



WOMEN'S AID ANNUAL SURVEY 2013

• domestic
• violence
• services

women's aid
until women & children are safe

www.womensaid.org.uk

Report authors

Marilyn Howard
Clare Laxton
Pauline Musoke



Acknowledgments

With grateful thanks to staff and volunteers at Women's Aid who helped with the survey, especially to Sarah Davidge for her time and support for this important work.

Women's Aid is hugely grateful to the domestic and sexual violence services who contributed to the 2013 Annual Survey, especially at what has been a busy and challenging time for many.

Production and design:
Susannah Marwood

Published by:
Women's Aid Federation of England,
PO Box 391, Bristol, BS99 7WS
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ISBN 978-0-907817-67-3

Women's Aid is the national domestic violence charity that supports over 300 local services working to end domestic violence against women and children in England. Our member services are integrated domestic violence service providers delivering a range of holistic services for women experiencing domestic violence and their children. Keeping the voices of survivors at the heart of its work, Women's Aid campaigns for better support for women and children, and provides training and resources for professionals

Women's Aid delivers a package of 24 hour lifeline services including: publications (available in 11 languages, including English), websites (www.womensaid.org.uk and www.thehideout.org.uk) and the Freephone 24 Hours National Domestic Violence Helpline (run in partnership with Refuge) on 0808 2000 247.



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FOREWORD



The Women's Aid Annual Survey of domestic violence services across England has become an institution and is the most comprehensive collection of such data in the country. The data and information it provides about domestic violence services, the thousands of women and children they support and the challenge they face every year is invaluable for Women's Aid, the sector and decision makers.

Women's Aid is extremely grateful to all those services that responded to the Annual Survey, particularly at a time when they are under unprecedented pressure.

That pressure, from insecure or disappearing funding at a time of increasing demand for services, is obvious from reading this year's Annual Survey results. We are particularly concerned about the increasing numbers of women accessing refuge services who are experiencing mental health issues, the loss of staffing specifically for children's services and the delivery of vital services such as refuges and helplines by organisations who are receiving no funding at all for that work. Clearly if this funding has been cut due to a perceived reduction in demand, or because funders believe adequate provision is made elsewhere, those decisions must urgently be reviewed.

This year's Women's Aid Annual Survey will serve as a vital contribution to the discourse around the provision of domestic violence services, the funding of the sector and how the 1.2 million women who are estimated to have experienced domestic violence in the past year and their children can be supported to escape, cope and recover from domestic violence.

Polly Neate
Chief Executive, Women's Aid



INTRODUCTION TO THE SURVEY AND KEY FINDINGS

The Women's Aid Annual Survey consists of three surveys sent out to all Women's Aid member services in England and some non-member services. This report is a summary of the data from two surveys from the Women's Aid Annual Survey 2013. The third survey will be published separately. Data in this report refers to 185 responses to Survey One (51% response rate) and 199 responses to Survey Two (58% response rate).

Key findings

Key findings from the Women's Aid Annual Survey 2013 include the following:

- 9,577 women and 10,117 children were supported during the year through refuge accommodation by responding organisations.
- On the census day (Thursday 27 June 2013) 155 women with 103 children were turned away from the first refuge they approached by responding organisations.
- Over 82,000 women and 14,000 children were supported during the year in non-refuge services.
- The number of women staying in refuge accommodation on Thursday 27 June affected by mental health issues was 47% (this has increased by over 10 percentage points since 2012).
- One in five children staying in refuge on Thursday 27 June 2013 have had to move schools.
- When asked if they were running services without dedicated funding, of 167 respondents answering the questions, 82 (48%) said that they were. Most of these services were children and young people (CYP) or services for black and minority ethnic (BME) women, but six refuge services were being run without dedicated funding.
- Of 80 respondents running services without dedicated funding, 47 (59%) were using their reserves to fund services.
- Of 145 respondents expecting to receive local authority funding during 2013/2014, 30% expected to get less compared to last year – 17% did not know if they were getting local authority funding (even though the survey was conducted three months into the financial year).
- Numbers of specialist CYP workers in refuge services, and BME workers in services reduced over the year – whereas the numbers of volunteers increased.



DOMESTIC VIOLENCE IN ENGLAND

Around **1.2 million** women were estimated to have experienced domestic violence in 2011/12

The National Domestic Violence Helpline (run in partnership with Women's Aid and Refuge) receives on average **150,000** calls per year

82,517 women used outreach services provided by 185 responding organisations

9,599 women used refuge services provided by 185 responding organisations



I. INTRODUCTION

Aims of the report

Each year Women's Aid conducts a survey of the national network of domestic and sexual violence organisations in England - both members and non-members - in order to get a full picture of the services provided. Given the scale of violence experienced by many women and children the services that support them are crucially important, and this report will highlight the demands facing those services at this time.

This report is a summary of data from two¹ surveys from the Women's Aid Annual Survey 2013:

- **Survey One** covered the range of services including staffing and funding, and numbers of women and children using services for the financial year 2012/13.
- **Survey Two** – the 'day to count' – took a snapshot of the women and children supported on census day for refuge services (Thursday 27 June 2013), and census week for non-refuge based services (Monday 24 June to Friday 28 June 2013).

Methods and response rate

Questionnaires were distributed in June 2013 to all domestic and sexual violence providers in England listed on UKRefugesOnline (UKROL). Responses to Survey One were received from 191 out of 373 services contacted, and 218 responded to Survey Two. This gives a response rate for Survey One of 51% and 58% for Survey Two. Where these services were run by the same organisation their responses were combined, so that data in this report refers to 185 responses to Survey One and 199 responses to Survey Two.

Questions covered a range of issues and services, so respondents did not need to answer the ones that were not applicable to them (for example the questions on refuge services would not be relevant to respondents with outreach services only). Where questions would have been relevant, some respondents left questions blank, for example because the respondent did not know how to answer. The number of respondents answering or skipping a question is indicated in the tables.

Where percentages of respondents are used, this refers to the percentage responding to the particular question (not a percentage of all respondents), unless otherwise stated.

¹ Data from a third survey of service users will be published separately.



As with previous years this report contains an estimate of numbers of women in refuge during the year for England as a whole. However this estimate is based on a different calculation than previously. Rather than using the overall response rate, this year the estimate is for refuge services only and based on a breakdown by size of accommodation of respondents and non-respondents² (details are in the Annex).

Respondents and location

A number of services told us they were unable to participate this year due to limited capacity, staff changes, or other priorities such as fundraising or tendering. For example, in one case the manager was on long term sick leave and there was only one worker supporting 10 women in a refuge. In another, funding had been lost and staff were handing over to another organisation, so unable to find the time to respond. One anonymous response was received.

Most organisations were independent women's organisations providing specialist domestic and sexual violence services (see table 1.1).

	Survey One responses	Survey One per cent	Survey Two responses	Survey Two per cent
Independent organisation	116	64	129	62
Housing Association	51	28	53	25
Generic or other	20	11	20	10
Not known	2	1	6	3
Total	189		208	
Answered Question	180		199	
Skipped Question	5			

Note: some respondents may be in more than one category

Most respondents (three quarters) were a registered charity (see table 1.2). 43% were part of a larger organisation and 37 respondents previously had another name.

	Number	Per cent
A registered charity	121	70
Voluntary organisation (not registered as a charity)	6	3
Housing association	38	22
Private company	2	1
Other	6	3
Total	173	100
Answered Question	164	
Skipped Question	21	

Note: some respondents may be in more than one category

2 Defined by the number of units of accommodation they offered.

10

The majority of respondents were based in urban areas.

Location	Responses
Town	76
City	124
Rural area	48
Other	1
Answered Question	184
Skipped Question	1

Similar to previous years, the most common region of respondents was London and the South East.

	Survey One	Survey Two
East Midlands	19	20
East	13	13
London	30	37
North East	15	14
North West	26	25
South East	30	33
South West	16	16
West Midlands	14	18
Yorkshire and Humberside	20	19
Other	2	2
Totals	185	197
Answered Question	183	197
Skipped Question	2	2

Note: some respondents may operate in more than one region

2. PROVISION OF REFUGE SERVICES AND ACCOMMODATION



Key points

- Respondents provided refuge services comprising of more than 2,500 units of accommodation where more than 9,500 women and 10,000 children stayed during the year.
- On census day, almost half of the women had children (47%), one in five having two or more children. Almost half were affected by mental health issues (also 47%), up from 36% in last year's census.
- Most children in a refuge service were under five; one in five had had to move schools to avoid violence and one in seven had a social worker.
- On census day 155 women could not be accommodated at the first refuge they approached, mainly because of lack of space. Most were referred to another refuge. Compared to 2012, a higher proportion of women (8% compared with 2% last year) were referred to a non-domestic violence specialist organisation (such as mental health service).

Refuge accommodation

Of 184 responses, the majority (82%) provided refuge accommodation. 150 respondents gave details of the number of their refuge houses or other residential properties, which added up comes to a total of 520 refuge houses (including self-contained and dispersed¹ properties, which could be flats). Most of the properties are shared houses (table 2.1).

