



APPENDIX F: Supporting data for the Domestic Abuse Update report

Includes:

- Improvement Outcomes for Quarter 1, 2 and 3
- Domestic Abuse Case Study

Improvement Outcomes 2020/2021 – Q1 – April to June 2020

Improved feeling of safety	97%
Improved mental and physical health including improved emotional wellbeing	85%
Improved relationships with family, friends and children	82%
Reduced reliance on drugs and alcohol	Not recorded
Resumption of or development of opportunities for education, skills, and employment	6%
Improved ability to manage financial difficulties	13%
Improved accommodation situations	27%
Improved social interactions and social relationships	84%
Improved outlook for the future	82%

POWeR Outcomes (Personal Outcomes and Wellbeing Record)

The POWeR measurement tool is linked to our case management system and measures the client's self-reported journey from referral to closure, with their progress against the range of factors being taken at the end of their involvement with our services, calculated using their feelings when they first entered our service.

Outcomes	Increased or stayed the same	Decreased
I've been feeling safe	100%	0%
I've been feeling more confident	95%	5%
I've been feeling good about myself	95%	5%
I've been feeling close to other people	92%	8%
I've been dealing with problems well	95%	5%

I've been able to make up my own mind about things	95%	5%
I've been feeling optimistic about the future	95%	5%

Impact Outcomes

Outcomes	Increased or stayed the same	Decreased
I feel better able to recognise abusive behaviour	98%	2%
I feel more confident about asking for help when I need it	95%	5%
My support networks have improved	90%	10%
I am clear that the abuse was not my fault	100%	0%
I feel more confident in my parenting skills	95%	5%
I understand more about the impact of abuse on my child/children	100%	0%

Type of Abuse Experienced	
Emotional	40%
Financial	6%
Jealous/Controlling Behaviour	60%
Physical	20%
Sexual	4%
Surveillance/harassment/stalking	5%

Many service users experience a combination of the types of abuse above.

Service Feedback

Outcomes	Increased or stayed the same	Decreased
Coming to this Service has made a positive difference in my life	100%	0%
I feel that my privacy was respected	83%	17%
I was able to access the service quickly	100%	0%
I was listened to and believed by staff here	100%	0%
I was supported to make my own choices	82%	18%
I was supported to talk about my experiences of violence and abuse	100%	0%
I'd come back to the service again, if I needed to	100%	0%
I'd recommend this service to family/ friends if they needed help	100%	0%

Staff here have been knowledgeable and competent	100%	0%
The service I accessed was non-judgemental	100%	0%
The service met my needs effectively	83%	17%
The service understood and respected my particular needs	83%	17%
After being supported here, I feel better about myself	100%	0%
After being supported here, I feel more confident	100%	0%
After being supported here, I know more about domestic abuse	100%	0%
After being supported here, I feel more confident to ask for help when I need it	87%	13%

Qualitative Feedback – a small selection of responses received from our service users

Community Outreach Clients

- I wanted to take the opportunity to thank my DA worker for all of her support throughout my experience with the Next Chapter agency. On 29.06.2020 my perpetrator was successfully and severely sentenced for Stalking - involving serious harm and distress. Since his 2nd arrest Claire stayed in consistent contact throughout and was pivotal during the times when I'd had enough and wanted to retract my statements and give in. Claire gave me the courage and determination to continue with conviction despite huge adversity. Her humility, professionalism & passion for safeguarding vulnerable victims of domestic abuse is very evident, and equally important is her humour and friendly approach. Please pass on my sincere gratitude as this praise is truly deserved. She is a real credit to your team.
- My practitioner has been supportive, helpful and knowledgeable, and pretty all round awesome.
- I now feel much more hopeful about the future, a lot calmer as I was close to meltdown.
- As a result of the support I have received my mental health has improved.
- I liked that there were options that were available to me and the ongoing care that practitioners provided throughout my support.
- I felt much safer and more protected.
- They treat you as an individual, trying to fulfil all your needs, always checking up and following up well.
- Darina is amazing, she is so lovely. I never met her, like face to face, but she is so kind and caring to talk to, and she really understands, I know I am not supposed to call her now because I have an IDVA, but she is so great and I want her to know that. Her voice makes me feel calmer.
- Lou is amazing, she is so understanding and caring and I do not know where I would be without her. I would have probably given up.

