

# “Empowerment Not Rescue”

## Bradford Women’s Aid Evaluation Report April 2013 – March 2014



**bradford women’s aid**

support, assistance and accommodation for women  
and children experiencing domestic abuse

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“Without the support given I would still be an emotional wreck. When I first contacted BWA I was in extreme denial and suicidal. I was able to look at my experience of abuse honestly to empower me to begin my recovery and to help my children too. Thank you BWA!”

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## 1. Background

Bradford Women’s Aid (BWA) is a Bradford based voluntary organisation covering the whole of the city. They have an overall aim of providing support, assistance and accommodation to women and children experiencing domestic abuse. They are run by women for women.

BWA provides two distinct services:

- short term refuge accommodation for women and children experiencing domestic abuse, with an on call service for out of hours; and
- floating support with 2 teams: resettlement (for those moving out of the refuge or other accommodation) and outreach (community based).

The services and support are free, confidential and non-judgemental and BWA has a strong commitment to equality and diversity.

The organisation is a company limited by guarantee and a registered charity. BWA is managed by a group of trustees and directors who employ a small, dedicated staff team who work in close collaboration with other relevant agencies to bring the widest range of, and the best possible support to their clients/service users.

## 2. The purpose of the evaluation

BWA places a strong emphasis on the active involvement of clients/service users and the different organisations it works with. One way of achieving this is by carrying out an evaluation. This work builds on the many informal evaluations carried out by BWA and provides a formal continuing opportunity to explore client’s and organisations experiences and ensures that their views are taken into

account. BWA wanted to carry out this evaluation in order to:

- ✓ enable clients/service users including organisations to say what they think of the different services provided;
- ✓ measure the effectiveness of certain aspects of its work;
- ✓ enable BWA to further improve their services;
- ✓ establish a base against which future services can be measured; and
- ✓ help BWA to plan for the future.

## 3. How it was done

BWA agreed that the best way to carry out this evaluation was to contract an external consultant to undertake the work and to make use of questionnaires for collecting information. The consultant worked with key staff to identify what they wanted from the questionnaires and to look at different ways of asking questions. The consultant was keen to provide BWA staff with the skills and confidence to carry out their own evaluations in the future and suggested that they signed up to an on-line survey tool and took part in some training regarding the use of the on-line tool. This was agreed and BWA purchased the ‘Smart-Survey’ tool and participated in 2 formal training sessions organised by the consultant and led by another one (Rebecca Hewitt) skilled and experienced in ICT and on-line survey tools.

### The questionnaires

The evaluation survey was carried out using two questionnaires for:

- Individual clients/service users, which was designed for individuals to complete themselves anonymously and confidentially, whilst acknowledging that some

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would need support (translation, interpretation, assistance with reading/writing and/or general help completing the questionnaire).

- Key/partnership organisations that BWA has worked with, particularly in the last year.

The design of the two questionnaires was developed with the active involvement of key BWA staff. The majority of questions used a five point rating scale and there were a number of places where respondents were encouraged to write their own experiences.

### Client/Service Users

The client/service user questionnaire was piloted at the BWA service user forum. Feedback was taken from the forum and changes were made, which improved the questionnaire.

Given the complex and sensitive situation of clients/service users and the imperative to maintain and ensure safety and confidentiality it was only possible to carry out this questionnaire with those women that BWA was currently in contact with.

BWA also advertised the survey on their website and included a link so that anyone visiting the website, who had used their services, could complete the survey online.

The different sensitivities outlined meant that it was essential for key workers to be involved in encouraging women to complete the surveys and where necessary support the women to do so using their expertise and skills in different languages and engagement work.

### Key Partners/Organisations

BWA wanted to ensure that organisations they had worked with during the past 12 months had an opportunity to complete the evaluation. BWA staff identified 36

agencies and the named staff. An e-mail was sent explaining the purpose of the evaluation, asking organisations to participate, including the web link to enable them to complete the online survey, and details of how to contact the external consultant if they required any additional information or support in completing the questionnaire.

“The health consequences of violence can be immediate and acute, long-lasting and chronic, and/or fatal. Research consistently finds that the more severe the abuse, the greater its impact on women’s physical and mental health. In addition, the negative health consequences can persist long after abuse has stopped. The consequences of violence tend to be more severe when women experience more than one type of violence and/or multiple incidents over time.”

*World Health Organisation 2012,  
Health Consequences Information  
Sheet*

## 4a. The Results: Clients/Service Users

During the year 2013/14 BWA provided services and support to a total of **302** women. From these BWA had contact, of varying degrees, with **81** women. **29** women completed and returned a questionnaire. This represents a **36%** response rate, which is a good response rate for this type of work. This probably reflects the fact that BWA has a high level of engagement with the respondents – a key element in gaining a good response rate.

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### Accessing BWA

#### Finding out about BWA

Referred by other agency	22
I already knew	3
Posters/leaflets	2
Internet	1
Friends	1
Family	0
Local newspaper	0
'Phone directory	0

As can be seen the majority of respondents, **76% (22)** found out about BWA by being referred by another agency. **10% (3)** already knew about BWA, **7% (2)** found out via posters/leaflets and **1** woman via the internet and another via friends.

Given the nature and effects of domestic abuse it is not surprising to see that referral by another agency is the main way that women find out about BWA.

Clearly their links with other agencies are effective and there is an indication that their marketing and publicity generally is a good means of making women aware of their existence.

#### First making contact with BWA

As already indicated above, the majority of women first made contact with BWA by being referred by another agency. The main referral agencies were the Police, Social Services and Staying Put. **21% (6)** women 'phoned BWA themselves and a further **7%, (2)** women made use of the non-emergency 'phone number.

#### Reason for contacting BWA

**22** women answered this question and they all needed some sort of support, information and help regarding domestic abuse. From the comments there is a general sense of desperation and a need for someone to talk to.

“I could no longer cope with the abuse.”

“I needed to flee my ex-partner and had nowhere to go.”

“I needed to talk to someone.”

“Seeing my ex-partner in a town centre, also my other ex-partner wanted to kick my unborn baby out of me.”

“Basically social service team were involved in my case and the circumstances made us decide to contact BWA.”

“I needed help resettling in to community.”

“Police contacted BWA outreach service.”

“I was scared - didn't know where to turn.”

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### *Ease of contact*

The majority **76% (22)** women said that BWA was **very ease/easy** to contact. **7** women stated that they were unsure but their comments indicated that this was because they had been referred.

“My worker at Staying put referred me to BWA and then a worker from BWA contacted me directly.”

Other comments made include:

“It was easy and BWA made me understand all the things in my mother tongue so by that time I was feeling relaxed.”

“Left message and was contacted very quickly.”

### *Responding appropriately*

**79% (23)** women felt that BWA was **very good/good** at providing them with easy to understand information. **21% (6)** were unclear about this.

**86% (25)** women said that BWA was **very good/good** in terms of providing a sensitive and appropriate response to their enquiry. **14% (4)** were not sure about this.

“Also understood that I felt uneasy at the time in taking leaflets and support plans home with me.”

### *Enabling access*

The majority of women, **63% (18)** did not need any of the additional support aids provided by BWA to ensure that they could access services. From those that did use these aids:

- **31% (9)** women made use of language support via bi-lingual staff for Urdu/Punjabi speakers;
- **10% (3)** used the Easy Read BWA leaflet;
- **7% (2)** used the language support – Urdu CD; and
- **1** woman made use of language support via bi-lingual staff for Czech/Slovakian in Floating Support Service.

“On arriving at BWA I was very upset and I was met with reassurance and guidance.”

