

Have your say on commissioning Domestic violence and Abuse services in South Gloucestershire

South Gloucestershire provides Safe Accommodation and Specialist Support Services for people affected by Domestic Violence and Abuse. We will be recommissioning our services in 2023 and are keen to hear feedback from a wide range of individuals and organisations on how we can improve our support services and accommodation offering.

To have your say, please complete this survey by **20th October 2022**

Q1 Are you answering this survey as....?

- A domestic violence and abuse service provider
- On behalf of an organisation (other than a service provider)
- An individual in a professional or voluntary capacity
- A person who has experienced domestic violence and abuse
- A member of the public
- Other (please specify below)

Safe Accommodation

South Gloucestershire Council currently commission 19 refuge spaces which are made up of 2 male spaces, 2 single women with complex needs, 8 spaces for women and their children and 7 spaces for single women. These are all spaces in shared accommodation. A refuge offers single gender or single sex accommodation and domestic abuse support which is tied to that accommodation. The address will not be publicly available.

We are considering whether our offer of safe accommodation meets the needs of all those at risk of domestic violence and abuse in South Gloucestershire.

There are several options we could consider which include:

- **Offering self-contained units of refuge accommodation**

- **Offering Dispersed Safe Accommodation** (secure and dedicated to supporting victims of domestic abuse), self-contained with a similar level of specialist domestic abuse support as provided within a refuge but which may be more suitable for victims who are unable to stay in a refuge with communal spaces.

Data from our Domestic Abuse Needs Assessment showed that 53% of those victims of domestic abuse who responded to the survey stated that if they were safe to do so they wished to remain in their own homes. Options to support them to do this include:

- **A Sanctuary Scheme** - a survivor centred initiative which aims to make it possible for victims of domestic abuse to remain in their own homes, where it is safe for them to do so, where it is their choice, and where the perpetrator does not live in the accommodation. This is done by providing additional security – installing a 'sanctuary' – to the victims' property or perimeter.

- **A flexible funding pot** is a designated funding pot that domestic abuse support workers can access quickly and easily for victim/survivors to support them to achieve or maintain safe and secure housing. This can be managed by the provider or the local authority.

Q3 If you have experienced domestic abuse and have felt unsafe in your home, please rank how helpful you would have found the following options for accommodation, with 1 being the most helpful and 5 being the least helpful:

	1 (Most helpful)	2	3	4	5 (Least helpful)
Shared refuge accommodation , where you have your own room but share other facilities. Domestic abuse support is provided in-house for you/you and your children. This is single sex/single gender accommodation and address is not publicly known	<input type="checkbox"/>				
Self contained refuge accommodation , where you have your own front door and do not share facilities. Domestic abuse support is provided in-house for you/you and your children. The address is not publicly known	<input type="checkbox"/>				
Dispersed safe accommodation , this is self-contained accommodation, where you have your own front door and facilities. You would receive domestic abuse support via phone or face to face appointments. This accommodation would be in the community.	<input type="checkbox"/>				
Sanctuary Scheme , where, if safe to do so, you would remain in your own home with safety measures put in place to increase your security, such as; a 'Ring' doorbell, door and window locks and in some cases a 'sanctuary room'	<input type="checkbox"/>				
A flexible funding pot that your domestic abuse support worker could apply to for funds to support you to maintain a safe home or to support you to move to alternative accommodation	<input type="checkbox"/>				

Q4 Would you have wanted / want to stay in your own home if it had been safe to do so?

Yes No Not sure

Q5 If you have any other comments about safe accommodation please let us know:

Group Work

South Gloucestershire Council currently commission group recovery/support work which is delivered face to face and online. There is consistently a waiting list for these groups due to the high demand for group work support and positive outcomes from it. These groups are currently delivered by our commissioned service. The Freedom programme is the current course that we offer.

Q7 If/ when you were referred to the Freedom Programme which of the following options would have been most important to you? Please select the three most important options:

	Most important	Second most important	Third most important
How quickly I could get on the course	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The course being online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The course being face to face	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Type of course (whether it was Freedom Programme or another course)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The course not running for too many weeks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Who was delivering the course (whether it was a provider of domestic abuse services or workers from another organisation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8 If there are any other important factors please let us know:

Children and Young People

In England, the Domestic Abuse Act 2021 recognises children as victims of domestic abuse if they “see, hear or otherwise experience the effects of abuse”. South Gloucestershire currently commission refuge spaces for women and their children should they have to leave their homes as a result of domestic violence or abuse. This includes direct support with Children and young people while in refuge. There is a separate contract to provide practical and emotional support, information, and education for children and young people who are experiencing or have experienced domestic abuse. This includes group work, one to one outreach work and a preventative programme within schools