	Number	Per cent
Shared / communal	313	62
Self-contained	143	28
Dispersed	50	10
Totals	506	100
Answered Question	148	
Skipped question	37	

¹ Dispersed means accommodation provided in different locations across the community with on call / floating support provided centrally. Such properties should have safety measures in place, and may be used as part of a resettlement programme as a half-way house between a refuge service and a new home.

12: Overall there were 2,529 units of accommodation, mainly in shared properties (see table 2.2). A unit is defined as a place for a household, i.e. for both a mother and her children. Consistent with international standards this means a family place comprises an adult plus space for children. Clearly a family place is a larger number of beds than a 'place', and recognises that half or more of shelter residents are children.²

	Number
Shared / communal	1,840
Self-contained	641
Dispersed	48
Total	2,529
Answered Question	148
Skipped Question	37

Most of the self-contained properties were one or two bedroomed, though almost one in five of these units (19%) were three bedroomed. Unlike self-contained accommodation, the dispersed properties were more likely to be two-bedroomed or larger.

The majority of properties were owned by housing associations, though some were local authority owned (see table 2.3).

	Shared houses	Self-contained	Dispersed
Housing association	162	79	15
Local authority	32	3	1
Domestic violence service	17	4	
Private landlord	8	3	1
Other	1		
Total	220	89	17
Answered Question	146		
Skipped Question	39		

2 Kelly, L., & Dubois, L. (2008). *Combating violence against women: minimum standards for support services*. Council of Europe. Directorate General of Human Rights and Legal Affairs. Page 18.

Housing Benefit

Some forms of supported housing (which can include a refuge service) are excluded from government welfare reforms if they meet the definition of 'supported exempt accommodation'.³ Most respondents believed that their refuge service would be covered by this definition (see table 2.4). However a service running a refuge owned by the council's housing authority may not be considered as 'exempt accommodation' by the local authority Housing Benefit department unless the refuge service is accepted as the landlord of housing benefit purposes (for example holding a lease from the owner).

Table 2.4 Numbers believing they are exempt accommodation for Housing Benefit purposes

	Yes	No	Don't know
Shared houses	80	23	17
Self-contained	39	13	11
Dispersed	12	2	4
Answered Question	148		
Skipped Question	37		

In most cases the Housing Benefit department had indicated that the refuge service would count as 'exempt accommodation' (see table 2.5).

Table 2.5: Numbers of respondents stating their Housing Benefit department indicated that a refuge service would be exempt

	Yes	No	Don't know
Shared houses	60	18	7
Self-contained	34	6	3
Dispersed	8	3	1
Answered Question	104		
Skipped Question	81		

3 The current definition of such 'exempt accommodation' includes 'a non-metropolitan county council, Housing Association, registered charity or voluntary organisation where that body or person acting on its behalf also provides the claimant with care, support or supervision' (paragraph 10, Schedule 3, Housing Benefit and Council Tax Benefit (Consequential Provisions) Regulations 2006 (SI No. 217).

14: Women and children staying in a refuge service during the year

During the financial year 2012/13, 147 respondents providing a refuge service dealt with a total of 9,599 women and just over 10,117 children. Women's Aid estimates that 15,404 women may have stayed in a refuge service in England last year (see Annex).

Women who left a refuge service during the year and where they moved to

Almost 8,000 women left refuge during the year. Most went to local authority accommodation but one in six went to stay with friends or family and about one in eight went to another refuge (see table 2.6). 637 women (8%) returned to the perpetrator (hence remaining at risk). Some women went to 'other' places – in many cases the destination was unknown or the women had abandoned their place at the refuge service or were evicted⁴; and a small number were arrested or imprisoned.

Table 2.6: Numbers and destination of women leaving refuge during 2012/2013

	Number	Per cent
To return to their previous home (without the perpetrator)	648	8
To go to a new home - private rental	895	11
To go to a new home - local authority/council property	1,406	18
To go to a new home - rented from a housing association	770	9
To go to a new home - purchasing with a mortgage	5	0.5
To go to a new home - other	91	1
To live with family/friends	1,239	15
To go to another refuge	1,020	13
To go to other temporary accommodation	640	8
To return to the perpetrator	637	8
Other	628	8
Total	7979	100
Answered Question	147	
Skipped Question	38	

4 Some respondents were in the position of having to evict women but the results are not presented here as the circumstances are unclear.

Average length of stay during the year and access to move-on accommodation

15

The average length of time women and children stayed in refuge accommodation varied enormously, depending on such factors as the availability of alternative (permanent or move-on) accommodation, and the policies and practices of each refuge service provider. In many cases respondents said that women were staying longer than they used to in their refuge service. Of 137 responses, over four in ten said women stayed longer (see table 2.7).

	Number	Per cent
Women stay longer than they used to	64	47
Women stay for a shorter time	20	15
No change	44	32
Don't know	9	6
Answered Question	137	
Skipped Question	48	

A key factor in length of stay is the availability of, and access to, suitable accommodation for a woman and her children to move into. Respondents commented that the current national housing shortage meant that there is a lack of affordable (social) housing, particularly for single young women. Women often have too high expectations placed on them and thus face difficulties with getting move on-accommodation. For example landlords are reluctant to accept women that are unemployed, on housing benefits or without a guarantor earning in the region of £18,000 – £20,000. They require a deposit, rent in advance and references:

“Trying to access private accommodation is very hard, due to rent deposit and agent fees, and not wanting clients in receipt of benefits.”

Women with no recourse to public funds

During the year, respondents accommodated 313 women (and their 355 children) with no recourse to public funds due to their immigration status (see table 2.8). This is lower than last year (481 women and 530 children) though this may reflect the lower response rate.

	Number	Per cent
Total numbers of women with no recourse	313	30
• Number of children	355	34
• Women with a visa	161	15
• Eligible to apply for indefinite leave to remain	213	20
Total	1042	100
Answered Question	127	
Skipped Question	58	

16

Where funding was obtained this was mainly from the local authority under the Children Act (see table 2.9).

Table 2.9: Sources of funding for women with no recourse to public funds

	Number of Women	Number of respondents	Per cent of respondents
Local authority: Children Act	120	57	46
Local authority: Community Care Act	5	17	14
Local authority: National Assistance Act	9	16	13
Other source of funding	66	35	28
Total	200	125	100
Answered Question	71		
Skipped Question	114		

Numbers of women and children resident in refuge on census day June 2013

Survey Two contains the 'day to count' snapshot of the women and children supported on census day (Thursday 27 June 2013) for refuge services. From a total of 199 respondents to the Survey Two snapshot, 117 responded to the question asking if they provided refuge accommodation. Of these 86 (74%) said they did.

The total number of women resident in a refuge service on 27 June 2013 was 2,064. This is slightly below the figure for the 2012 census (2,329) though this can be accounted for by the lower response rate this year than last (117 responses compared to 150 last year).

Characteristics of women in refuge on census day

Respondents were asked to indicate the characteristics and demographic detail of the women resident in refuge on census day. These responses indicate that over four in ten had children; one in five had more than two children. Over 9% were disabled, and only 6% were in paid work⁵ (see table 2.10).

5 A woman may have had to leave work so that the perpetrator cannot find them, or had to leave their area. In many cases, domestic violence can make it impossible for women to work: they may be prevented by the abuser; or he may sabotage their effort; or they may find it impossible to go into work with visible injuries; or be too distressed by the abuse, or have work disrupted by absences and lateness (Wilcox, P (2006), *Surviving Domestic Violence: Gender, Poverty and Agency*, Palgrave Macmillan).

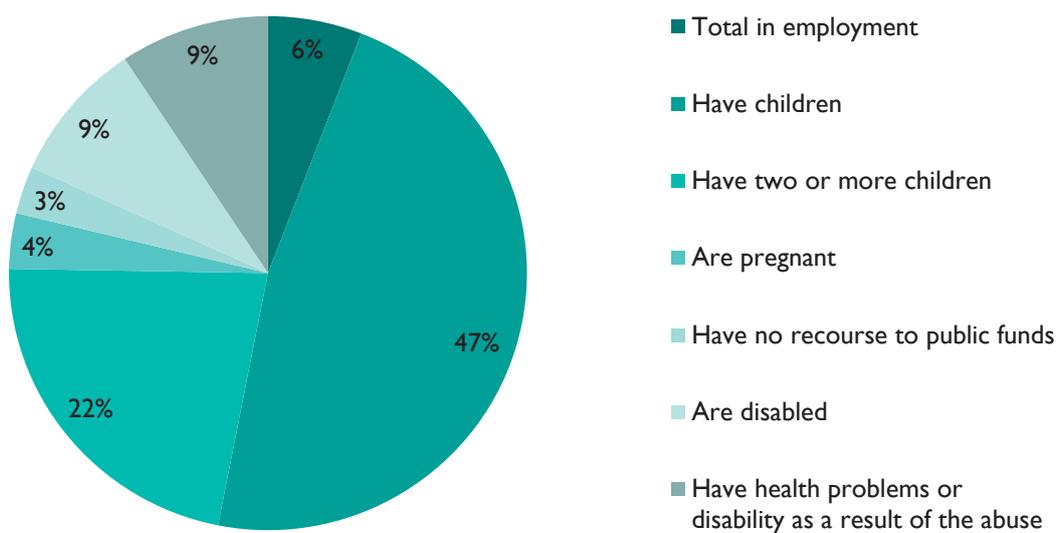
Table 2.10: Characteristics of women staying in refuge accommodation on Thursday 27 June 2013

	Number of women	Per cent
Total in employment ⁶	165	6
Have children	1,327	47
Have two or more children	623	22
Are pregnant	98	3.5
Have no recourse to public funds	84	3.0
Are disabled	251	9
Have health problems or disability as a result of the abuse	262	9
Total	2810	100
Answered Question	163	
Skipped Question	36	

Note that women may have more than one of these characteristics so the total adds up to more than the number of women resident that day.