Respondents find BWA very easy to contact – ease of contact is a crucial factor in whether or not the women are then able to make use of the services and support provided by BWA. Generally the respondents also find BWA effective at providing accessible information about their enquiries and BWA scores highly in the area of responding sensitively and appropriately to initial enquiries.

### **Services used**

From the **29** women completing the questionnaire:

- **34% (10)** had made use of/were using the support and services provided by the Refuge; and

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- **66% (19)** had made use of/were making use of the services and support provided by the community based outreach and resettlement (floating support).
- **17% (5)** had made use of both the Refuge and Floating Support.

**When looking at the questions regarding services used, respondents could select all the options that applied to their particular situation and rate them according to their experience.**

### ***Experience of services used: The Refuge***

As can be seen from the following results all the services and support were made use of and the majority were very highly or highly rated.

Only one service and support area received a negative rating of ‘poor’ (Children’s play sessions) and this was rated so by **1** woman.

In four service areas there was **1** report in each instance of the respondent not being aware of that particular service being available. (children’s play, women’s support group, trips and outings and newsletter).

Safe and secure refuge accommodation.			Percent	Total
Very Good		70%	7	
Good		30%	3	

**“I feel very safe at BWA.”**

On Call service			Percent	Total
Very Good		50%	5	
Good		50%	5	

Assessment, Key Work (practical and emotional support)			Percent	Total
Very Good		70%	7	
Good		30%	3	

**“You are very good at all of the things that you do.”**

Tenancy ready activities e.g. cooking skills, budgeting, utilities, preparing to move			Percent	Total
Very Good		60%	6	
Good		30%	3	
Average		10%	1	

Information pack (e.g. license agreement, support agreement, house rules)			Percent	Total
Very Good		50%	5	
Good		40%	4	
Average		10%	1	

**“The information pack was explained to me by my worker in Urdu, and this was helpful. However, I would have preferred to have this provided to me in Urdu, so I could read this myself.”**

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Domestic violence awareness, safety and coping strategies		Percent	Total
Very Good		50%	5
Good		30%	3
Average		10%	1
I know about this but didn't use it		10%	1

Support child protection and case conferences		Percent	Total
Very Good		40%	4
Good		10%	1
Average		20%	2
I know about this but didn't use it		30%	3

Children's play sessions, other activities and trips		Percent	Total
Very Good		50%	5
Good		20%	2
Poor		10%	1
I know about this but didn't use it		10%	1
I am/was not aware of this		10%	1

Women's Support/Recovery group		Percent	Total
Very Good		30%	3
Good		20%	2
I know about this but didn't use it		40%	4
I am/was not aware of this		10%	1

“My daughter's loved the children's play sessions...”

Assistance with returning to education, training, work		Percent	Total
Very Good		40%	4
Good		20%	2
Average		10%	1
I know about this but didn't use it		30%	3

House meetings		Percent	Total
Very Good		50%	5
Good		40%	4
Average		10%	1

Trips and outings		Percent	Total
Very Good		50%	5
Good		30%	3
Average		10%	1
I am/was not aware of this		10%	1

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Newsletter		Percent	Total
Very Good		30%	3
Good		40%	4
Average		20%	2
I am/was not aware of this		10%	1

When asked what they thought about the different aspects of the refuge the following results show that the majority stated that they were **very good/good**.

*When you first came to the Refuge, how would you rate the following?*

	Very Good	Good	Average
Location of refuge	40% (4)	60% (6)	0.0% (0)
Decoration & Furnishing	60% (6)	30% (3)	10% (1)
Cleanliness	60% (6)	30% (3)	10% (1)
Facilities	60% (6)	30% (3)	10% (1)
Way in which repairs were managed	60% (6)	40% (4)	0.0% (0)
Atmosphere: e.g. warmth, friendliness	60% (6)	40% (4)	0.0% (0)
Security - CCTV, alarms etc.	60% (6)	40% (4)	0.0% (0)
Safety	70% (7)	20% (2)	10% (1)

“...we all really enjoyed trips, outdoor activities, games, inside activities especially cooking.”

“I feel very safe and secure inside the refuge. There were lots of excellent facilities for all of us. I really liked the cleanliness, warmth and friendly environment.”

### Experiences of services used: Floating Support

From the following table it can be seen that all the Floating Support services were accessed by the respondents.

Services such as assistance with immigration were used by smaller numbers of women but this would be expected given their specialist nature.

Assessment, safety planning, information pack and domestic violence awareness were all areas where the women stated that they had **very good/good** experiences, which is what would be expected given the nature of BWA.

None of the areas were rated as poor or very poor.

“They helped me with courses, getting a school, doctor and dentist, getting a loan, income support and allowance, before I did not know anything.”

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What was your experience of the support provided by the Floating Support?	Very Good	Good	Average	Poor	Very Poor	Knew about - didn't use	Not aware of this
Assessment, Key Work (practical and emotional support)	67% (16)	33% (8)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)
Safety planning and risk management	58% (14)	33% (8)	0% (0)	0% (0)	0% (0)	8% (2)	0% (0)
Information pack (e.g. BWA confidentiality & other policies)	50% (12)	42% (10)	0% (0)	0% (0)	0% (0)	8% (2)	0% (0)
Domestic violence awareness, safety and coping strategies	62% (15)	29% (7)	4% (1)	0% (0)	0% (0)	4% (1)	0% (0)
Assistance with returning to education, training, work	33% (8)	37% (9)	0% (0)	0% (0)	0% (0)	29% (7)	0% (0)
Help with welfare benefits	50% (12)	17% (4)	0% (0)	0% (0)	0% (0)	33% (8)	0% (0)
Assistance setting up contracts for utilities	29% (7)	37% (9)	0% (0)	0% (0)	0% (0)	33% (8)	0% (0)
Help finding permanent, safe accommodation	46% (11)	17% (4)	0% (0)	0% (0)	0% (0)	37% (9)	0% (0)
Training and support to develop skills to manage and sustain tenancy	17% (4)	46% (11)	0% (0)	0% (0)	0% (0)	37% (9)	0% (0)
Support accessing resources: grants and loans for essential purchases such as furniture and equipment	33% (8)	29% (7)	0% (0)	0% (0)	0% (0)	33% (8)	4% (1)
Women's Support/Recovery group	33% (8)	25% (6)	0% (0)	0% (0)	0% (0)	37% (9)	4% (1)
Help with dealing with debt, budgeting and financial management	37% (9)	21% (5)	4% (1)	0% (0)	0% (0)	37% (9)	0% (0)
Assistance accessing schools, health providers, local amenities	33% (8)	21% (5)	4% (1)	0% (0)	0% (0)	42% (10)	0% (0)
Newsletter	21% (5)	25% (6)	0% (0)	0% (0)	0% (0)	17% (4)	37% (9)
Tenancy ready activities e.g. cooking skills, budgeting, utilities, preparing to move	29% (7)	21% (5)	0% (0)	0% (0)	0% (0)	50% (12)	0% (0)

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Support with child protection and case conferences	29% (7)	8% (2)	0% (0)	0% (0)	0% (0)	54% (13)	8% (2)
Support moving out of temporary accommodation into independent tenancy and setting up a new home	17% (4)	17% (4)	0% (0)	0% (0)	0% (0)	62% (15)	4% (1)
Referral for emergency accommodation	17% (4)	8% (2)	0% (0)	0% (0)	0% (0)	75% (18)	0% (0)
Support re child contact issues and court proceedings	21% (5)	4% (1)	0% (0)	0% (0)	0% (0)	75% (18)	0% (0)
Assistance with immigration	4% (1)	4% (1)	0% (0)	0% (0)	0% (0)	87% (21)	4% (1)

The responses show that BWA is successfully providing services and support that meet the different needs of their clients/service users.