Refuge Clients

- I think I would of been dead if I did not come into recovery refuge Thank you for everything you have done for me - I never want to go back to using drugs again, and next is to build relationships with my children and family.
- I don't know where I would be without Next Chapter. They have helped change my life. They are amazing and put up with so much from clients. I have very grateful for all the help I have had. I didn't like it when I first got to refuge and being made to stay

in, but I realise now why they do it. They know their stuff and know the clients so well. They explain things in such a positive way, they do not look down on anyone, even if we lapse they continue to work with us to why this has happened. They spend many hours a day and night with us all they made me think and look at unhealthy relationship and have given lots of support and advice should I form a relationship in the future.

- I could have been dead, refuge saved my life and I can't thank Next Chapter enough.

Improvement Outcomes 2020/2021 – Q2 – July to September 2020

Improved feeling of safety	95%
Improved mental and physical health including improved emotional wellbeing	82%
Improved relationships with family, friends and children	80%
Reduced reliance on drugs and alcohol	Not recorded
Resumption of or development of opportunities for education, skills, and employment	7%
Improved ability to manage financial difficulties	18%
Improved accommodation situations	20%
Improved social interactions and social relationships	84%
Improved outlook for the future	86%

POWeR Outcomes (Personal Outcomes and Wellbeing Record)

The POWeR measurement tool is linked to our case management system and measures the client's self-reported journey from referral to closure, with their progress against the range of factors being taken at the end of their involvement with our services, calculated using their feelings when they first entered our service.

Outcomes	Increased or stayed the same	Decreased
I've been feeling safe	95%	5%
I've been feeling more confident	97%	3%
I've been feeling good about myself	99%	1%
I've been feeling close to other people	91%	9%
I've been dealing with problems well	95%	5%
I've been able to make up my own mind about things	95%	5%
I've been feeling optimistic about the future	97%	3%

Impact Outcomes

Outcomes	Increased or stayed the same	Decreased
I feel better able to recognise abusive behaviour	88%	12%
I feel more confident about asking for help when I need it	95%	5%
My support networks have improved	92%	8%
I am clear that the abuse was not my fault	95%	5%
I feel more confident in my parenting skills	97%	3%
I understand more about the impact of abuse on my child/children	98%	2%

Type of Abuse Experienced	
Emotional	40%
Financial	7%
Jealous/Controlling Behaviour	7%
Physical	22%
Sexual	6%
Surveillance/harassment/stalking	4%

Many service users experience a combination of the types of abuse above.

Service Feedback

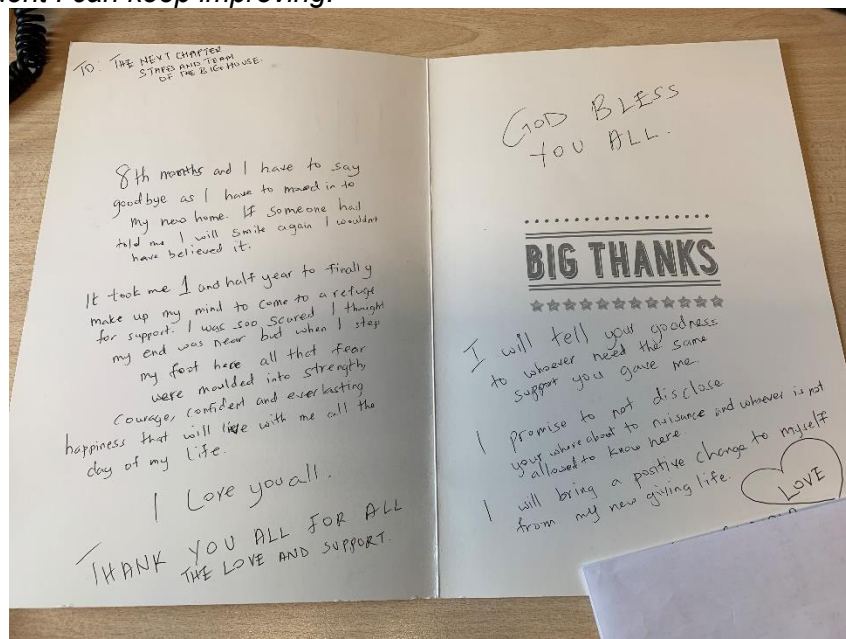
Outcomes	Increased or stayed the same	Decreased
Coming to this Service has made a positive difference in my life	100%	0%
I feel that my privacy was respected	100%	0%
I was able to access the service quickly	99%	1%
I was listened to and believed by staff here	100%	0%
I was supported to make my own choices	100%	0%
I was supported to talk about my experiences of violence and abuse	100%	0%
I'd come back to the service again, if I needed to	98%	2%
I'd recommend this service to family/ friends if they needed help	100%	0%
Staff here have been knowledgeable and competent	100%	0%
The service I accessed was non-judgemental	100%	0%
The service met my needs effectively	99%	1%
The service understood and respected my particular needs	99%	1%