Compared to the data from the 2012 census day there were fewer women with children (47% compared to 63% last year), fewer had no recourse to public funds (3% compared to 5%), and there were fewer disabled women (9% compared to 12% last year).

Fig 2.11: Characteristics of women staying in refuge accommodation on Thursday 27 June 2013



6 Half of these were full-time and the other half part-time.

18 : Women with support needs on census day

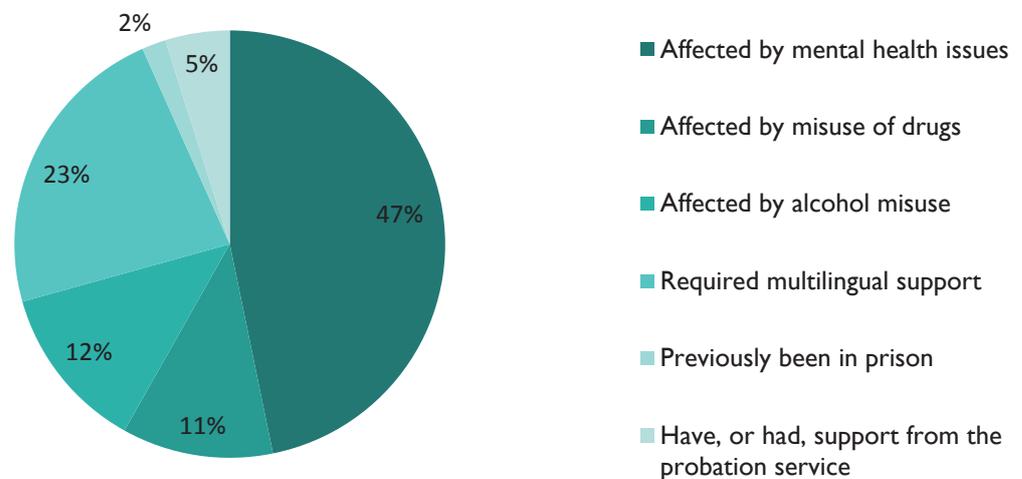
Almost half (47%) of women resident in refuge on census day were affected by mental health problems; this is significantly higher than in last year's census data (36%). The increasing number of women accessing refuge services that are affected by mental health issues is particularly concerning. Recent research has shown that victims of crime who experienced severe mental health issues are more likely to experience social and physical adverse effects than those who did not suffer from mental health problems⁷. The needs of women survivors of domestic violence experiencing mental health issues accessing refuge need to be considered by services and commissioners alike.

Table 2.12: Number of women staying in refuge accommodation on Thursday 27 June 2013 who have, or have had additional support needs

	Number	Per cent
Affected by mental health issues	676	47
Affected by misuse of drugs	164	11
Affected by alcohol misuse	181	12
Required multilingual support	328	23
Previously been in prison	26	2
Have, or had, support from the probation service	70	5
Total	1445	100
Answered Question	161	
Skipped Question	38	

Note that women may have more than one of these characteristics so the total adds up to more than the number of women resident that day.

Fig 2.13: Proportion of women staying in refuge accommodation, or have had additional support needs



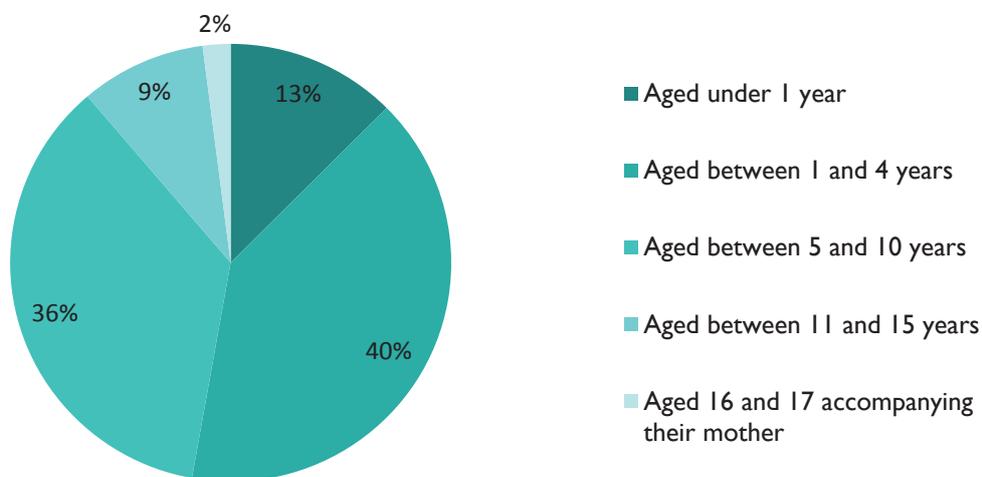
7 Victim Support (2013) *At risk yet dismissed: the criminal victimisation of people with mental health problems.*

Children staying in refuge on census day

Overall 2,006 children were in refuge accommodation on census day 2013. As in previous years most of the children staying in refuge were under five years old (see table 2.14).⁸

	Number	Per cent
Number of children aged under 1 year	269	12
Number of children aged between 1 and 4 years	867	40
Number of children aged between five and 10 years	773	36
Number of children aged between 11 and 15 years	198	9
Number of young people aged 16 and 17 accompanying their mother	44	2
Total	2151	100
Answered Question	163	
Skipped Question	36	

Fig 2.15: Proportion of children



Children and young people in refuge on census day with additional support needs

Respondents were asked to indicate how many of the children resident in refuge had to move schools (this was a new question for this year) or had contact with professionals such as social workers. Over 14% of children resident in refuge on the census day had a social worker and around one in eight were in contact with the perpetrator.

8 There is no information about the gender of the child, which may have a bearing on why there are fewer older children with their mother in refuge. For example a shared refuge house may have an age bar on older male children, such as over the age of 13.

20

This question particularly highlights one aspect of the impact of domestic violence on children - one in five children resident in refuge on census day had to move schools. The uprooting of children's lives due to domestic violence is another consequence of male violence against women.

Table 2.16: Situations of children resident in refuge on census day June 2013

	Number	Per cent
Children that have had to move schools	1,125	21
Children that have a local authority social worker	734	14
Children for which there was child protection concerns	650	12
• Of these, that are or have been on a Child Protection Plan	455	8
Children in contact with the perpetrator	667	12
Children abused by the perpetrator	605	11
Children with a disability	58	1
Children with behavioural difficulties	576	11
• Of these, had behavioural problems as a result of the abuse	536	10
Total	5406	100
Answered Question	158	
Skipped Question	41	

Note: children may be in more than one of these situations so the total adds up to more than the number resident that day.

Women seeking refuge who were turned away from the first refuge they approached

On the 'day to count' (Thursday 27 June 2013) respondents providing a refuge service, and who received a request from at least one woman needing emergency accommodation due to domestic violence, were unable to accommodate her/them on that day.

158 respondents reported that **155** women were turned away from the first refuge they approached; of these, **two thirds** (103) had children. In 2012, 180 women could not be accommodated – the lower number for this year's survey can be attributed to the lower number of survey respondents.

The main reason for being unable to accommodate women that day was lack of space (62%) – but just less than one in ten were turned away because they could not pay for accommodation or claim benefits. This might refer to women who have no recourse to public funds, who would not normally be able to claim benefits or services as a condition of remaining in the country – though as noted in table 2.10 above, 84 such women were accommodated. 'Other' reasons included the refuge service being located in the area where the perpetrator lived, the individual being seen as too high risk, having too many

children or a child over 15, and the request for accommodation being from a previous tenant who had been given notice. Reasons one respondent mentioned include:

“Mental health issues, addiction, lack of other supportive services and reluctance from other agencies to support out of area residents, whilst being supported by original agencies.”

21



However the number of responses to this question was low (only 65, so less than half of those responding to the question about turning women away) so these figures should be seen as indicative only.

Table 2.17: Reasons for turning women away from refuge on 27 June 2013⁹

	Number	Per cent
No vacancies / insufficient space	105	62
Woman needed a different service	12	7
Unable to meet woman's particular support needs - Mental health	3	2
Unable to meet woman's particular support needs - Language: no access to interpreter	1	1
Unable to meet woman's particular support needs - Drug or alcohol issues	3	2
Unable to meet woman's particular support needs – other	7	4
Unable to meet a child's particular support needs	1	1
Woman had no recourse to public funds	9	5
Can't pay for accommodation or claim benefits	13	8
Other	14	8
Total	168	100
Answered Question	65	
Skipped Question	134	

Responses to women who were turned away from the first refuge they approached

The most common responses on 27 June 2013 to having to turn a woman away were to refer to another refuge (40%) or the National Domestic Violence Helpline (22%). In the 2012 Annual Survey 52% of services referred women to another refuge – this has decreased significantly over the past year.