### Satisfaction Levels

**Respondents were given a number of statements and asked to use the rating scale to represent what they thought. Unless otherwise indicated the responses are from a total of 29.**

*How satisfied were you in the way which workers greeted you (and your children)?*

**79% (23)** respondents felt **very satisfied** and a further **21% (6)** said they were satisfied in the way they were greeted.

*How clearly did the workers explain the support available from BWA?*

**79% (23)** respondents felt that the explanation given was **very clear** and **21% (6)** said it was **clear**.

*The workers talked/talk to me about things that matter to me and worry me.*

**76%** of respondents (**22**) **strongly agreed** and a further **24% (7)** agreed that staff talked to them about things that mattered to them.

*The workers helped me to plan for the future.*

*The workers encourage/encouraged me to do things for myself.*

**100%** of respondents **strongly agreed/agreed with the two statements** that BWA helped them to plan for the future and encouraged them to do things for themselves.

**“Empowered me rather than rescued me.”**

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*The workers treat/treated me with respect.*

Strongly Agree		79%	23
Agree		21%	6

As can be seen from the table above all the respondents **strongly agreed/agreed** that they were treated with respect.

*The workers spoke to me about confidentiality and what it meant.*

**69%** of respondents strongly agreed and a further **21%** agreed that confidentiality was explained to them.

*The workers are/were approachable and friendly.*

**100%** of respondents **strongly agreed/agreed** that staff are approachable and friendly.

*The workers understand/understood my support needs.*

**62%** of respondents (**18**) **strongly agreed** and **38%** (**11**) **agreed** that the workers understood their support needs.

## “Everything on my care plan was approached and met.”

*I understand that I may use the services again if I need to.*

Strongly Agree		58%	17
Agree		34%	10
Don't Know		3%	1
Disagree		3%	1

As can be seen by far the majority of women **strongly agree/agree** that they were/are aware that they can use the

services again. One woman didn't know and another one disagreed.

A similar response was made in relation to understanding that after leaving BWA they could use a set of numbers provided by BWA.

*I have had a lot of help from BWA.*

**69%** of respondents (**20**) **strongly agree** and a further **31%** (**9**) **agree** that they have received a lot of help from BWA.

## “It's been life changing - couldn't thank them enough.”

### “I have received moral support as well.”

*Whilst using the services and support from BWA the workers listen/listened to my views and took them into account.*

**All** respondents **strongly agreed/agreed** that staff listens to their views.

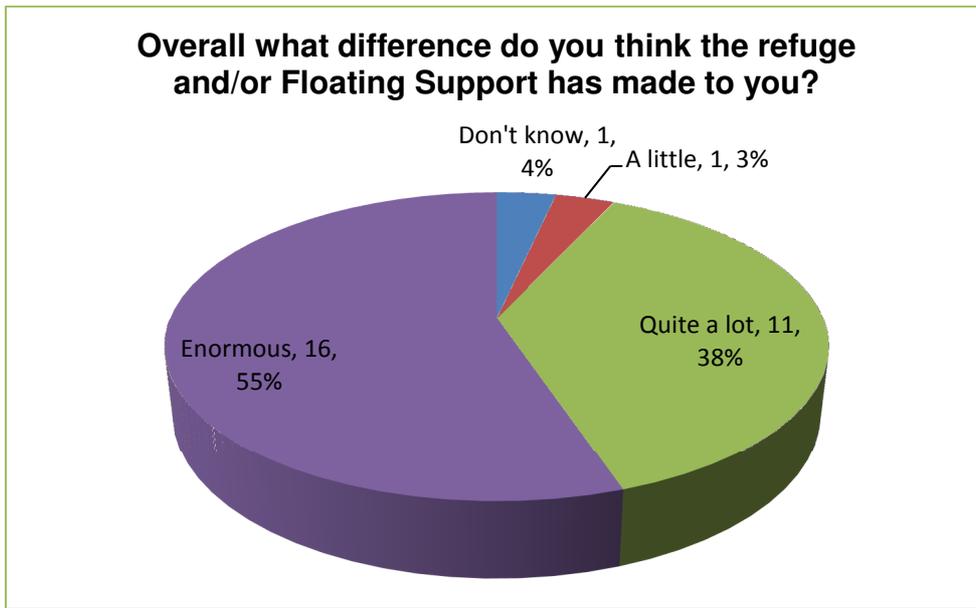
The high satisfaction levels show that BWA is very good at providing a person centred - approach in the delivery of their services and support and understanding the different cultures and needs of their clients/service users. There is also an indication that they are open to learning and change.

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Changes since gaining BWA support:

The following section deals with questions that asked respondents if they had noticed any changes since receiving the services and support from BWA.

93% of all respondents stated that BWA has made an enormous/quite a lot of difference to them and 1 woman felt that they had made a little difference and another said that they did not know.



Other comments made in response to this question include:

“...I feel I now have a voice and I'm not just a statistic.”

“Changed my life for the better and made me believe in myself again and begin recovery from domestic abuse.”

“Big difference, which is changing my life enormously.”

*I am more aware of additional people and services that could help me.*

may be able to help them. 1 woman did not know if she was.

48% of respondents (14) strongly agree and the same number also agrees that they are more aware of other people that

*Since receiving the services and support from BWA my ability to cope with the domestic abuse situation has improved.*

Strongly Agree		52%	15
Agree		38%	11
Don't Know		10%	3

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As can be seen the majority of respondents **90% strongly agree/agree**

that they can cope better with the domestic abuse situation.

“Yeah there's a big change in my personality now and I came to know the exact meaning of DV.”

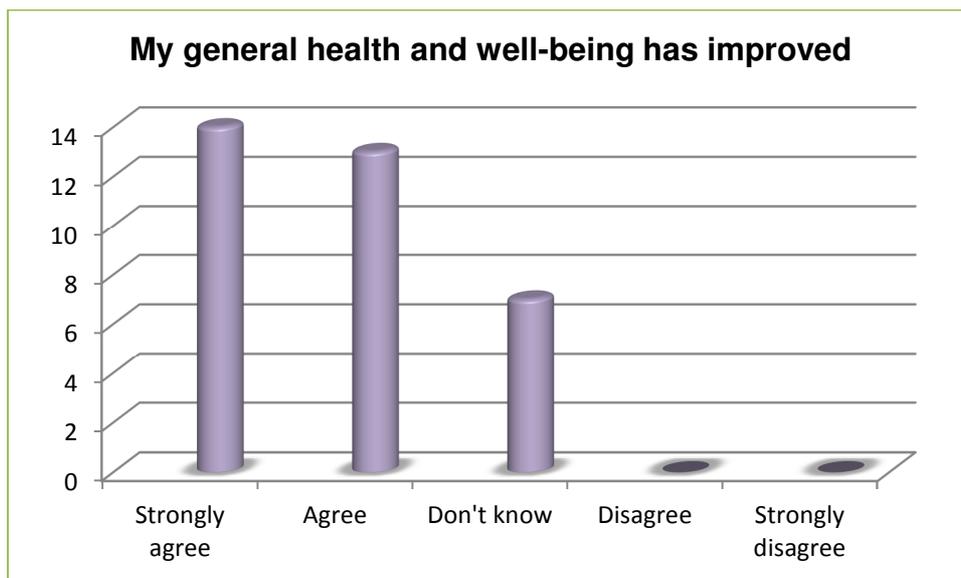
“I feel more empowered, stronger and able to cope.”