After being supported here, I feel better about myself	100%	0%
After being supported here, I feel more confident	100%	0%
After being supported here, I know more about domestic abuse	100%	0%
After being supported here, I feel more confident to ask for help when I need it	99%	1%

Qualitative Feedback

A small selection of responses received from our refuge service users

- *"I feel stronger, I can say what I want, I have more confidence"*
- *"My children were being looked after by social care. With the support I received from the refuge staff it enabled me to build myself up and I was supported to keep my son. Resettlement helped me to set up my bills and supported me to get furniture and settle in the community."*
- *"When I arrived in refuge I was in a very bad way, my situation was dire and I was at rock bottom. I have received the most incredible support and I am leaving here a different woman entirely."*
- *"Nobody ever believed in me the way you have. I am extremely grateful for being given this opportunity and I have realised that I am worth more than what I have settled for previously. I never imagined I could even get to where I am now and I am confident I can keep improving."*



Community Outreach Clients Feedback

DAP (Domestic Abuse Practitioner) Client

"I just wanted to take this opportunity to Thank you so much for your kind help & support for F.

It is great news that she and H have been housed in a brand-new build!

I'm sure that she can start to rebuild her life again, with all of the support of her friends & Family.

We can all relax once court case is over in September.

Just so happy she is home with H & safe.

*Thank you once again for Everything - you have made a huge difference to F's life.
All Good Wishes"*

IDVA (Independent Domestic Violence Advisor) Clients (including Essex Police's first successful stalking protection order)

*"I could never gather enough evidence, or I felt bad for my ex-partner every time he promised it would stop; it started again and got worse and worse. I finally could not take any more so with my **amazing domestic violence worker** and my supportive family and friends I decided I had to do something and thankfully Essex Police started listening to me because of X."*

"I am so grateful to everyone that helped me and did everything in their power to protect myself and my children."

"Domestic violence and mental abuse is one of the hardest situations I have ever been through and even harder to break the cycle but if anyone else is going through the same situation just keep fighting the truth always comes out in the end and make sure you don't stop until your heard."

Results from our Exit Satisfaction Survey

What did you like about the service that Next Chapter provided to you?

"Just having that name on my phone so that if I needed help it was there. It changed my life – it just gave me confidence that I never had before. "

"Just an amazing service. To be able to talk about the situation, Claire really helped me deal with things."

"The weekly catch-up I felt like I was safe and if I ever had any problems, I knew I had someone to talk to."

"It was just very supportive. She was very open and put me at ease straight away. I knew a lot of the things she was advising but it was just nice to be reassured I was doing everything right."

"It felt like a support and someone was at the other end to help and listen to me."

What would have made your experience better?

"I don't know, I'm just so happy. It gave me incentive to stand my ground. It's just what I needed all along, someone that I can turn to. "

"Don't know, nothing would have made it better, it was just amazing"

"I don't feel there is anything that could have been done better. Shelly was amazing, I called her one time because I felt like I was having a breakdown and she just calmed me and brought me back."

"Well if not in lockdown, face to face would have been nice."

"No she did really well, she provided me with everything I needed at the time I needed it"

Did Next Chapter do everything that they said they would?

"100% - even things that I thought they would not have like things with the police."

Would you recommend Next Chapter to your friends and family?

"Absolutely because the thing is you don't realise that help is out there until you are faced with that situation."

How did you feel after your first meeting with your Practitioner at Next Chapter?

"Just Lesley talking to me and I told her what had been going on made me feel so much better. He always had control and plays a liar so well to family and friends. It was nice to finally feel believed."

"Lovely, felt like I had known her for years. It was really weird actually because I just felt an instant connection which really helped. Claire was so friendly and approachable."

