."

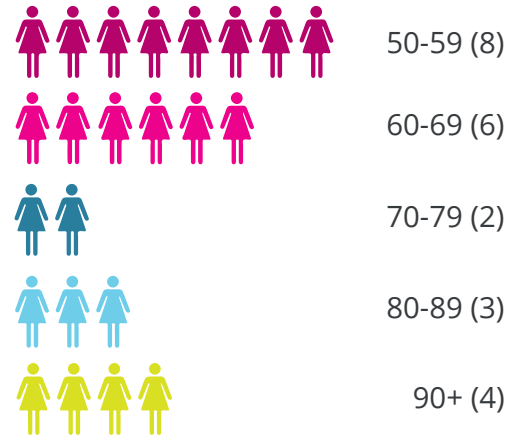
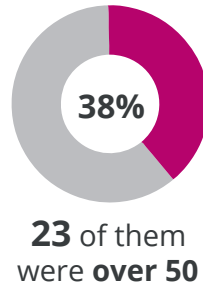
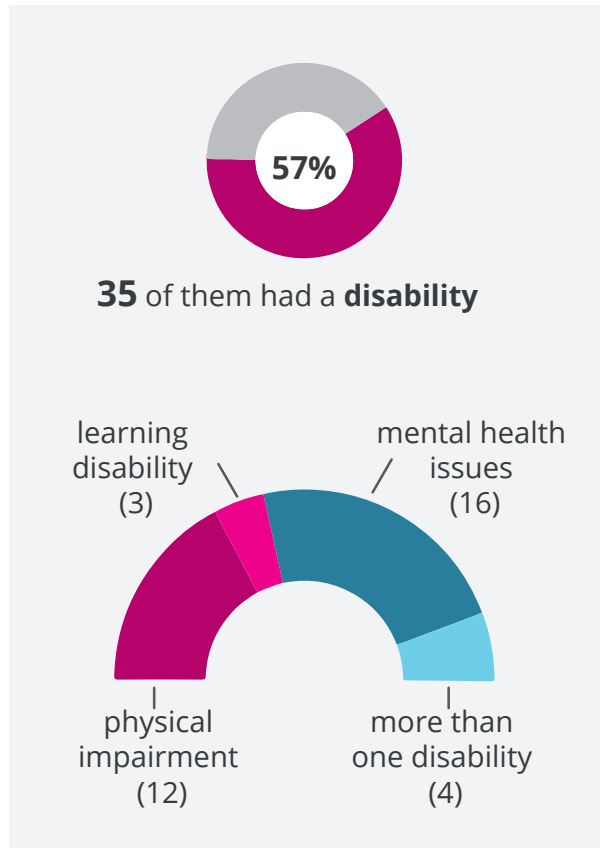
Change That Lasts:
Trusted Professional

Disclosure tracker

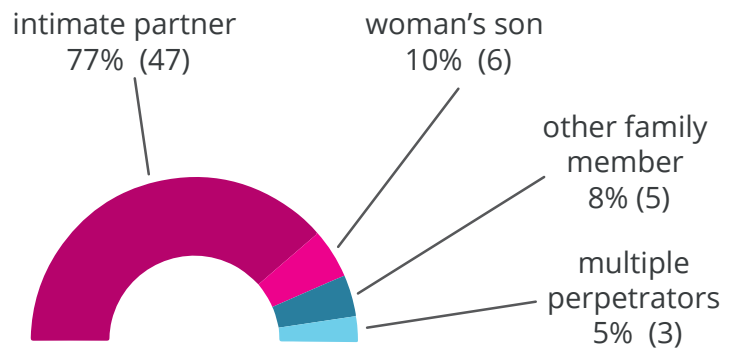
We received detailed feedback from **12 Trusted Professionals** between July and November 2017 using the *Disclosure Tracker* and the *How Is It Going?* form about **61 disclosures**.



Who were the survivors?



Who was the perpetrator?

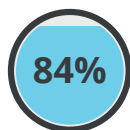


What was the response?

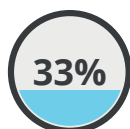
For **51 disclosures** the Trusted Professionals reported on how they responded:



49 Trusted Professionals offered an appropriate response that included giving validating messages, a believing response and offered options, with missing data for the remaining 4%.



43 Trusted Professionals referred to the conversation kit or the toolkit provided to guide their casework support.



17 made a referral to the local domestic abuse service.