*Since receiving the services and support from BWA my general health and well-being has improved.*

The following graph shows that **93%** of the respondents state that their general health has improved since receiving the support and services from BWA. Other comments made in relation to this include:

“Yeah and it has put positive effect on my son's personality as well.”

“I feel happier and more confident.”



*Since receiving the services and support from BWA my mental and emotional well-being has improved.*

**93%** of respondents feel that their mental well-being has improved and **1** woman did not feel this was the case and another **1** did not know.

“Now I feel relaxed and free from the tension which I used to get in my past from my husband and his family”.

“I have changed with my emotions since being here. I'm a happy bubbly person now as to when I first moved in I was always crying.”

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*Since receiving the services and support from BWA I feel that I am safer.*

Strongly Agree		48%	14
Agree		41%	12
Don't Know		10%	3

**90%** of respondents feel safer as a result of the services and support from BWA.

*Since receiving the services and support from BWA I feel better informed about the nature of domestic abuse.*

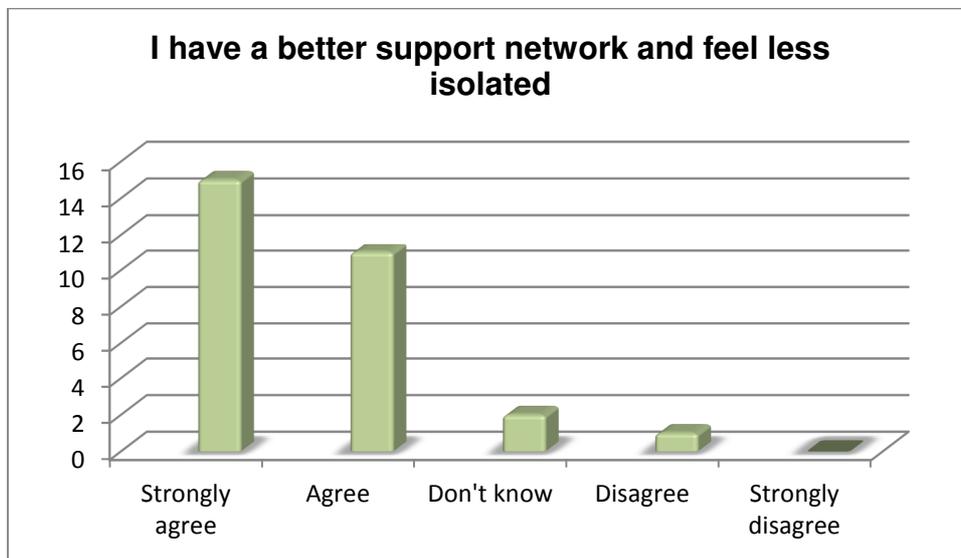
**97%** of respondents state that they are better informed about the nature of domestic abuse and **1** woman didn't know if this was the case.

**“Before, I thought that DV or abuse is the part (essential) of every married life.”**

**“I did not know anything before and now I am aware of all different forms of domestic abuse.”**

**“My awareness of the control wheel and red flags has helped tremendously.”**

*Since receiving the services from BWA I have a better support network and I feel less isolated.*



As can be seen from the chart above **90%** of the respondents noted a positive change in their support networks and feel less isolated.

*Since receiving the services and support from BWA I feel that I have stronger*

*relationships with my friends and/or family.*

**73%** of respondents feel that their relationships with friends and/or family are stronger. **24%** do not know and **1** woman disagreed with this.

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“Because my mind is now free from the tensions and I can see the beauty of my life clearly.”

“My family are recognising the steps I've made to improve my life and respect me more for it.”

“My relationships with family and friends are stronger than ever.”

Feeling less isolated and improving relationships with friends and family are important factors in increasing both general and mental health well-being.

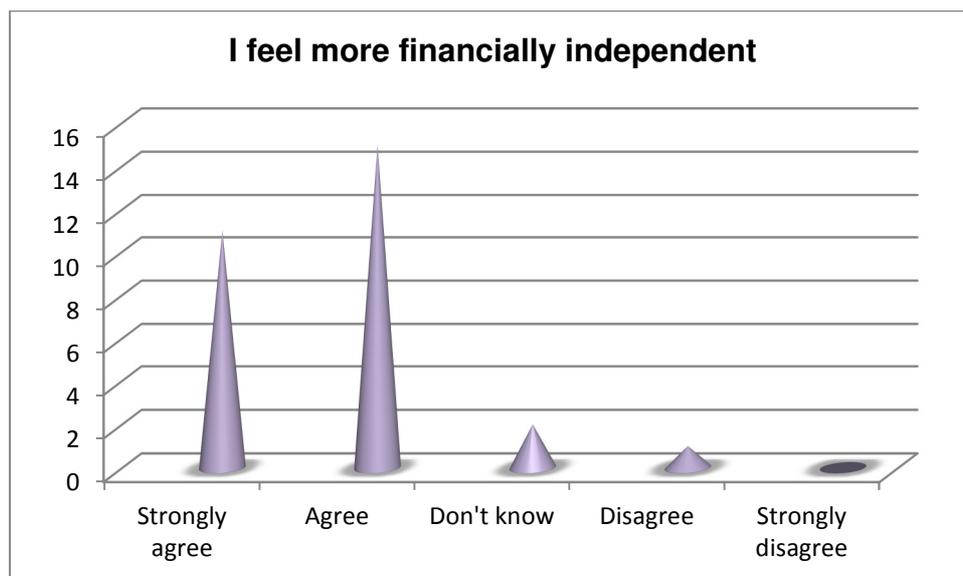
*Since receiving the services and support from BWA I feel that my needs, as set out in my “support plan” have been met.*

**100%** of respondents **strongly agree/agree** that their support needs have been met.

“It seems to be a long journey and I am happy to say that there is a light at the end of the tunnel.”

*Since receiving the services and support from BWA I feel more financially independent.*

As can be seen **26 respondents (90%)** see themselves as being more financially independent.



“I have learnt to budget my outgoings in a proper way.”

*Since receiving the services and support from BWA I feel I know more about my own future choices.*

**90%** of respondents (**26**) state that they know more about their own future choices. **3** women did not know if this was so.

*Since receiving the services and support from BWA I have reduced my alcohol intake.*

**90%** of respondents do not drink alcohol. **2** women agreed that the amount of alcohol they drink has reduced and **1** woman felt she did not know.

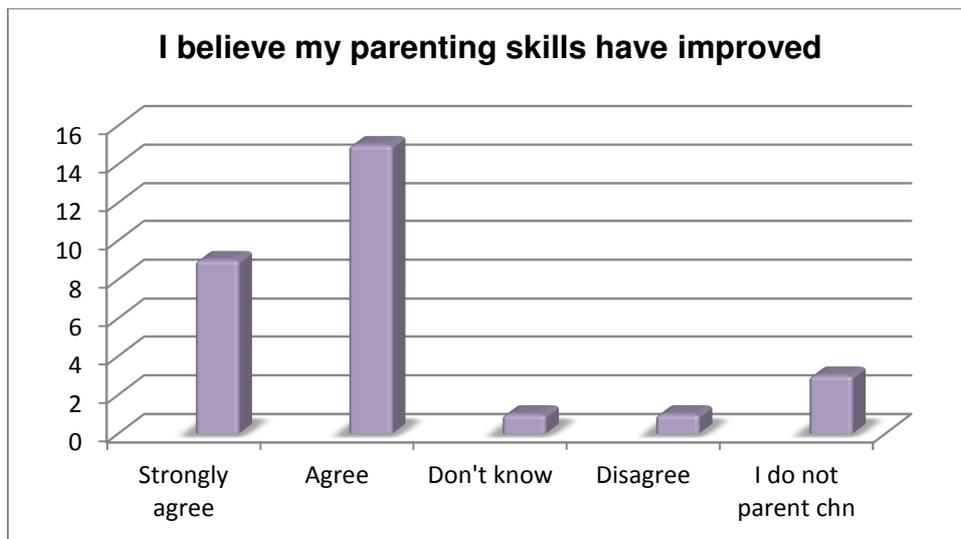
*Since receiving the services and support from BWA I have reduced my use of illegal drugs*

**97%** of respondents stated that they do not use illicit drugs. **1** woman said that she did not know about this.

*Since receiving the services and support from BWA I have reduced my use of prescribed drugs.*

**90%** of respondents reported that they do not use prescribed drugs. **1** woman stated that she felt that she had reduced her intake and **2** women did not know.