"After my first session I felt quite calm and laid back. I was really nervous; it was scary to unpack everything to someone, but she made everything feel right and normal. She was really easy to talk to and I could tell she was speaking from experience."

"A little bit shaken due to unpacking everything but this was not Shelly's fault. It was just daunting for myself and having to rethink the last 4 years of my life was difficult. I cannot stress enough how great Shelly was and how much she helped me."

"Comfortable to talk"

How did you feel at the end of the service?

"A lot better and confident, it felt so much better after talking about it and processing what had happened."

"I feel like you're still there if I need it which is such a nice feeling."

"I was feeling anxious for a few days because I felt like I didn't have anyone, but I knew there was not really much more she could have done. But just that weekly call was helpful and its difficult knowing that I can't speak to her."

"A lot stronger and capable of doing what I need to do to make me and my child happy."

"She's left me with my name down for further support and her number if I need her. I feel there is someone there and it's given me a safe place."

What word or phrases come to mind when you think about Next Chapter?

"Amazing support"

"Safe, professionals."

"It does what it says on the tin, its moving onto the next chapter in life that you never thought you would be able to."

"Safe"

If you were not in contact with Next Chapter how would your situation be different?

"I would still feel like I couldn't stand up for myself. I had five children so growing up I would cover things up to protect them but now I can feel more confident and stand up."

"Well I don't think I would be as good as I was because of delay in response from police. It was quite difficult to communicate with the police so to have Claire there to help me with advice was great."

"I probably would have got extremely anxious and run down. I feel like I'm in a place now with my medication that I can cope with things."

"I would probably still be where I was which was blaming myself for everything and not having the mental strength to understand what was going on."

"Gosh I don't know I was very lost. On a verge of being suicidal trying to make an understanding of everything"

Feedback from other Professionals (Childrens Society)

"Shelly, you have been totally amazing throughout this joint work. Not only have you gone above and beyond to try and provide every option for S to encourage her safety. You have also supported in my work. You have kept me calm and reassured when I felt out of my depth. Providing clear structured advice, allowing me to feel I am doing enough and confident in my decisions."

In this type of work I deal with so many professionals- but you truly are one of the gems.

I hope to work again with you in the future."

Improvement Outcomes 2020/2021 – Q3 – October - December 2020

Improved feeling of safety	75%
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Improved mental and physical health including improved emotional wellbeing	75%
Improved relationships with family, friends and children	30%
Reduced reliance on drugs and alcohol	Not recorded
Resumption of or development of opportunities for education, skills, and employment	3%
Improved ability to manage financial difficulties	15%
Improved accommodation situations	34%
Improved social interactions and social relationships	25%
Improved outlook for the future	55%

POWeR Outcomes (Personal Outcomes and Wellbeing Record)

The POWeR measurement tool is linked to our case management system and measures the client's self-reported journey from referral to closure, with their progress against the range of factors being taken at the end of their involvement with our services, calculated using their feelings when they first entered our service.

Outcomes	Increased or stayed the same	Decreased
I've been feeling safe	91%	9%
I've been feeling more confident	93%	7%
I've been feeling good about myself	92%	8%
I've been feeling close to other people	87%	13%
I've been dealing with problems well	89%	11%
I've been able to make up my own mind about things	90%	10%
I've been feeling optimistic about the future	89%	11%

Impact Outcomes

Outcomes	Increased or stayed the same	Decreased
I feel better able to recognise abusive behaviour	91%	9%
I feel more confident about asking for help when I need it	94%	6%
My support networks have improved	90%	10%
I am clear that the abuse was not my fault	93%	7%
I feel more confident in my parenting skills	91%	9%
I understand more about the impact of abuse on my child/children	91%	9%

Type of Abuse Experienced	Reduction in abuse recorded on exit
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Emotional	74%
Financial	67%
Jealous/Controlling Behaviour	72%
Physical	74%
Sexual	65%
Surveillance/harassment/stalking	67%

Many service users experience a combination of the types of abuse above.

