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Free Helpline

Providing confidential support  
and information on domestic  
abuse, sexual violence and  
violence against women in Wales

Llinell Gymorth  
Byw Heb Ofn

Darparu gwybodaeth a chefnogaeth  
cyfrinachol ynglŷch trais domestig,  
trais rhywiol a thrais yn erbyn merched  
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## Welsh Women's Aid

### Summary of 2016/17 Data from Specialist Services in Wales

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Welsh Women's Aid, November 2017



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In 2017-18 our membership comprises of 26 third sector VAWDASV specialist services in Wales, with whom we have national partnership agreements to ensure our work is coordinated and integrated.



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## **Summary**

Welsh Women's Aid is the Wales umbrella body for violence against women, domestic abuse and sexual violence (VAWDASV) specialist services in the third sector in Wales, that aim to end such violence and abuse and ensure survivors have access to high-quality, needs-led and strengths-based support so that they can live safe, healthy and equal lives free from abuse. We act as the voice of the specialist sector to influence and improve policy, legislation and practice for the benefit of survivors, working in partnership with services, survivors and other stakeholders to bring about an end to violence against women in all its forms.

The prevalence of violence against women, domestic abuse and sexual violence is currently largely hidden. The extent of femicide, rape, domestic abuse, forced marriage, sexual harassment, female genital mutilation and other forms of abuse remain invisible in official statistics nationally and locally, and there is a lack of consensus about how such violence should be defined and measured and how this can best be achieved.

We report quarterly and annually on the anonymised data provided to us by specialist services that are members of Welsh Women's Aid, and this report collates the data for 2016-17. We would like to thank member services that have contributed their data to this report (see Appendix 1) which, behind the numbers, work tirelessly to meet increasing demands for their expertise and support with often diminishing resources, to support the women, children and young people, and men who access their services.

### **The report highlights that in Wales in 2016/17:**

- 10,243 survivors were referred to VAWDASV services for help and support; 2,565 survivors were referred for refuge-based support, and 7,678 survivors were referred to VAWDASV Community/Outreach Services.
- Through the year, 14,129 survivors were supported by these specialist services in Wales:
  - 2,848 survivors were supported in refuges; 1,596 were women, 31 were men and 1,221 children
  - 11,281 survivors were supported by the VAWDASV Community/Outreach services; 7,810 were women, 358 were men, and 3,113 children.
- Of women referred for refuge-based support, 1,351 (54%) women were accommodated and supported, and 1,128 (46%) women did not access refuge-based support. Of men referred for refuge-based support, 27 (32%) of men were accommodated and supported, and 57 (68%) men did not access the refuge-based support.



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- On average, 47% of survivors residing in refuges had children. Of those, 68% of children were in refuges with their parents and 32% were staying somewhere else.
- Of the 1,128 women who did not access refuge-based support after being referred, 332 (29%) women did not accept the refuge space. The remaining 796 (71%) women were unable to be supported by the refuge service for a variety of reasons. Of the 57 men who did not access refuge-based support after being referred, 6 (11%) men did not accept the refuge space. The remaining 51 (89%) men were unable to be supported by the refuge service for a variety of reasons.
- The **most common single reason** that survivors were unable to access a space in a refuge was due to there being no space available at the refuge when they needed help: **31% (249) survivors were unable to access refuge space when they needed help, last year, because there was no space available where and when they needed it.**
- **500 survivors (91% women) were unable to be supported in refuges because of a lack of service resources or capacity;** whether this was because they were full, unable to meet support needs/due to complex needs, lacked accessibility for disabled survivors, or lacked resources to support women unable to claim benefits.
- Of the 7,678 survivors who were referred to VAWDASV Community/Outreach services, 7,365 (96%) were women and 313 (4%) were men. Of 7,365 women referred for support, 5,801 women (79%) engaged with the service and were supported, whilst 1,261 (17%) women were unable to be supported, of whom 1,098 (87%) women did not engage with the service. Of 313 men referred for support, 259 (83%) men were supported whilst 49 (16%) men were unable to be supported/did not engage with the service.
- **431 women and 6 men were on waiting lists** to access community outreach support, during the year, because of a lack of service resources/capacity to provide support.
- During 2016/17, VAWDASV Community/Outreach services directly supported 3,113 children.



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To make sure we are able to collect the right data to give an accurate picture of specialist services' work in Wales, at the end of 2015/16 and beginning 2016/17 Welsh Women's Aid introduced a new data collection system.<sup>1</sup> While results in terms of absolute numbers for both years may vary, after direct comparison (after applying the same methodology to both years), the results show us that:

When comparing 2016/17 to 2015/16 we can see there has been a:

- Decrease by 4% of women supported across Wales;
  - Decrease by 1% of women referred to refuges across Wales;
  - Decrease by 8% of women referred for refuge support, who were then accommodated and supported in refuges in Wales;
  - Increase by 15% of women referred for support, who were unable to be supported by specialist services in Wales
  - Decrease by 3% of women declining an offered service, following referral for support.
- 
- Increase by 72% of men supported across Wales;
  - Increase by 29% of men referred to refuges across Wales;
  - Increase by 80% of men referred for refuge support, who were then accommodated and supported in refuges in Wales;
  - Decrease by 44% of men referred for support, who were unable to be supported by specialist services in Wales;
  - Decrease by 14% of men declining an offered service, following referral for support.

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<sup>1</sup> To be able to compare data between the last financial year adjustments had to be made. For example, one service provider was excluded from direct comparison, and data for another three service providers was adjusted to align with the new methodology.