*Since receiving the services and support from BWA I believe my parenting skills have improved.*



From the **26** respondents parenting children **24** women believe their parenting skills have improved as a result of BWA services and support.

“I never knew how much I set my son to the side now he and his brother are my number one priority.”

“Teenage parenting class was very helpful.”

“Having a stronger bond with my son now.”

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From these responses it can be clearly seen that BWA services and support have made an enormous difference to and have been a lifeline for many of their clients/service users. From the reported changes the women have experienced since receiving the services and support from BWA it can be seen that all the different areas of work have an important part to play in improving general and mental health and well-being.

Clearly the information and learning opportunities provided by BWA have had a beneficial effect and have helped the women to feel better informed and/or skilled.

There is also an indication that BWA delivers overall services and support that is flexible and can be tailored to the varied needs of their clients whilst also having positive outcomes for them.

It is pertinent to note that none of the respondents felt that BWA services and support had not made any difference to them at all.

### Service Users Views and Thoughts

*If one of your friends needed the type of support offered by us, would you recommend BWA to them?*

All respondents stated that they would recommend BWA to a friend if they needed the services and support provided by them.

**“I have already recommended my friend.”**

When asked what they would change to improve the services and support

provided by BWA the majority said they would not change anything.

**“I don't think there's anything to change or improve in BWA. IT'S ALREADY DOING VERY WELL.”**

**“Nothing needs to be changed - it's all brilliant.”**

**“No improvements - very good service.”**

**“I don't think any changes need to be made.”**

**“I am 100% satisfied with the services provided by BWA.”**

**“I feel the service is good as it is and my worker always tries different ways to get hold of me if she cannot get in touch i.e. text, voice message or note through door.”**

## “I am happy with all the services.”

However, there were a few areas highlighted by a small number of women that are worth mentioning:

- It would be helpful if there was a crèche service at the refuge so I could attend my appointments more easily
- More outings and workshops
- To build our own BWA houses for our own service users
- More crèche facilities, assistance with bus fares for us to attend groups
- More groups
- If I need emotional support then workers should be able to come straight away

BWA has a small staff team covering a wide geographical area, and has funding and other resource limitations. Some of the points made, whilst maybe an ideal are perhaps areas that BWA could explore further.

*When asked if there were any other comments about BWA and/or their services and support the following were made (as quoted):*

- I can't put anything else other than you are brilliant at your work.
- I feel that BWA has helped me an enormous amount by giving me support in all areas in my life that I was struggling with.
- I found BWA staff very helpful.
- My support worker has been very supportive - she helped me a lot. I am more confident now and able to do things for myself.
- Very good service.
- I am very grateful to BWA for all the support they've given me and my family. I believe it has made a massive difference and set me on the right recovery path. From emotional support (where somebody believes you and does something to help - referring for counselling or coming with you to court for injunction orders etc.). Help with referral to housing to move away, help with setting up utilities, benefits, referral to parenting classes. I also attended BWA groups and it was very therapeutic. Had fantastic support worker who helped very much especially with future plans and how to stay safe.
- I feel BWA has helped me rebuild my life and make it better for me and my children. Without BWA I do not know where I would be.
- I feel myself accelerating in my life. I have achieved many goals - English language, Maths IT, gardening, sewing, cooking, skills for work. I also taught Henna art in the community centre. I want to mention my most important achievement - I have passed my driving test. I would like to thank everybody who helped me and supported me - keep up all the good work. You are really wonderful people. I can't emphasise how much I love you

## “Empowerment Not Rescue”

and respect I have for you. Again thank you so much.

- I would like to say my worker Shomim has been so good and helpful I don't know what I would have done without her. All the support I have had has been so good. Thank you for all the support.
- I feel I have had the best possible support. I feel safer and feel I can protect my children. I have been made aware of my housing options and best choice to make. I feel I am

more confident than I was before, thanks to BWA.

- Had good support - really helped me to cope and manage through the issues I was having. Referrals were made for me and the process was fast.
- Thank you for your support.
- Thank you for your support and encouragement to get through the difficult time I was having.
- Amazing support worker!!! Thanks.

### Monitoring information

#### Sexual orientation

All respondents considered themselves to be heterosexual (relationships with men only).

#### Religion

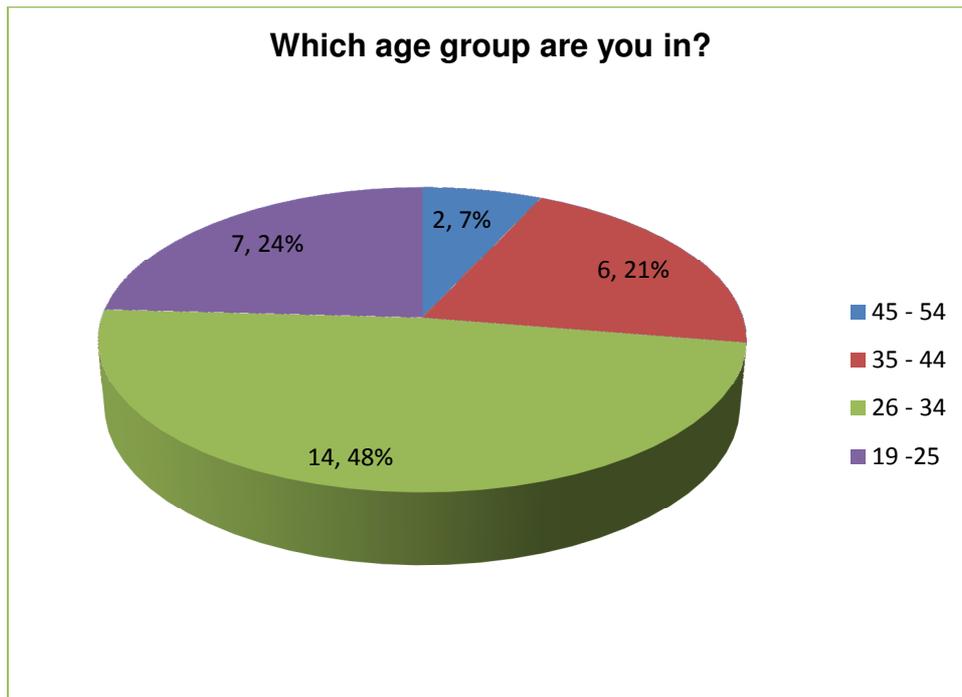
Muslim		52%	15
Christian		21%	6
No religion		17%	5
Jewish		3%	1
Buddhist		3%	1
Other - please state		3%	1

As can be seen from the chart above, just over half of respondents, **52%** are Muslim, **21%** are Christian and **17%** state that they do not have a religion. The ‘other’ category includes 1 woman saying she is Catholic, another being Wicca/Buddhist and another one who is Christian but converting to Islam.