Service Feedback

Outcomes	Increased or stayed the same	Decreased
Coming to this Service has made a positive difference in my life	100%	0%
I feel that my privacy was respected	88%	12%
I was able to access the service quickly	94%	6%
I was listened to and believed by staff here	100%	0%
I was supported to make my own choices	94%	6%
I was supported to talk about my experiences of violence and abuse	100%	0%
I'd come back to the service again, if I needed to	94%	6%
I'd recommend this service to family/ friends if they needed help	100%	0%
Staff here have been knowledgeable and competent	94%	6%
The service I accessed was non-judgemental	82%	18%
The service met my needs effectively	100%	0%
The service understood and respected my particular needs	100%	0%
After being supported here, I feel better about myself	95%	5%
After being supported here, I feel more confident	100%	0%
After being supported here, I know more about domestic abuse	100%	0%
After being supported here, I feel more confident to ask for help when I need it	100%	0%

Qualitative Feedback

A small selection of responses received from our refuge service users

- For the first time I feel that I have the support I needed to make changes.
- The staff has been supportive with all areas, I am now clean from all substances after reducing. I am looking forward to living my life free from men and drugs.
- I have now built on my relationship with social services and my son.
- The room had lovely things in on the first night - toiletries / food - really nice touch. made me feel welcome
- I feel like I can do this for the first time. The staff are amazing, they go out of there way to help us, they made our Christmas, providing the food, presents and making the whole stay as lovely as they could.
- They provide a service that no other people could, they know their stuff both with relationship work and substances. I will leave here clean

Results from our Exit Satisfaction Survey

What did you like about the service that Next Chapter provided to you?

It's was a friendly service and someone to go to help with problems and they helped with compassion and empathy.

I liked that I could go to someone for some help and had someone that was listening to me. I think it just the situation I was in completely highlighted what I already knew but I didn't want to acknowledge. Just being able to talk about it and know I wasn't crazy was really helpful.

I just liked the fact that they understood and it have me confidence and reassurance. I didn't have to justify. It was nice to speak to someone who can relate to how I was feeling.

What would have made your experience better?

The fact that due to covid, we couldn't do face to face.

I just felt it was kind of like a conveyor belt but don't know what you could have done better. More visual but because of covid this was not possible.

Nothing, considering COVID I think it was amazing.

Would you recommend Next Chapter to your friends and family?

I already have

How did you feel after your first meeting with your Practitioner at Next Chapter?

it elevated me and made me feel strong enough in my own decisions.

It was nice to be able to speak to someone I think it put things into perspective but she was good as gold and she had knowledge from her background

I felt absolutely knackered but so happy and it was a relief to be talking about it with someone.

It literally made me feel like I can do this. It was someone that understood and who I didn't have to justify anything.

Relief, just like 'thank god there is someone that understands'. I had reached out to a number of places and xxxx helped me.

How did you feel at the end of the service?

I phoned to cancel because I was feeling in a better headspace and didn't feel like I needed support anymore.

A little bit disappointed, pleased I had done it as I felt stronger.

What word or phrases come to mind when you think about Next Chapter?

A brilliant service, friendly and professional to get you back on your feet, never on your own.

Free support for traumatic experience, just a friendly ear good charity.

Before I didn't even know of Next Chapter but now definitely an incredible resource. Even the information on the website was really really good.

Reassuring, supportive, knowledgeable. Like my saviours

Empowerment, recovery and protection (in the sense of its your safe place).

If you were not in contact with Next Chapter how would your situation be different?

I think I would have been hospitalised for my mental health and my parents would have to look after my children.

I was really down and looking for some sort of guidance.

I would probably be a lot bleaker, what they were able to provide me with was a complete wakeup call and make me realise that what was happening was wrong. My mindset wouldn't be as defiant as it is now. I would still be under control.

It basically gave me the confidence to take control with child contact. It also gave me confidence to stop verbal contact with my ex-partner which has been great.

I wouldn't have the confidence to get back into work, I would have stayed in my own head figuring out my own thought processes. I wouldn't be having counselling.

Feedback from other Professionals (High Support Needs IDVA - external)

I would like to take this opportunity to say thank you.

Thank you for listening and for taking the time and effort in reading and understanding my client's case. Thank you for seeing beyond what looks to be incriminating factors against my client which are in fact at the hands of the true perpetrator.

It was a pleasure to speak to someone that truly understands the complexities that clients can face and that your understanding in the fact that everyone deserves a chance was a truly refreshing and welcome attitude. As a high support needs IDVA I have been met with unfortunately many negative attitudes towards my clients and xxxxx case was no exception so to finally speak to you leaves me with the confidence that xxxxxx will receive the support needed – she also knows she has to put the effort in!