In this year's survey services were also more likely to send women they could not accommodate to a non-domestic violence specialist organisation (such as a mental health

9 The survey also asked whether women were turned away because of inability to meet support needs relating to self-harm, cultural or religious needs. These are not included in the table as there were no responses to these questions.

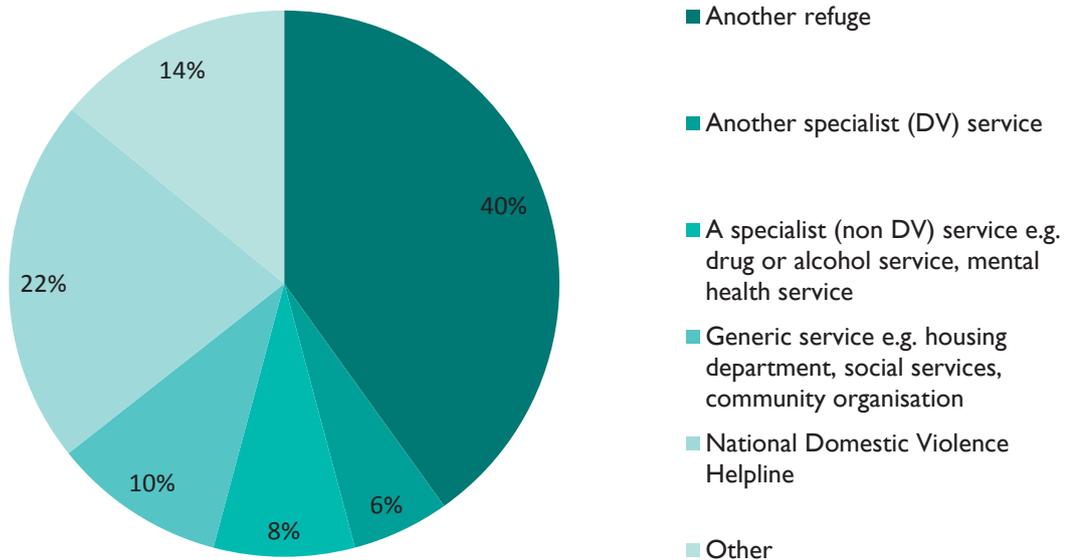
22

- service) – 8% compared to 2% last year. These changes over the past year could signify the reduction in specialist domestic violence provision in some areas. In one case the response was simply: "Referred back to original referring agency".

Table 2.18: Responses to the women that had to be turned away from the first refuge

	Number	Per cent
Referred to another refuge	63	40
Referred to another specialist (domestic violence) service	9	6
Referred to a specialist (but non DV) service e.g. drug or alcohol service, mental health service	13	8
Referred to generic service e.g. housing department, social services, community organisation	16	10
Referred to National Domestic Violence Helpline	34	22
Other	22	14
Total	157	100
Answered Question	163	
Skipped Question	36	

Fig 2.19: Responses to the women that had to be turned away



3. OUTREACH, SUPPORT AND OTHER NON-REFUGEE SERVICES



Key points

- Respondents supported over 82,500 women and 14,000 children in non-refugee services (such as outreach) during 2012/2013. A further 80,000 children were indirectly supported through help given to their mother. During census week some 10,000 women were being supported.
- One in ten service users had children, and one in four had two or more children. 55% were affected by mental health issues.
- 19% of children had a social worker and 16% were in contact with the perpetrator.
- During census week 871 women who needed support could not be given it immediately, mainly due to lack of capacity within the service. The main response was to put women on a waiting list.
- 83 respondents provided services for over 2,000 male victims (an increase over the previous year) and 17 respondents ran a service for male perpetrators.
- Many respondents also undertook education and prevention work, including delivering training to local professionals.

Types of service provided

Non-refugee services include outreach, floating support, Independent Domestic Violence Advisor (IDVA) or sexual violence support (local helplines are counted separately, see below). These may also be provided by a refuge service; around two-thirds of refuge services also have an outreach service, half also run a helpline and almost half also offer floating support. The main services are listed in table 3.1 on the following page.

The majority of the 'other' responses included counselling, others were group work in its more traditional form and also in art and play therapy.

Numbers of women and children supported during the year

Responses from 134 respondents indicated that during 2012/13, 82,517 women and 14,287 children were supported in non-refugee services, and 80,273 children indirectly supported.

Women supported in non-refugee services during census week

Survey Two included a snapshot of non-refugee services. Outreach and other non-refugee-based services often do not operate every day; therefore our snapshot survey covered the

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whole week from 24 to 28 June 2013. In a typical week 143 respondents dealt with over 10,000 women and almost 1,500 children in non-refuge services (see table 3.2).

Table 3.1: Do you provide non-refuge domestic & sexual violence services?

	Yes	No
Outreach service	109	24
Floating support	75	24
Drop-in	72	29
Support group	80	32
Resettlement service	73	27
Independent Domestic Violence Advisor service (IDVA)	65	34
Independent Sexual Violence Advisor service (ISVA)	24	39
Women's support service linked to a perpetrator programme	25	39
Other non-refuge based service	76	29
Total	599	277
Answered Question	171	
Skipped Question	14	

Table 3.2: Numbers of women, children and young people supported by non-refuge services during the week 24 - 28 June 2013

	Number	Per cent
Women	10,282	46
Children and young people	1,416	6
Children indirectly supported	10,462	47
Total	22,160	100
Answered Question	143	
Skipped Question	56	

As with the annual figures noted above, the numbers using non-refuge services is noticeably higher than in 2012, even with a lower response rate this year. In 2012, 153 respondents directly supported a total of 7,398 women and 1,366 children/young people within their non-refuge services, and at least a further 8,282 children were indirectly supported.

Characteristics of women supported in census week including support needs

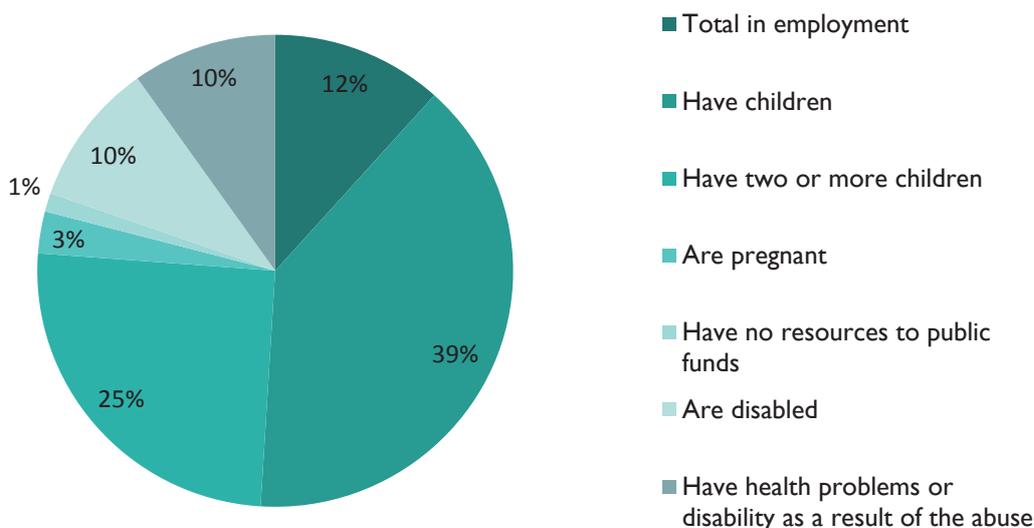
25

During census week, 142 respondents gave details of the characteristics and support needs of women and children using their services. Over a third had children, one in five having two or more. Compared to refuge service users, more (12%) were in paid work.

Table 3.3: Characteristics of number of women supported by non-refuge services during the week 24 - 28 June 2013

	Number of women	Per cent
Total in employment ¹	1,676	12
Have children	5,649	40
Have two or more children	3,620	25
Are pregnant	413	3
Have no recourse to public funds	183	1
Are disabled	1,414	10
Have health problems or disability as a result of the abuse	1,235	9
Total	14,190	100
Answered Question	142	
Skipped Question	57	

Fig 3.4: Characteristics of number of women supported by non-refuge services during the week 24 - 28 June 2013



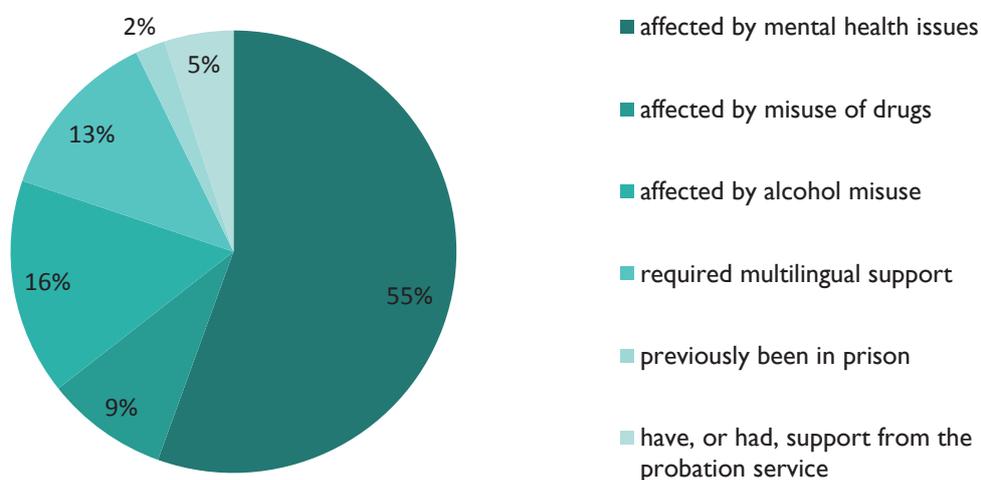
¹ 55% of those in employment were in part-time work.