#### Age

The graph below highlights that the respondents are spread across the 19 – 54 years age range, with the majority **48%** being aged 26 – 34. This reflects the client base of BWA.

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*Ethnic origin*

The table below highlights the ethnic origin of the respondents. As can be seen the majority **45% (13)** are Asian or Asian British: Pakistani and **31% (9)** are White British.

This in part reflects the make-up of the population of Bradford and the client base of BWA.

Asian or Asian British: Pakistani		45%	13
White British		31%	9
Black or Black British: Caribbean		7%	2
Irish Traveller		3%	1
Eastern European		3%	1
Asian or Asian British: Indian		3%	1
Asian or Asian British: Bangladeshi		3%	1
Other Ethnic Group - please state		3%	1

## 4b The Results: key organisations

29 organisations completed the questionnaires. There were also 4 incomplete ones with insufficient information and these have not been included.

### Types of organisation

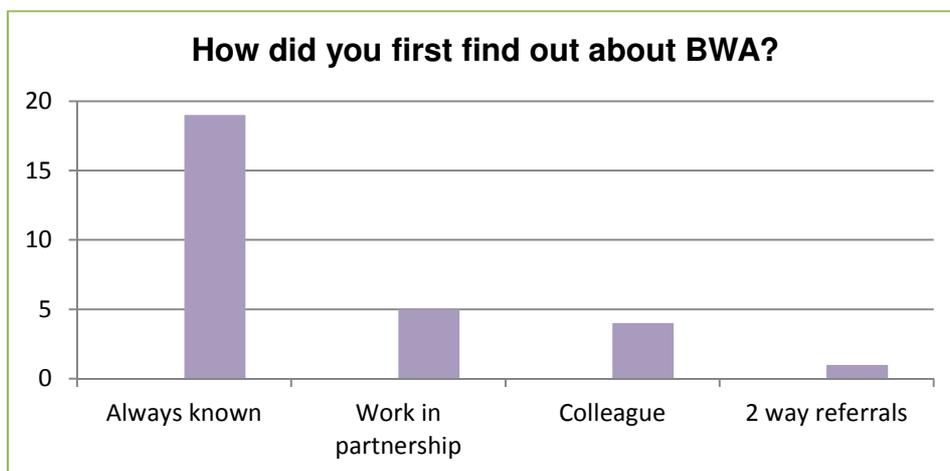
Which type of organisation best describes your organisation?

Voluntary Sector - Other - please say		48%	14
Public Sector - Local Authority		21%	6
Public Sector - NHS		10%	3
Private Sector: please say		10%	3
Voluntary Sector - Housing Association		7%	2
Public Sector - Police		3%	1

As can be seen a wide range of organisations completed the questionnaires. When looking at the types of organisations these can be broken down further:

- Voluntary sector other: lesbian, gay, bisexual & trans, women’s history, various organisations dealing with domestic abuse, counselling, BME and children’s charities
- Private sector: solicitors
- Public sector: school & children’s centre, probation, adult services and family support
- Public sector NHS: Bradford Teaching Hospitals NHS Trust and community nursing.

### General awareness of BWA



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*How did you first find out about BWA?*

As can be seen from the previous graph the majority **86% (19)** stated that they had always known about BWA. **17% (5)** first found out through partnership working.

*How well do you know about the work of BWA?*

The following chart shows that organisations know about BWA with **90%**

of them **(26)** stating that they **know very well/fair amount** about the work of BWA.

Know very well		52%	15
Know a fair amount		38%	11
Know a little		7%	2
Not sure		3%	1

Other comments made in relation to this include:

**“We are kept well informed of changes and improvements by the staff team.”**

**“Had a good understanding but know more through the partnership working.”**

**“They are very proactive.”**

*How well do you know that BWA offers refuge, outreach and resettlement services for women experiencing domestic abuse?*

Organisations show a very good level of understanding about the refuge and

community based services with **93% (27)** saying that they **know very well/a fair amount** about this. **1** organisation stated that they **know a little** about this and another **1** not knowing this. Comments made include:

**“Had a good understanding but know more through the partnership working.”**

**“Have been on placement at BWA”**

*How aware are you that BWA offers language support via bi-lingual staff for Urdu/Punjabi speakers and an Urdu CD?*

Again organisations show a very good level of awareness regarding this aspect of language support with **90% (26)** organisations being **fully/fairly aware** of this. **10% (3)** said they were **not at all aware** of this support.

*How aware are you that BWA offers information about our services via a British Sign Language (BSL) DVD?*

There is much less awareness of this amongst organisations with **35% (10)** being **fully/fairly aware** and **66% (19)** being **not at all aware** that BWA provides this support.

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*How aware are you that BWA offers language support via an Easy Read BWA leaflet?*

Fully aware		38%	11
Fairly aware		21%	6
Not at all aware		41%	12

As can be seen from the table there is less awareness amongst organisations regarding the language support via the Easy Read leaflet.

*How aware are you that BWA offers language support via bi-lingual staff for Czech/Slovakian for Outreach only?*

Fully aware		38%	11
Fairly aware		21%	6
Not at all aware		41%	12

The chart above shows that there is a lower level of awareness about this type of language support compared to some of the others.

*How well do you know that BWA provides adaptations in the refuge to make it more accessible to those with a disability?*

Know very well		24%	7
Know a fair amount		28%	8
Not sure		31%	9
Know a little		7%	2
Don't know anything		10%	3

**52% (15)** organisations indicated that they **knew very well/a fair amount** about the adaptations provided at the refuge by BWA. **9** of them were **unsure** about this and **3 didn't know** about this type of support. A few comments were made regarding this:

**“Didn't know but I'm not surprised. We know that BWA works hard to remove barriers to accessing their service.”**

*Which of the following best describes your overall opinion or impression of BWA?*

**All** of the organisations stated that their overall opinion of BWA was **very**

**favourable (59%)** or **fairly favourable (41%)**. The following comments were also made:

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“I have been extremely impressed with the work that BWA does and have been pleasantly surprised by the amount of recognition BWA has in both the statutory sector and the voluntary sector.”

“They are very supportive of clients and other agencies and proactive within this support.”

“Every time I have had any dealing with BWA it has always been very pleasant. Staff are very welcoming and are happy for external providers to visit them as well as attend residence meetings.”

“We have worked in partnership with BWA for many years and have a very positive relationship. Their services are excellent.”

From these responses it can be clearly seen that on the whole organisations have a very good level of awareness regarding BWA and the sort of services and support they provide.

There are a few areas where the level of awareness is not as high and some of the organisations were unaware of particular types of support provided. This is not completely surprising as some of these are specialist areas. However, it does indicate a need for BWA to proactively promote all the different aspects of support they provide to ensure that organisations can fully utilise these on behalf of the women that they work/come into contact with.

It is pertinent to note that none of the organisations had an unfavourable opinion of BWA.

**Awareness of specific BWA roles**

*Thinking about BWA’s current role, how strongly do you agree that BWA deals with all forms of domestic abuse?*

From the 28 organisations responding to this, **97% (27)** stated that they **strongly/tend to agree** that BWA deals with all forms of domestic abuse. **1** organisation stated that they neither agreed/disagreed with this.