If only there were more people like you doing what you do.
I thank you and your team for your efforts and hope to work with you again in the future.

Kind Regards

Emma Threadingham

HSN IDVA –
High Support Needs Independent Domestic Violence Advocate

Domestic Abuse Service – Case Study

Description of the case, including about the service user, referral and risks	<p>Client was referred to our service after recently fleeing from her family home. She had been experiencing domestic abuse from her mum for a long time but had only begun to realise how bad this was becoming during the lockdown. She described her mum as being controlling over every aspect of her life. Her mum had created rituals around the virus, ensuring she would take her clothes off at the front door and bath for a certain amount of time before being allowed to socialise with her brother and stepdad. Her mum isolated her from her dad and said if she saw him, she would kill herself. She would say that it would be her fault if she did end up killing herself. She was previously having counselling through her university however her mum forced her to stop this, again, threatening to end her life if she did not do as she was told.</p> <p>Client was currently residing with her dad in a one bedroom flat with very minimal space so was sleeping on the floor in his lounge. She expressed concerns over contacting the council regarding her housing as her mum worked for Essex County Council so she was worried she may have access to any enquiries Lucy was to make. The lack of space and worry caused by her mum negatively impacted on client's mental health causing her anxiety to heighten.</p> <p>Upon referral to our service her DASH score was 13. One mark away from making this a high risk case.</p>
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Level and details of need and issues to be addressed	<p>Client required housing support and how to go about making a homelessness application to the council. With regards to her mental health, she needed encouragement to visit her GP to be placed on medication and also a referral to counselling to help her address her trauma and to come to terms with what had happened to her. She needed to engage in some work around healthy relationships and boundaries.</p>
Support provided	<p>Firstly, I encouraged her to contact the district council in order to explore her housing options and what would be available to her. Following her initial call I supported client virtually to complete her homelessness application and was able to provide her with a supporting letter to confirm that she was a victim of domestic abuse and needed to flee due to the increasing risk posed to her. After the application was submitted to the council I was able to provide emotional support to her via telephone for her housing appointment, where her homelessness housing officer made an application to a local hostel which was near-by to her dads flat.</p> <p>Following the application being submitted to the hostel I encouraged client to book an appointment with her GP to discuss her mental health and see if they could suggest options for her to help her to manage this. She did this and was prescribed some medication to help her feelings of anxiety. Furthermore, I was able to make a referral to Chelmsford Counselling Foundation for her to have 8 sessions of counselling in order to recognise the trauma she has been through and help her to come to terms with this.</p> <p>I undertook a thorough safety plan with her and continued to monitor her risk whilst she was staying at her dads, by this time her risk had reduced from 12 to 9.</p> <p>I was able to encourage her to find employment as she had recently graduated from University. Whilst supporting her she was attending various job interviews for teaching assistant positions and was looking forward to settling down and having a full-time job and being independent.</p> <p>We were able to talk through aspects of a healthy relationship and she gained a good understanding of the cycle of abuse.</p> <p>During this time she was on a waiting list for her room at the hostel and understandably became frustrated with the time this was taking. I was able to contact the hostel directly with her consent and provide her with an estimated move in date so that she could have something to look forward to. After a few weeks her room became available and she was able to move into her self-contained room. She was allocated a case</p>

	<p>worker who would be helping her in her search to find some more permanent accommodation.</p> <p>Following her move into the hostel her risk reduced to 6.</p>
Length of time in the service	3 months.
Outcomes and impact	<p>Client is now safe in her hostel accommodation and is being supported and guided by her allocated case worker. She has kept the address of the hostel confidential to ensure her safety. She has completed her counselling with Chelmsford Counselling Foundation and fully engaged with all 8 sessions provided, enabling her to address the trauma she has been through and help her to understand that she now has regained the control. She continues to look for a full-time teaching assistant position. Her relationship with her dad has improved since living independently and she has been back in contact with her brother whom she had lost contact with. She is continuing to work on her anxiety and self-esteem with the support of her case worker.</p>
Current situation	<p>The case has now been closed to Next Chapter having completed all the relevant support that was needed. She is aware of our contact details and how to re-refer to our service if she ever needs support around domestic abuse in the future.</p>
Quote from individual supported (if possible)	<p>"I feel as though I have come a really long way."</p> <p>"I'm so excited to settle down and have my own safe haven."</p>

Dated: 29/10/2020