26 • Over half of the women supported by non-refuge services during census week were affected by mental health issues and 16% by alcohol misuse (see table 3.5). This is higher than last year's census data which showed that 36% were affected by mental health and 10% by alcohol misuse.

Table 3.5: Number of women supported by non-refuge services with additional support needs during the week 24 - 28 June 2013

	Number	Per cent
Affected by mental health issues	3,017	55
Affected by misuse of drugs	483	9
Affected by alcohol misuse	859	16
Required multilingual support	686	13
Previously been in prison	118	2
Have, or had, support from the probation service	273	5
Total	5,436	100
Answered Question	135	
Skipped question	64	

Fig 3.6: Number of women supported by non-refuge services with additional support needs in the week 24 - 28 June 2013



Almost one in five children of survivors using refuge services in census week had a social worker, and there were child protection concerns for 17% of children.

Unsurprisingly, fewer children had to move schools compared to users of refuge services, but a higher proportion were in contact with the perpetrator (16% compared with 12%) and slightly more had a social worker (19% compared with 13%).

Table 3.7: Children and young people of the women using the services with additional support needs during the week 24 - 28 June 2013

	Number	Per cent
Children that have had to move schools	889	6
Children that have a local authority social worker	2,792	19
Children for which there was child protection concerns	2,463	17
Of these, that are or have been on a Child Protection Plan	1,850	13
Children in contact with the perpetrator	2,299	16
Children abused by the perpetrator	1,223	8
Children with a disability	206	1
Children with behavioural difficulties	1,442	10
Of these, had behavioural problems as a result of the abuse	1,180	8
Total	14,344	100
Answered Question	126	
Skipped Question	73	

Women who could not be supported by non-refuge services between 24-28 June 2013

135 respondents offering non-refuge services were unable to support all the women who approached them for support during census week, so 871 women who needed such support could not be given it immediately. This is higher than during the 2012 census week, when 57 respondents could not support 523 women.

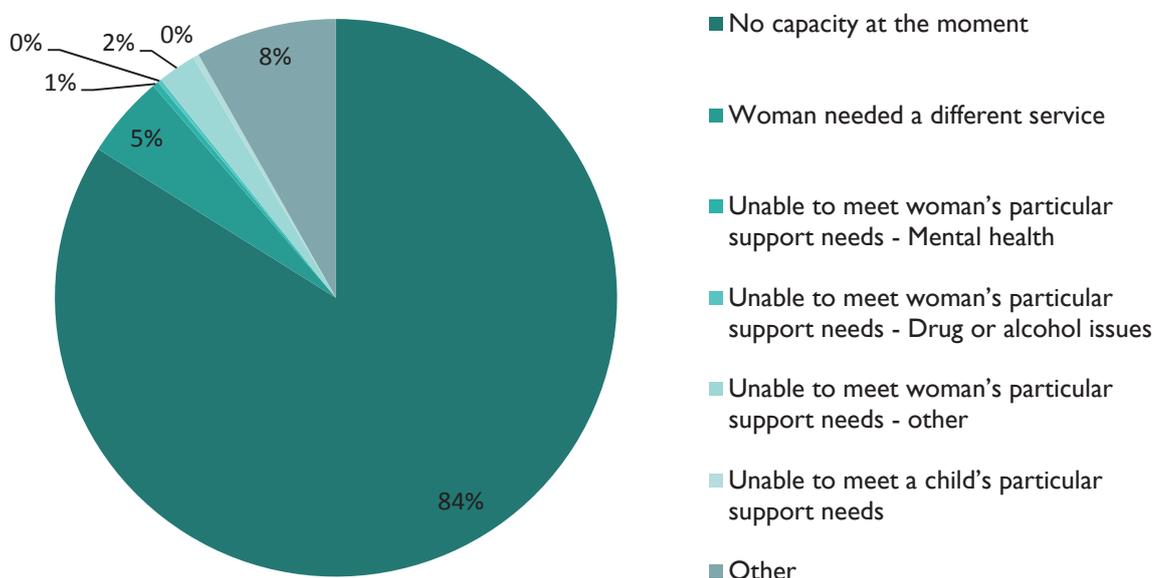
The main reason for being unable to support a woman was the lack of capacity (the number of respondents citing this as the main reason had increased to 84% from 78% last year). This year the proportion of non-refuge services unable to support women due to lack of capacity has increased – unlike refuge services. This may indicate a challenge in providing enough non-refuge services to meet women's needs. 'Other' reasons for being unable to support women during the week included being unable to contact her; the woman declined the service, or the service was not needed that week, or the woman had moved out of the area.

However the number of responses to this question was low (only 54, which is less than half of those responding to the question about turning women away) so these figures should be seen as indicative only.

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Table 3.8: Reasons for being unable to support women between 24 - 28 June 2013 ²		
	Number	Per cent
No capacity at the moment	753	84
Woman needed a different service	43	5
Unable to meet woman's particular support needs - Mental health	3	0.00
Unable to meet woman's particular support needs - Drug or alcohol issues	2	0.00
Unable to meet woman's particular support needs - other	20	2
Unable to meet a child's particular support needs	3	1
Other	73	8
Total	897	
Answered Question		54
Skipped Question		145

Fig 3.9: Reasons for being unable to support women during the week 24-28 June 2013



2 The survey also asked whether women were turned away because of inability to meet support needs relating to language (access to interpreter), self-harm, cultural or religious needs. These are not included in the table as there were no responses to these questions.

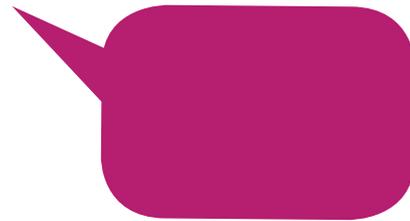
Responses to being unable to support women that week

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During census week the main response to being unable to support a woman was to put her on a waiting list (73%). Other responses included offering phone support in the meantime or placing women on a waiting list. In some cases women moved out of the area in which the organisation operated in; also not all women wanted weekly support.

Below are some examples explaining different situations when unable to support women:

“Due to the numbers of women we are supporting / high level of referrals it can take a few days to make contact and arrange a mutually suitable appointment for a meeting. Initial telephone support is offered until a face to face outreach meeting is arranged. We try to work on a maximum turnaround of five working days following receipt of a referral to make an appointment.”



“We are only able to support in a resettlement programme women who settle locally; women who move further away are referred to other services and telephone contact.”



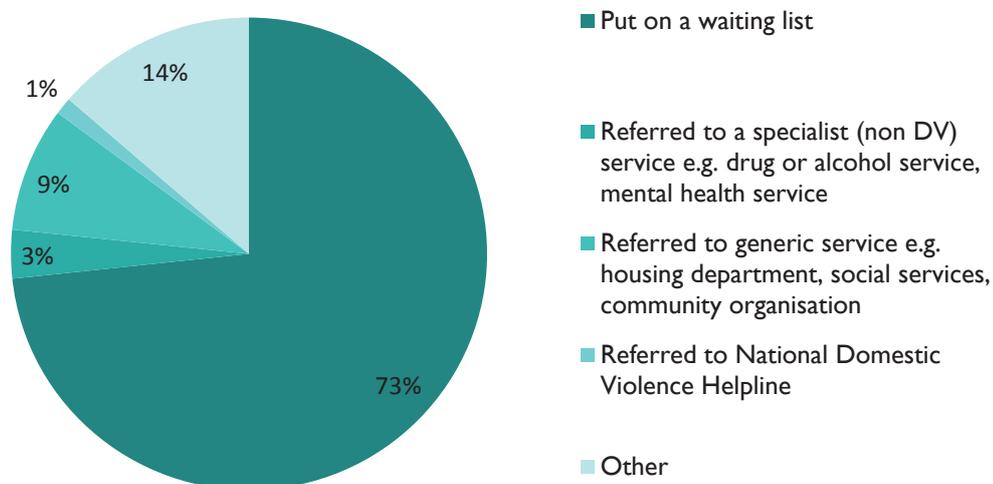
“Only support women that have been resettled by refuge. No other funding”



	Number	Per cent
Put on a waiting list	687	73
Referred to a specialist (non DV) service e.g. drug or alcohol service, mental health service	31	3
Referred to generic service e.g. housing department, social services, community organisation	80	8
Referred to National Domestic Violence Helpline	11	1
Other	128	14
Total	937	100
Answered Question	53	
Skipped Question	146	

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Fig 3.11: Responses to being unable to support women during the week 24-28 June 2013



Helpline services

During the year, 90 respondents provided helpline support but not all could provide data on the number of calls they had taken during the year. Of 72 responses, a total of 286,260 helpline calls were received during the year.³

During census week, over six in ten calls were from women seeking information or support – only 1% were from male victims.