*How strongly do you agree that BWA deals with women only?*

Strongly agree		64%	18
Tend to agree		21%	6
Neither agree or disagree		4%	1
Tend to disagree		11%	3

28 organisations answered this and it can be seen from the table above that the majority of respondents **85%**

**“Empowerment Not Rescue”**

**strongly/tend to agree** that BWA deals with women only. **3** organisations stated that this is not the case and **tended to disagree** with the statement.

**96%** of the 28 organisations answering stated that they **strongly/tend to agree** that BWA works in partnership. **1** organisation said that they neither agreed/disagreed.

*How strongly do you agree that BWA works in partnership with a range of statutory and voluntary groups?*

**“BWA work very well with the training centre. Staff are fantastic. Communication is excellent.”**

*How strongly do you agree that BWA is one of the local strategic leads on domestic abuse?*

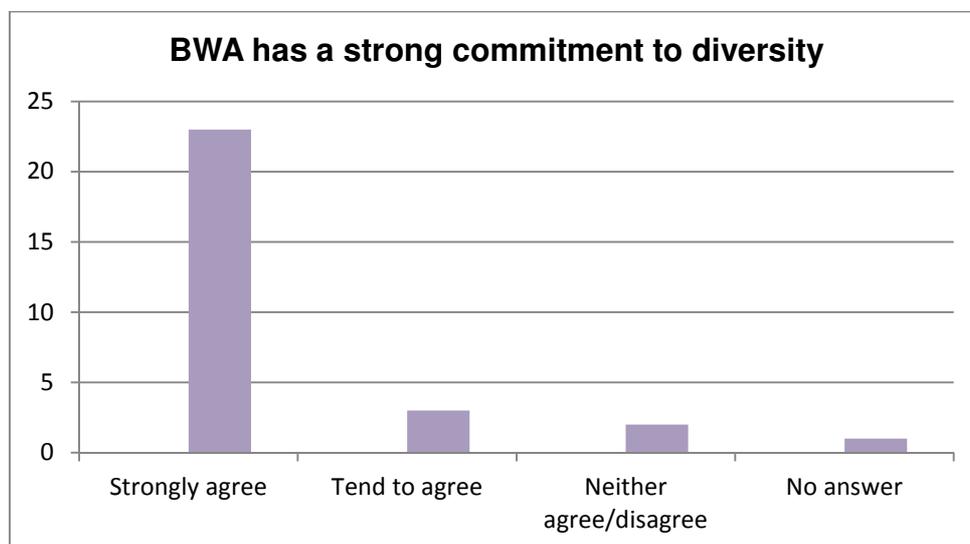
Strongly agree		61%	17
Tend to agree		32%	9
Neither agree or disagree		7%	2

**93% (26)** of the 28 responses **strongly/tend to agree** that BWA is one of the strategic leads on domestic abuse.

*How strongly do you agree that BWA has a strong commitment to diversity?*

**“My experience is that BWA acts on equality issues rather than just talking about it which is very good.”**

The following graph shows that the majority of organisations, **26** indicated that they **strongly/tend to agree** that BWA has a strong commitment to diversity. None of the organisations disagreed with this.



## “Empowerment Not Rescue”

*How well do you think the services of BWA are promoted?*

The majority of the 28 organisations responding to this, **86%** feel that the services are promoted really well. **14% (4)** think that such promotion is fair. None of the organisations stated that it was done very badly.

Overall the organisations have an excellent level of awareness of specific BWA roles. **3** organisations are not aware that BWA deals only with women and **4** feel that BWA does not promote its services and support as well as it could.

These last two points perhaps indicates that BWA needs to look at what they promote and how they do this.

### Referral procedure

The majority of the 28 organisations responding to this stated that they are fully aware of the BWA referral procedure. **14% (4)** felt that they were not at all aware of it and **7% (2)** organisations stated they

didn't know if their organisation knew or not.

**69% (15)** organisations have made a referral to BWA and **32% (7)** haven't. **7** organisations didn't answer this question.

“All works as it should and the referral process is fit for purpose.”

“It had been a lengthy process 2 years ago.”

From the **15** organisations having used the referral procedure **13** were **very satisfied/satisfied** with the way in which it was carried out. **2** organisations were neither satisfied /unsatisfied.

From the **17** organisation that have been involved in jointly delivering support services to service users BWA work with, **8** rated BWAs approach to joint working as **excellent** and **9** said it was **good**.

*How would you rate BWAs' approach to support planning and risk assessment policies and procedures?*

**7** organisations did not answer this question.

Excellent		36%	8
Very good		32%	7
Good		27%	6
Fair		5%	1

Only **1** organisation thought the approach was **fair**. **21** organisations felt it was **excellent, very good or good**.

**“Empowerment Not Rescue”**

**“There have been no complaints made in Bradford Council assessment.”**

Clearly BWA works well with organisations to ensure that they are aware of and can effectively use their referral procedure. BWA is also highly thought of in terms of their approach to joint working to deliver services to women BWA work with.

Organisations were given a list of attributes which they may, or may not feel are qualities of BWA as an organisation, and it's work. They were asked to indicate to what extent they agreed or disagreed that BWA and its work have the attributes. In all instances 22 organisations completed these questions.

*Approachable and Effective*

For each of these attribute **95%** of the organisations **completely/largely agreed** that BWA has these attributes. In each instance **1** organisation stated that they neither agreed/disagreed with this.

*Respected and Efficient*

The majority of the organisations, **91% completely/largely agreed** that BWA is respected and efficient. In each instance **2** organisations stated that they neither agreed/disagreed with this.

*In touch with issues of different organisations and Flexible*

For each of these two attributes there is more of a mixed picture with **78%**

**completely/largely agreeing** that BWA is in touch with issues of different organisations and flexible. **23% neither agree/disagree** with this.

Completely agree		55%	12
Largely agree		23%	5
Neither agree nor disagree		23%	5

*Forward looking*

A similar picture is seen here with **73% completely/largely agreeing** that BWA is forward looking. **27% neither agree/disagree** with this.

*Transparent*

Completely agree		55%	12
Largely agree		23%	5
Neither agree nor disagree		23%	5

## “Empowerment Not Rescue”

78% see BWA as transparent.

### *Innovative*

68% **completely/largely agree** that BWA is innovative. 32% **neither agree/disagree** with this.

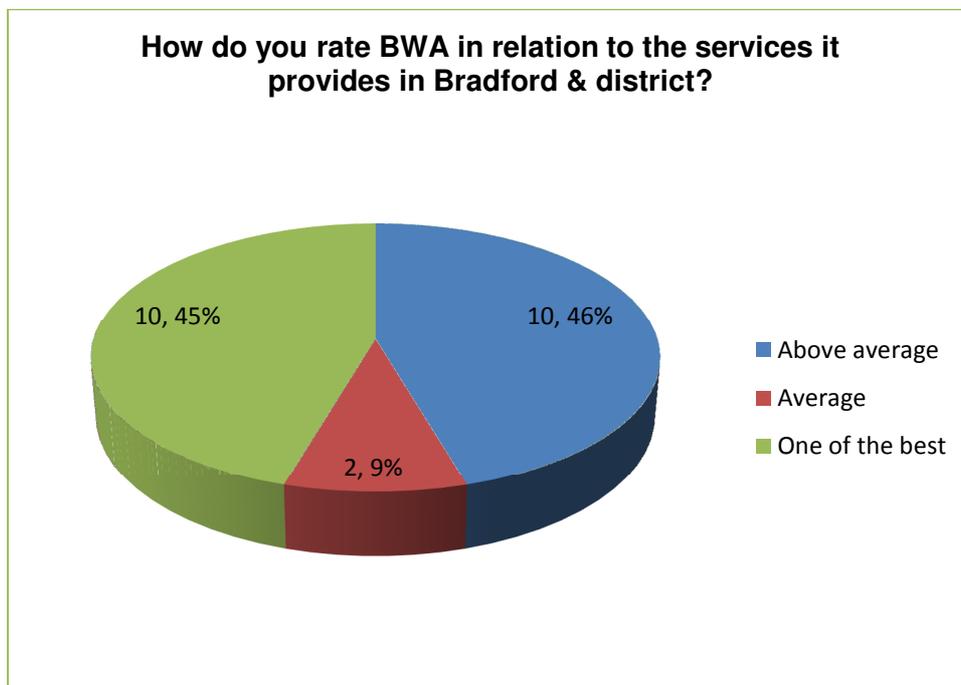
From these responses it is clear that the organisations not only value the work of BWA but think very highly of them in terms of key attributes that are important for organisations to run effectively.