Q10 If you have experienced domestic abuse and have children or have experienced domestic abuse as a young person please select which three of the following options would have been the most important to you:

	Most important	Second most important	Third most important
That you/your child received support from a domestic abuse support worker trained to work with children/young people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
That you/your child received support from professionals known to you who work alongside specialist domestic abuse support workers and can receive guidance from them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
That you receive parenting advice or support so you feel more able to support your child (or if you a young person, your parent receives parenting support)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
That there are Children and Young person's workers who can support you/your child through abusive relationships they may be in	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
That you/your children can receive support/education in schools about how to recognise domestic violence and abuse and what to do if you/they see it or it affects you/them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q11 If there are any other services which you consider a priority please let us know:

Barriers to accessing domestic abuse services

The South Gloucestershire domestic violence and abuse Needs assessment identified that domestic abuse victims from the following groups were under-represented within Domestic Abuse Specialist services: Older adults, younger adults, men, those who identify as LGBTQ+, BAME, Those who identify as having a disability (physical, mental or learning disability)

The needs assessment identified certain barriers to accessing services which we would like to understand more about and address. We want to ensure that all victims of domestic abuse are able to access and engage with specialist domestic abuse services and that these services meet their specific needs.

Q14 If you have been the victim of domestic abuse, to what extent would you agree or disagree that any of following barriers to using specialist domestic abuse services are things you have encountered or felt?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree
Not knowing what is included in the term 'domestic abuse'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not knowing who the providers of domestic abuse services are	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Concern about disclosing domestic abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not being sure the services will meet your needs (free text to explain your answer)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not being sure if the services offered are for you (free text to explain your answer)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Needing support to make contact with a domestic abuse service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wanting to receive support from someone you are already working with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If there was anything else that put you off engaging with or accessing specialist domestic abuse services please let us know:					

Partnership working

Domestic abuse is everyone's business, and all organisations share the responsibility to tackle domestic abuse and keep victims safe. In order to ensure that those who experience domestic violence and abuse have their needs met holistically we need to consider how organisations work together to support individuals and families

Q16 As a victim of domestic abuse you may have to receive support from several agencies/organisations in addition to the specialist domestic abuse support. To what extent do you think that the following options would have made it easier for you to receive all of the support that you needed?

	A lot easier	A little easier	Not any easier	Not sure
One front door – one contact number/email address that allows you access to all of the domestic abuse services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to legal advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Domestic abuse workers being located in other departments/services such as housing, health, social care so that they can provide advice to those services and you can access their support in different settings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advice about money, debts and welfare benefits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More workers who have contact with the public being able to provide advice on domestic abuse and who to refer you to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More information in the community to raise awareness of domestic abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having a lead worker who can help you share your information with other services safely so that you do not have to tell your story lots of times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About You

This section is really important. It's vital that we understand the experiences of a wide range of respondents in order to ensure that everyone is treated equally. By understanding more about what people from diverse backgrounds tell us, we can ensure we act appropriately to meet needs. All questions are optional and any responses to these questions will remain confidential. Individuals will not be identified and personal details will not be published.

If you are answering on behalf of an organisation you do not need to complete this section

Q17 Please tell us your postcode.

This is used for analysis purposes only.

Q18 What is your age?

- | | | |
|-----------------------------------|-----------------------------------|--------------------------------------------|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 35 to 44 | <input type="checkbox"/> 65 to 75 |
| <input type="checkbox"/> 18 to 24 | <input type="checkbox"/> 45 to 54 | <input type="checkbox"/> Over 75 |
| <input type="checkbox"/> 25 to 34 | <input type="checkbox"/> 55 to 64 | <input type="checkbox"/> Prefer not to say |

Q19 Are you?

- | | |
|---------------------------------|--------------------------------------------|
| <input type="checkbox"/> Female | <input type="checkbox"/> Other |
| <input type="checkbox"/> Male | <input type="checkbox"/> Prefer not to say |

Q20 Please tell us your sexual orientation?

- | | | |
|-----------------------------------|------------------------------------------------|--------------------------------------------|
| <input type="checkbox"/> Bisexual | <input type="checkbox"/> Lesbian/Gay woman | <input type="checkbox"/> Other |
| <input type="checkbox"/> Gay Man | <input type="checkbox"/> Heterosexual/Straight | <input type="checkbox"/> Prefer not to say |

Q21 Do you identify as a transgender person?