Table 3.12: Number of phone calls during the week 24-28 June 2013

	Number	Per cent
Calls from women seeking information/support for domestic or sexual violence on 27 June 2013	1,362	61
Callers on behalf of women seeking information/support for domestic or sexual violence on 27 June 2013	861	38
Calls from male victims	22	1
Total	2,245	
Answered Question	189	
Skipped Question	10	

3 Last year 93 respondents dealt with 330,554 calls.

Education and training

Almost three quarters of respondents had undertaken some education, prevention and awareness work during the year. Out of 105 organisations that did respond (80 skipped the question), 4,629 training sessions were held during 2012-2013 and 51,694 children or young people attended these sessions. However, the type of education is equally divided between school and youth settings and community based work.

Table 3.14: Type of prevention, education or awareness activities undertaken by respondents

	Number	Per cent
Education and awareness (in schools and youth settings)	91	23
Community based work	91	23
Media campaigns	50	13
Joint work with the local authority	72	18
Other	46	12
Other (please specify)	41	10
Total	391	100
Answered Question	122	
Skipped Question	63	

Out of 106 respondents (79 skipped questions) 69% used published resources.

Table 3.15: Type of published resources used by respondents

	Number	Per cent
'Expect Respect' Educational Toolkit?	39	22
You and Me Mum	12	7
Did you use any other materials?	58	33
Other (please specify and why you chose them)	66	38
Total	175	100
Answered Question	72	
Skipped Question	113	

72% of respondents also delivered training on domestic violence to local organisations and professionals.

Services for men

Survey One asked about services for male victims and perpetrators during the year. 83 respondents provided services for 2,086 male victims – this is an increase from 2012 when 74 respondents provided some services for 1,830 male victims.

This year most of the male victims were seen in person (1,082) rather than by phone (832). (This also contrasts with the previous year when most were supported by phone).

32 • Over half of respondents providing services to male victims (56%) did not have separate premises⁴ from the women's service and 76% did not have dedicated staff working with men.

17 respondents ran a service for male perpetrators, supporting 722 perpetrators. 43.5% of these services were not run from separate premises.⁵

There is also an increase in numbers of staff dealing with male victims and perpetrators (see chapter 4).

4 This is worrying as women survivors want and need women-only space.

5 As footnote 4 above.



4. FUNDING AND STAFFING OF SERVICES

Key points

- Of 160 respondents answering this question, most had local authority (LA) funding during the year but a minority (8%) did not.
- Of the 147 receiving local authority funding, 45% expected it to be the same the following year, but 30% expected to get less.
- Respondents were asked to indicate whether they had run any services without dedicated funding. Of 169 responses, 48% had done so. Details were obtained from 79 respondents who had run children's services, refuges and helplines without funding. These were maintained mainly through using reserves or volunteers.
- 112 staff posts closed across 44 services, again mainly due to loss of funding.
- Between June 2012 and June 2013 there were fewer managers and outreach support workers, and specialist children's workers in refuges. Instead there were more volunteers working with women and more children's workers providing support outside of refuges.

Funding domestic violence services

Recent research published by Women's Aid found that over the past three years there has been a significant change in funding and provision of domestic violence services in England.¹ The main findings of the research included:

- There are 98 more bed spaces in 2013 than in 2010 but there are 21 fewer specialist refuge providers;
- There has been a loss of 71 specialist non-refuge services but a gain of 24 generic non-refuge services 2010-13;
- Service provision varies across the country.

Research by Imkaan also found that services for black and minority ethnic (BME) women have been disproportionately cut with a third of services having experienced significant loss of funding.² This is despite evidence that the majority of service users want specialist

1 Women's Aid, 2013, *A growing crisis of unmet need: what the figures alone don't show you*. November 2013.

2 Imkaan member survey 2011-12. Imkaan is the national body for Black and Minority Ethnic led organisations working to end violence against women and girls.

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services.³ Recent research highlighted that 91% of women and girls value women-led and BME-led services.⁴

In response to concerns about funding for domestic violence services, the 2013 survey included new information about funding arrangements. These were not intended to be reported on at individual respondent level but to give an overview of patterns and trends.

Some 30 respondents did not answer the funding questions. In some cases this was because there was an unwillingness to disclose because the information was regarded as 'commercial in confidence'.⁵

Local authority funding

Of 160 respondents, most (92%) had received local authority funding in the previous financial year, i.e. year ending March 2013. Of those receiving local authority funding, over a third (35%) had done so via competitive tendering (higher than the 28% of respondents last year).

Table 4.1: Local authority funding in 2012/13 via competitive tendering

	Number	Per cent of those responding to this question (124)	Per cent of those with LA funding (147)
Yes	44	35	30
No	70	56	48
Varies	9	7	6
Don't know	1		

Likewise, most respondents stated that they would be receiving local authority funding in the current financial year (i.e. April 2013 to March 2014). Of 162 responses, 132 (81%) said they would get council funding and nine said they would not. 21 respondents did not know (even though they would, at the time of responding to the surveys, have been three months into the financial year). Of those getting local authority funding, 43 indicated that this would be via competitive tendering (38%), 63 said this would not be tendered; two said that some services would be via competitive tender and two did not know (114 answers).

Of those receiving local authority funding, 30% expected it to be less than the 2011/12 financial year and 45% the same. As with the Annual Survey results from last year nearly a third of respondents expected to receive less local authority funding in the next financial

3 Safety, both physical and emotional, is a key benefit of women-only services. As a result, women feel supported and comfortable. They become empowered and develop confidence, greater independence and higher self-esteem: Women's Resource Centre (2007) *Why Women Only?*

4 Imkaan (2013) *Beyond the Labels: Women and girls' views on the Mayoral strategy on violence against women and girls*, July 2013.

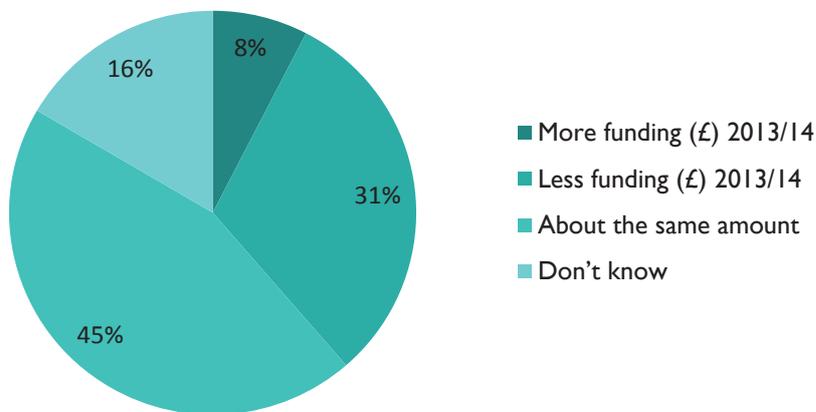
5 Some questions were part answered, for example where information was not known by the respondent. In one instance the member of staff who had relevant figures was on long term sick. In other cases finances were handled centrally, or there was no budget due to uncertainty surrounding various contracts.

year. Furthermore, three months into the financial year, 21 respondents did not know if they would be receiving any local authority funding. This is an indicator of the current challenges in the funding environment for domestic violence services in England.

Table 4.2: Local authority funding expected to be more or less this year than last

Funding change next year between 2012/13 and 2013/14	Number	Per cent
More funding (£) 2013/14	11	8
Less funding (£) 2013/14	45	30
About the same amount	65	45
Don't know	24	17
Total	145	100
Answered Question	145	
Skipped Question	40	

Fig 4.3: Local authority funding expected to be more or less this year than last



36 : Services run without dedicated funding

During 2012/13 82 respondents were running a service without any funding, or on a reduced budget. This represented almost half (48%) of those responding to the question (169 respondents). 79 respondents gave details about the types of services affected, mainly children's services (including support workers in refuge or non-refuge services).

Type of service	Number of respondents
Children's services	32
Helplines	9
Counselling	9
Outreach or other non-refuge service	9
Peer support	8
Workshops/ projects such as the Freedom Programme	6
Legal / advice	4
Interpreting services / services for BME groups/No recourse to public funds	4
Education / awareness raising	7
Refuge service	6
Other e.g. marketing, admin, pet fostering, sanctuary	5
Total services without funding	99

Note: numbers are higher than number of respondents because some respondents lost funding for more than one service

Respondents tended to fund these through mainly using reserves (59%) or volunteers (41%) – see table 4.5. Other sources included donations, fundraising and (for refuge services) Housing Benefit.