*How would you rate BWA in relation to the services it provides in Bradford & District?*

22 organisations answered this and the graph below shows that the majority rate BWA as **one of the best/above average**. None of the organisations felt it was one of the worst. Some of the organisations felt that they did not know enough or did not know how to answer this question.

**“BWA = Care about women and they put that care into practice.”**

**“BWA is the first point of call for DV.”**



**“After many years of service delivery and development in the local area BWA is considered to be a leader in domestic abuse services.”**

## “Empowerment Not Rescue”

### Domestic abuse training

5 organisations do not provide any domestic abuse training for staff. The others do to different degrees. Some are also domestic abuse specialist organisations and are fully trained and another one has their own trainer specifically for this. Others provide in – house training, use peer support and/or bring in external trainers.

Organisations highlighted the following training or information that would be helpful to them:

- To ensure the service is widely promoted so the service can be fully utilised
- Any training that would help me to improve how I work with people who suffer domestic abuse
- More written information from BWA organisation and interviews with staff and users
- Same sex DA
- We would appreciate some BWA training for our volunteer and student placement counsellors, as DV & A pervades many of our referrals
- Would be handy to have a supply of small purse sized contact info cards that can easily be picked up and concealed
- Would like to find out more about the signing DVD
- More insight into the work of local refuges
- We would appreciate training by yourselves on all topics
- Data
- Some outside agencies input would be preferable
- Training and awareness events

Increasing the profile of BWA, general domestic abuse awareness training and promotional materials are seen to be areas that would be helpful. It is interesting to note that some organisations also highlighted the need for same sex domestic abuse training.

*Organisations were asked to rank a number of choices to indicate how they would prefer to be kept informed about BWA activities, with 1 being their first choice.*

Direct contact with staff	1
Website	2
Meetings/seminars	3
Newsletter	4
For our organisation to become a member of BWA	5
Annual report	6
Formal training sessions delivered by BWA	7
No preference	8

As can be seen direct contact with staff was the most preferred way of organisations keeping up-to-date with BWA, followed by the website and then meetings/seminars.

## “Empowerment Not Rescue”

Given the nature of the work of BWA it is not surprising that direct contact with staff is the first choice given as the means of being kept informed.

Organisations make the following suggestions of ways that BWA could improve the efficiency, effectiveness and impact of its services.

- Try and keep providing the same services! In this funding climate there are no guarantees!
- Partner organisation staff being made aware of the work of BWA
- Make more links with statutory sector, NHS, Children Centres, Schools and religious organisations.
- Perhaps to have fictitious case studies of the way you can help people on your website (or would this be giving info to perpetrators that may put women more at risk???)
- We would like the HOPE Service to attend the Domestic Abuse Partnership so that children's and women's services are regularly informed about and aware of each other's work, priorities and opportunities to collaborate effectively. I will be contacting Val Balding to develop this idea.
- Connect with us

Other comments made regarding the services of BWA:

- DVS have enjoyed a positive and effective working relationship with BWA and hope this continues.
- BWA is an excellent service with very committed and hard - working staff. We are proud to be their sister organisation in the local area and hope to maintain our services alongside theirs in the future.
- An excellent organisation that for years has offered needed help to women and their children
- Keep up the valuable work you do.
- a good service
- Might be good at some point to look at doing a follow up awareness session for Equity Members!
- BWA is recognised in the community for its good work and approachable attitude. I feel BWA needs to build on this by forging partnerships with organisations and embed themselves as an invaluable cog in the Bradford community
- Good strategic relationship between BWA and Oasis
- Just to work together on training, very glad your service is here
- Very supportive of their service and happy with the service they provide

## 5. Conclusion

From the various responses to this evaluation it can be seen that BWA has clearly had a good positive impact on their clients/service users and the key organisations. Feedback from each group of respondents shows similarities and generally BWA is seen as an excellent organisation with an approachable attitude providing valuable work.

Clients/service users were highly satisfied with both the Refuge and community based services and the overall:

- ease of access to BWA;
- range of services and support provided;
- confidential, respectful, sensitive and person centred way that BWA treat them;
- provision of accessible information; and the
- impact that the services and support had made to the quality of their lives including feeling less isolated and improving relationships with friends and family.

Organisations generally:

- have a good level of awareness of the services and support provided by BWA;
- see that joint working on delivery of services to be effective;
- recognise BWA as one of the strategic leads on domestic abuse; and
- respect BWA.

The evaluation clearly shows that BWA is successfully providing and meeting the seven basic quality standards identified by Women’s Aid Federation of England – summarised in the following table. These standards can be used to demonstrate how specialist support services such as BWA can achieve positive change for their clients/service users.

1. **Safety, security & dignity:** providing clear boundaries, confidentiality and respect.
2. **Rights & access:** promoting equality and diversity.
3. **Physical & emotional health:** improving health and well-being.
4. **Stability, resilience & autonomy:** supporting recovery, choices and independence.
5. **Children & young people:** providing an holistic approach to their growth and development.
6. **Prevention:** working in partnership to reduce the amount of domestic abuse.
7. **Accountability & leadership:** meaningful service user involvement and transparent decision - making.

*Women’s Aid Federation of England : National Quality Standards  
(Janet McDermot 2013: [www.womensaid.org.uk](http://www.womensaid.org.uk) )*

## 6. Recommendations

### 1. Celebrate Success

BWA should celebrate the success achieved so far and ensure it continues to build on this.

### 2. Increase Profile

BWA has a good profile already but further work would enhance this and ensure good links with other organisations.

### 3. Raise Awareness of Same Sex Domestic Abuse

All the respondents to the client/service user questionnaire identified as heterosexual. BWA needs to increase its work in the lesbian/bisexual women’s communities to raise awareness and increase understanding of same sex domestic abuse and publicise the support BWA provides for this.

### 4. Explore Training for Other Organisations

BWA should look at what training is currently available regarding domestic abuse and explore what they could deliver to fill any gaps.

### 5. Increase Information Available to Organisations via BWA Website

Organisations would clearly value having more information available to them regarding domestic abuse. One way of doing this would be to ensure that the website has sufficient and up-to-date materials available for use by organisations. The use of case studies (anonymous) could be explored.

### 6. Explore the Suggestions Made

BWA should closely examine the various suggestions made by the clients/service users and organisations and look at ways of using them to improve the services and support they provide.

## **7. Explore Funding Opportunities**

BWA should carry out further feasibility work to establish the need for and explore what opportunities there are for funding for:

- developing specific support for same sex domestic abuse perhaps in partnership with Bradford Equity Partnership; and
- providing additional support such as crèche and additional support groups.

## **8. Provide feedback**

BWA needs to provide accessible feedback to their clients/service users and the organisations from this evaluation.