- | | | |
|------------------------------|-----------------------------|--------------------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Prefer not to say |
|------------------------------|-----------------------------|--------------------------------------------|

Q22 Do you have any dependents living in your household in the following age groups?

- | | | |
|-------------------------------|--------------------------------|--------------------------------------------|
| <input type="checkbox"/> 0-4 | <input type="checkbox"/> 11-17 | <input type="checkbox"/> No |
| <input type="checkbox"/> 5-10 | <input type="checkbox"/> 18+ | <input type="checkbox"/> Prefer not to say |

Q23 Do you consider yourself to be disabled? **(Please tick all that apply)**

- No
- Prefer not to say
- Yes - Physical impairment, such as difficulty using arms or mobility issues which may mean using a wheelchair or crutches
- Yes - Sensory impairment, such as being blind/having a serious visual impairment or being deaf/have a hearing impairment
- Yes - Mental health condition, such as depression, anxiety or schizophrenia
- Yes - Learning disability/difficulty (such as Down's Syndrome, dyslexia, dyspraxia) or cognitive impairment (such as autism spectrum condition)
- Yes - Long standing illness or health condition, such as cancer, HIV, diabetes, chronic heart disease or epilepsy
- Yes - Other (please state)

Q24 If yes, please, please tell us how this affects the way that you access or use council services.

Q25 Please tell us your ethnic origin

- | | |
|----------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| <input type="checkbox"/> Arab/Arab British | <input type="checkbox"/> Mixed/multiple ethnic group - Other |
| <input type="checkbox"/> Asian/Asian British - Bangladeshi | <input type="checkbox"/> Mixed/multiple ethnic group - White & Asian |
| <input type="checkbox"/> Asian/Asian British - Chinese | <input type="checkbox"/> Mixed/multiple ethnic group - White & Black African |
| <input type="checkbox"/> Asian/Asian British - Indian | <input type="checkbox"/> Mixed/multiple ethnic group - White & Black Caribbean |
| <input type="checkbox"/> Asian/Asian British - Other | <input type="checkbox"/> White - English / Welsh / Scottish / Northern Irish / British |
| <input type="checkbox"/> Asian/Asian British - Pakistani | <input type="checkbox"/> White - Other (please state) |
| <input type="checkbox"/> Black/African/Caribbean/Black British - African | <input type="checkbox"/> White Irish |
| <input type="checkbox"/> Black/African/Caribbean/Black British - Caribbean | <input type="checkbox"/> White - Roma |
| <input type="checkbox"/> Black/African/Caribbean/Black British - Other | <input type="checkbox"/> Other ethnic group |
| <input type="checkbox"/> Gypsy or Irish Traveller | <input type="checkbox"/> Prefer not to say |

If other, please state:

Q26 Are you currently, or have you previously, served in the UK Armed Forces?

- | | |
|--------------------------------------------------------------------------|--------------------------------------------------------------------------|
| <input type="checkbox"/> No | <input type="checkbox"/> Yes - previously served in Reserve Armed Forces |
| <input type="checkbox"/> Yes - currently serving | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Yes - previously served in Regular Armed Forces | |

Q27 Excluding anything you do for your paid employment, are you a carer? (i.e. do you look after or give help or support to, anyone because they have long-term physical or mental health conditions or illnesses, or problems related to old age)

- Yes No Prefer not to say

Q28 Religion/belief

- | | | |
|------------------------------------|---------------------------------|------------------------------------------------------------|
| <input type="checkbox"/> Buddhist | <input type="checkbox"/> Jewish | <input type="checkbox"/> Any other religion (please state) |
| <input type="checkbox"/> Christian | <input type="checkbox"/> Muslim | <input type="checkbox"/> No religion |
| <input type="checkbox"/> Hindu | <input type="checkbox"/> Sikh | <input type="checkbox"/> Prefer not to say |

If other, please state:

Please return your completed questionnaire to Freepost SGC, South Gloucestershire Council, Insight and Engagement Team, Council Offices, Badminton Road, Yate BS37 5AF

Any personal information that you have supplied will be held by South Gloucestershire Council in accordance with the Data Protection Act 2018 and UK General Data Protection Regulations (UKGDPR) 2021. This information will only be used as part of this exercise and personal information will not be published or passed onto any other organisation. Your personal information collected as part of this survey will be kept for two years to help us improve services before being securely destroyed. Our privacy notice, which explains how we will process your personal information, how long we will retain it and your rights as a data subject, is available at www.southglos.gov.uk/privacy