	Number
Using reserves	47
Run on a voluntary basis	33
Other	44
Total	124
Answered Question	80
Skipped Question	105

Note: numbers are higher than number of respondents answering the question because some respondents lost funding for more than one service

In some cases respondents were running services that were part-funded only, so using reserves to support the service. Two examples were a post of an Independent Sexual Violence Adviser and a service for Eastern European women. One organisation had to suspend a children's outreach service for part of the year. This was then reinstated following receipt of funding for a three month period from the local authority. In some cases staff posts were closed, mainly due to lack of funding. Below is an example from the responses to how organisations were funding and running their services.

"We have had to diversify our funding base, applying to lots of smaller charities for small amounts to continue to do the 'added-value' work, which we consider essential, for example, running a playroom, taking families on activities and trips on Saturdays and in the holidays, running a Women's group, offering therapeutic massage,[and] arts and crafts."



Some services have experienced a reduction in funding from statutory sources:

- Children's services no longer funded by local authority but BBC Children in Need.
- Transfer of services to another provider – examples of refuge service and helpline service.
- Less money available locally and bids getting more complex and time-consuming.

The consequences of these funding challenges are huge:

"Staff took a pay cut when our Supporting People funding was reduced."

"The IDVAS [Independent Domestic Violence Advocate Service] contract has been cut, and the health based initiative stopped as it wasn't considered cost effective, so IDVAS team has been restructured to a smaller size. The management fee for the IDVAS and training contracts have reduced to 5% of the contract price which is not sufficient for central costs/ full cost recovery."



"Our funding is rather higgledy piggledy ... The outreach service for instance is made up of our 'women's support' service which has existed on frozen funding for at least seven years plus a new outreach service started in 2012/13 which has allowed it to expand to the wider [location] district, but although both are funded by the LA [local authority] they are under separate SLAs [Service Level Agreements] with separate performance indicators and reporting. Funders do not seem to take into account the size of their grants with their reporting requirements. ... Sometimes the financial reporting for the small contracts far outweighs that required by much larger contracts."

Many reported that there was a range of timetables on the funding that they do have. End dates for current sources of income ranged from January 2014 to March 2015. Four organisations had one-off funding that was not to be repeated and five other organisations had one or more sources of funding allocated annually.

One respondent had five sources of income that were assessed annually, ranging from local authority for services such as resettlement, IDVA and children's services. They also had two sources of income due for review in March 2014 (local authority funding for refuge and outreach support).

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Below are a range of comments from respondents on their current funding, the impact of funding challenges and their concerns for the future of funding.



"Council funding is via community resource grant and is being tapered down ... Council funding (previously Supporting People) has been cut and will continue to be cut. It has been made clear that refuge is not popular and that less refuge and more floating support is their preference."



"As of April 1st 2013 we received a 20% cut to our emergency and supported accommodation services. We are currently funded until May 2014 [...] We are a small [...] organisation who have had many years of experience working within the domestic abuse sector. The cuts to any sexual or domestic abuse agency are putting the lives of many at risk. From not enough bed spaces in refuge to staff not being on site as much, counselling services ending and children's services reduced or ending. The experience of domestic and sexual abuse is not an overnight recovery process able to be 'healed' with a quick plaster service that we are sometimes expected to produce. Organisations such as ours are very much at risk of extinction if larger organisations tender for the business which may not even be in [location]. Other organisations are applying for grants to do work in areas that were not their original area, therefore they are utilising any opportunity for the smaller organisations to apply for suitable grants to continue existing work or expand their own new ideas. This is a great shame that could be avoided; perhaps a partnership of some sort could have taken place."



"We are due to tender for these services in 2015, it is concerning that future commissioning arrangement will be based on value for money and therefore encourage non-specialist providers to tender for contracts. We believe this new approach may also have an impact on the gender specific services we provide."



"CYP [children and young people] services are seriously underfunded. The time taken for bids and funding is equivalent of full time management post. Maintaining existing funding is harder than it has ever been. Funding is frozen from statutory services."

Women's Aid is concerned about domestic violence services having to run vital provision (including refuge accommodation, children's outreach support and helplines) without funding. It is particularly concerning that the vast majority of services running without funding are children's services. The impact of domestic violence on children and young people can be severe and long-term – children's services in refuge and non-refuge services are vital in supporting children and young people to cope and recover from parental domestic violence

It is clear that the impact of these funding challenges on domestic violence services and the women and children they support is huge. From the responses to the Women's Aid survey we can see that there are real concerns from respondents that the cuts to funding and funding challenges not only mean they cannot provide all the services that are needed but that the lives of women and children are being put in danger.

Women's Aid is also concerned about the impact that running services without funding could have on the sustainability of the domestic violence sector in England. The domestic violence sector is already underfunded for the amount of support that services offer, and forcing Women's Aid member and non-member services into running vital services without

funding or to use reserves is completely unsustainable for the sector as a whole. Not only should local authorities be concerned about this but also national government, as it impacts on the sustainability of the sector across the county.

Staffing in the sector

Respondents were asked about their staffing levels in June 2012 and June 2013. Between those dates across 165 respondents there were fewer managers and outreach support workers, and an increase in volunteers working with women. There was also a drop in refuge-based specialist workers with children and an increase in numbers of workers with children outside of refuge services.

The figures in table 4.7 below are estimates only as some services use workers in one category to do the work in another. For example outreach or refuge support workers may also be staffing a helpline; equally, some helpline staff figures may be included in outreach support worker figures. Some services for men may be staffed by workers providing services for women. In some cases, administration and finance staff are also part of a central team rather than based in a single service.

Table 4.7: Number of staff working in women's and children's services⁶			
Staff roles	Staff numbers June 2012	Staff numbers June 2013	Change since 2012
Managers	465	379	-86
Admin/finance staff	166	182	+16
Support workers in refuge accommodation	572	576	+4
Outreach support workers	347	377	+30
IDVAs	222	225	+3
ISVAs	21	23	+2
Other dedicated sexual violence staff	27	30	+3
Specialist CYP workers in refuges	141	135	-6
Specialist CYP workers outside refuge	81	92	+11
Specialist BME workers	56	46	-10
Helpline staff	99	100	+0.9
Volunteers with women	479	546	+67
Volunteers with children	59	61	+2
Other	7	12	+5
Total staff	2742	2784	+42

'Other' staff includes immigration worker, trained psychotherapist and night porter.

Consistent with an increase in services for men (as noted in chapter 3) there was a reported increase in the numbers of staff dealing with male victims and perpetrators.

6 Note: full time equivalents: rounded up or down.

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Table 4.8: Number of staff working in services for men and perpetrators

	Staff numbers June 2012	Staff numbers June 2013	Change since 2012
Male victims	49	58	+9
Perpetrators	13	19	+6

Posts closed

When asked if any staff posts had closed, 150 responded. Of these, most did not close any posts. However across 44 respondents, 112 posts were lost. Two organisations lost 12 posts each, and 18 organisations lost one.

The main reason for having to close a post was loss of funding – examples included outreach services, children’s worker, IDVA, or team leader. In some cases services were being de-commissioned because the respondent had lost a contract. One respondent lost 12 posts because they were moved to another provider. In one case a vacancy arose but as there was a threat of losing a third of local authority funding, the post was not filled to avoid making someone else redundant. In other cases there was internal restructuring.



“Short-term funding means that we are often issuing notices to staff in December and January. This means, around March and April, when funding is being confirmed, we are often losing skilled and experienced members of staff as they have been looking for other jobs because of funding insecurity. As our overall level of funding has decreased, it is increasingly difficult to fund the essential central administrative and management functions necessary to run an efficient, effective and safe organisation.”

Staff training

Of 148 respondents, 475 staff had qualifications (around 17% of the total staff numbers working in women’s and children’s services in June 2013). Of staff without qualifications, the barriers to becoming qualified were mainly the expense. This was also linked to funding cuts and associated shortage of time and money, which in one case reduced the training budget.

Specialist staff are vital in supporting women experiencing domestic violence and their children in refuge and non-refuge services. The findings from the survey this year raise some concerns around staffing in the sector. In particular the reduction in numbers of staff working with children and the increase in volunteers represents the difficulty in services delivering the support that meets the high level of demand.



CONCLUSION

Women's Aid Annual Survey 2013 shows that there remains consistent need for refuge services for women survivors of domestic violence. It also shows an increased need for outreach and non-refuge services for women and their children. This year's survey also highlights the number of Women's Aid member services and non-member services that are delivering vital support without any dedicated funding. It is of great concern that any domestic violence service is being forced to deliver helpline, children's support and refuge services without any funding and instead using up their reserves. These services cannot be defined as sustainable.

Furthermore, the number of respondents who expected less funding from their local authority in this financial year remained similar to the 2012 Annual Survey (around a third). It is also concerning that there were a proportion of respondents that still didn't know if they were going to receive local authority funding three months into the financial year. The government has an international legal obligation to protect women victims of violence and provide good quality support services. Without ensuring adequate funding of services across England they are failing in their duty of due diligence and placing more women and their children at risk.

Changes in staffing also paints a troubling picture of the domestic violence sector – with less specialist staff for children's and BME services and more volunteers it is clear that services are struggling to meet the needs of women and children with reduced funding for staff.

Women's Aid Annual Survey 2013 shows the amazing and life-saving work that domestic violence services in England deliver for women experiencing domestic violence and their children. However it also demonstrates that there is still a long way to go to guarantee the sustainability of the domestic violence sector to ensure these services continue delivering vital and life-saving quality support across England.



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Table 3.2: Numbers of women, children and young people supported by non-refuge services during the week 24 - 28 June 2013

Table 3.3: Characteristics of number of women supported by non-refuge services during the week 24 - 28 June 2013

Fig 3.4: Characteristics of number of women supported by non-refuge services during the week 24 - 28 June 2013

Table 3.5: Number of women supported by non-refuge services with additional support needs during the week 24 - 28 June 2013

Fig 3.6: Number of women supported by non-refuge services with additional support needs during the week 24 - 28 June 2013

Table 3.7: Children and young people of the women using the services with additional support needs during the week 24 - 28 June 2013

Table 3.8: Reasons for being unable to support women between 24 - 28 June 2013

Fig 3.9: Reasons for being unable to support women during the week 24-28 June 2013

Table 3.10: Responses to being unable to support women between 24-28 June 2013

Fig 3.11: Responses to being unable to support women during the week 24-28 June 2013

Table 3.12: Number of phone calls during the week 24-28 June 2013

Table 3.13: Type of prevention, education or awareness activities undertaken by respondents

Table 3.14: Type of published resources used by respondents

Table 4.1: Local authority funding in 2012/13 via competitive tendering

Table 4.2: Local authority funding expected to be more or less this year than last

Fig 4.3: Local authority funding expected to be more or less this year than last

Table 4.4: Services run without funding

Table 4.5: How services without any dedicated funding were being supported

Fig 4.6: Services without any dedicated funding

Table: 4.7: Number of staff working in women's and children's services

Table 4.8: Number of staff working in services for men and perpetrators



ANNEX

ESTIMATED NUMBERS OF WOMEN SUPPORTED IN REFUGE SERVICES IN ENGLAND 2012 - 2013

Women's Aid estimates that in 2012/13 across England, some 15,404 women may have stayed in refuge accommodation. However these estimates are indicative only.

Table A1: Numbers staying in refuge services during 2012/13 (respondents and estimates)		
	Respondents providing refuge accommodation	Estimated number based on all potential services providing refuge accommodation
Total women using refuge accommodation 2012-2013	9,599	15,404
Total number of organisations to which these figures relate	147	115

This estimate is based on a different calculation than previous years. Rather than taking a global figure based on the response rate, an estimate was calculated for small, medium, large and extra-large respondents and non-respondents. Size was defined by the number of units of accommodation offered. Information about numbers of units for both respondents and non-respondents was gathered from UKROL data as of June 2013 (when the questionnaires were distributed).¹

A rough measure of unit size was developed for the purposes of this estimate.² Units were categorised into small, medium and large, where small was defined as having 10 units or below, medium as 11 to 25 units, large as 26-50 units, and extra-large as 51 and over.³ These

- 1 UKROL data may be less up to date than Annual Survey data on units but is a more comprehensive (covering both respondents and non-respondents to the survey) and so a more suitable basis for comparison. Annual Survey data on numbers of units was used where there was no corresponding data in UKROL (ie where a respondent is not on the UKROL database). Answers to the questions about units in chapter 2 should not be read across to this England-wide estimate.
- 2 Other measures, such as organisation size, location covered, annual income, could not be used in the absence of comprehensive data.
- 3 The median (mid-point) scores of the number of units of respondents and non-respondents in each size category appears similar across the small (8 and 7 respectively) and medium (15) groups, less so for the large (36 and 28) and extra-large (119 and 62) groups. This may reflect the variation in Annual Survey responses (eg some are composite returns covering several services, others are per service). It suggests that the categorisation is not exact so any estimates based on this should be seen as indicative only.

figures are not exact so they should be seen as indicative only.⁴

To calculate the estimate for respondents, the number of units of accommodation provided by each respondent was allocated into each size group. Then the total numbers of women accommodated by each respondent (based on Annual Survey information) was broken down by into the different size groups (see Table A2).

To get an estimate for non-respondents, the number of women in each respondent size category was divided by the number of units in that same category (for example giving 4.4 women per unit for 'small' services: see Table A2). From this an estimate of the number of women per unit was calculated for each size group of non-respondents. Then these were added to the figures for respondents (see Table A3).

Table A2: Total number of units by size category: respondents				
	Small (0-10)	Medium (11-25)	Large (26- 50)	Extra large (51+)
Numbers of respondents	68	67	13	4
Total respondent units	504	1065	476	609
Number of women per unit	4.2	4.4	2.3	2.9
Numbers of non-respondents	64	43	7	1
Total non-respondent units	448	714	225	62

Note: these figures are not exact so they should be seen as indicative only

Table A3: Numbers of women by respondent and non-respondent size⁵				
	Small	Medium	Large	Extra large
Numbers of women supported by respondents	2139	4679	1074	1791
Estimated numbers of women supported by non-respondents	1882	3142	517	180
Totals	4021	7821	1591	1971

Note: these figures are not exact so they should be seen as indicative only

4 Difficulties arise in reading across the data to each respondent and may reflect the differences between respondents sending in composite returns covering a number of their services and others sending in their details separately for each service. Some services within the same organisation did not respond and three respondents with refuge services did not answer the question about numbers of women supported.

5 The total of the numbers of women supported by each respondent varies slightly from the 9,599 aggregate total. To calculate the estimate we have used the figures in this table. Using the 9,599 figure to add to the non-respondent estimates would give an overall estimate of 15,340.

“Women’s Aid helped me to rebuild my life after it had been shattered by years of abuse. Now, instead of being terrified in our home, my kids and I feel safe and secure – we have a happy new life – thank you”

Diane, survivor of abuse.



PLEASE HELP US TO KEEP WOMEN AND CHILDREN SAFE

Since 1974, Women’s Aid has helped millions of women and children living in fear of domestic and sexual violence. Today, we support a network of around 300 local services working to end domestic violence against women and children in England. Our member services are integrated domestic violence service providers delivering a range of holistic services for women experiencing domestic violence and their children. Keeping the voices of survivors at the heart of its work, Women’s Aid campaigns for better support for women and children, provides training and resources for professionals and delivers a package of vital 24 hour lifeline services through publications, websites and the National Domestic Violence Helpline (run in partnership with Refuge).

One in four women experience domestic violence in their lifetime, and two women are killed every week by a current or former partner. To leave an abusive relationship demands incredible courage. Support for women at this critical time can mean the difference between getting out safely or extreme danger – and that’s where Women’s Aid comes in.

We need your support to enable us to continue to protect women and children and help them to move on to happy and healthy lives. The need for our services is huge, however due to the hidden nature of abuse it can be difficult to raise the funds to support every woman or child who needs our help.

To make a donation visit www.womensaid.org.uk/donate or text **ACT to 70300 to donate £3*** and play your part in making a difference for abused women and children across England.

* 100% of donation goes to Women’s Aid Registered Charity No: 1054154

WOMEN'S AID



NATIONAL TRAINING CENTRE



Whether you work with survivors, deliver a service, or are an employer wanting to support your staff, our unrivalled knowledge and expertise will equip you with the tools to understand and respond effectively to domestic violence.

Qualifications

The Award is a nationally recognised qualification that was specifically developed for those whose work brings them into direct contact with women and children experiencing domestic violence (for example Social Workers or Civil Servants). This qualification is also suitable for volunteers who work in the domestic violence sector.

The Certificate qualifies professionals as a Domestic Abuse Prevention Advocate (DAPA) and enables you to become a registered practitioner. Practitioner's are registered at the point of qualifying.

The Diploma is the highest level of qualification delivered in the sector; available only to those who have completed the Certificate.

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Supporting survivors as a McKenzie Friend in court

Following cuts to Legal Aid, this course will give you the relevant knowledge of family law to become a 'McKenzie Friend' for survivors representing themselves in court.

Supporting Eastern European women living in the UK – available 2014

Offer better advice and support by improving your understanding of domestic violence in relation to Eastern European women migrating to the UK.

Domestic violence and teenage relationships

The home office definition for domestic violence has recently reduced the age of victims from 18 to 16. This training day aims to cover issues and possible implications for help and support for people who experience or perpetrate domestic abuse in teenage relationships.

Domestic violence and the impact on children and young people

This training day is a must for professionals whose work brings them into contact with children and young people with current or previous experiences of domestic violence.



To find out more about all the training opportunities available with Women's Aid visit www.nationaltrainingcentre.org.uk

Contact us on 0117 944 7190, or training@womensaid.org.uk

Women's Aid Annual Survey 2013: Domestic Violence Services

Women's Aid Federation of England,

PO Box 391, Bristol, BS99 7WS

T: 0117 944 4411 F: 0117 924 1703

E: safe@womensaid.org.uk W: www.womensaid.org.uk www.thehideout.org.uk

0808 2000 247

Freephone 24 Hour National Domestic Violence Helpline
(run in partnership between Women's Aid and Refuge)

© Women's Aid 2013 ISBN 978-0-907817-67-3