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## **Introduction**

This report has been written for Welsh Women's Aid member services in Wales, and is informed by collating the data that they have submitted.. The report contains statistical information relating to 24 specialist services (see Appendix 1 for contributors). Each of these organisations provide specialist violence against women, domestic abuse and sexual violence (VAWDASV) services to people who have experienced domestic abuse and other forms of violence against women<sup>2</sup>. These services include refuge-based support and community outreach services.

At the end of each quarter in 2016/17, Welsh Women's Aid distributed a data form to gather output and outcome statistics on the services which have been provided. During 2016/17, all service providers who are members of Welsh Women's Aid contributed to this report with their statistics.

## **Methodology 2016/17**

At the end of 2015/16, the need to improve data collection was identified in order to unify methodology and obtain comparable and consistent statistics. This led to a review during Q1 2016/17 which included consultation with service providers (70% engaged).

As a result of the review, changes were made to the national data form, including clarifying the format for data collection, aligning terminology and age bands with *Supporting People* returns, conflating various floating support returns into 'community outreach services' (services noted that due to piecemeal funding it is difficult to separate these) and separating data on children and young people (see Appendix 2).

Over the past 3 months, verification of every submission was completed to ensure the most accurate data regarding the total number of survivors supported by specialist services in 2016/17. The information provided by specialist services was analysed quarterly, and then annually for the purpose of this report. Each section contains headline data<sup>3</sup> where 29 forms were returned (100%), including one service provider who submitted annual data but had not provided quarterly data.

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<sup>2</sup> Domestic abuse is the exercise of power and control by one person, over another, within an intimate or close family relationship; the abuse can be sexual, physical, financial, emotional or psychological and includes coercive control. Violence against women is violence directed at women because they are women or that affects women disproportionately, and includes domestic abuse, rape and sexual violence, forced marriage, female genital mutilation, sexual exploitation including through trafficking and the sex-industry, so-called 'honour-based violence' and sexual harassment.

<sup>3</sup> Table 2, Table 20



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## **Data source**

To inform this report, 98 data submissions were collected from 24 service providers<sup>4</sup> over the year 2016/17. Below is the breakdown of the maximum submissions expected for each region. The following evaluation will contain information on the number of submissions provided where needed.

Table 1: Services contributing to this survey

<b>Region</b>	<b>Number of expected submissions</b>
<b>South Wales</b>	29
<b>Gwent</b>	12
<b>Mid &amp; West Wales</b>	26
<b>North Wales</b>	30
<b>1 member who provided data annually</b>	1
<b>Total</b>	<b>98</b>

In order to keep this report transparent and easy to read, clarification on statistics is accessible under each table (where applicable). It includes number of submissions and survivors contributing to the specific section and missing data. Further methodology is described in Appendix 2 at the end of this report.

<sup>4</sup> Number of data submissions is higher than number of specialist services because some member services provide their data separately for each refuge premises and some provide data for the whole organisation.



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## **About domestic abuse/violence against women specialist services**

Specialist services for survivors (delivered, for example, through refuge-based services that include refuge-based support, floating support and community outreach support; rape crisis and sexual violence support and counselling; independent advocacy and 'one stop shop' women's centres) aim to deliver needs-led, strengths-based, gender responsive, trauma informed support. These services protect, support and empower survivors and their children and work to prevent violence and abuse from starting and escalating, and are provided by specialised staff with in-depth knowledge of violence against women, domestic abuse and sexual violence.

This report focusses on refuge-based services that offer physical and emotional safety, support, advocacy and practical help, delivered through a combination of **refuge-based support** for survivors and **community outreach support** that includes 'floating support'<sup>5</sup>. Refuge-based services form part of a national and UK network of provision that enables families to have 24-hour access to refuge-based services and move between refuges if needed. Refuge-based services include delivery of:

- **Refuge-based support** delivers a planned programme of therapeutic and practical support, above and beyond a safe place to stay, and access to peer support from other survivors. This includes 24-hour access; information and practical help, individual and group support and safety planning; counselling; support and advocacy with housing, finances including benefits/debt, health and well-being, parenting, immigration, legal, criminal and family justice systems, education and employment. The service is designed to meet, and is led by, the needs of survivors and their children, and is delivered by support workers (including dedicated support workers for children and young people) trained and experienced in violence against women, domestic abuse and sexual violence, in an environment which empowers women and children and promotes their autonomy and self-determination. This also includes resettlement support which helps survivors move on to rebuild their lives and establish themselves in local communities.
- **Community outreach support** deliver advocacy, protection and support for survivors in local communities through helpline support and information; short and long-term psychological counselling; information and practical help, individual and group support, and safety planning; peer support groups; support and advocacy with housing and sustaining tenancies, support with finances including benefits/debt, health and well-being, parenting, immigration, legal issues, education and employment; advocacy and support for survivors accessing specialist domestic violence courts, criminal and family justice systems; advocacy and education to support survivors using primary care, maternity and urgent treatment health services (e.g. IRIS advocacy in GP practices); and advocacy, support and counselling for survivors who have experienced multiple forms of abuse.

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<sup>5</sup> Floating Support is support provided in the community funded by *Supporting People* where the aim is to provide housing-related support in the community to sustain tenancies or re-house survivors.



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- **Partnership working** including institutional advocacy, training, provision of expert advice and upskilling professionals, services and partnerships to better identify, respond to, and prevent violence and abuse, and providing referral pathways from public services for survivors to access specialist support.
- **Prevention work in local communities** through community engagement and supporting champions to speak out against violence; education of children, young people and adults; supporting survivors to engage in service improvement; delivering empowerment programmes and challenging inequality between men and women and intersectional discrimination which is the predominant cause and consequence of violence against women, domestic abuse and sexual violence.
- **Promotion of equality and human rights**, which includes developing and delivering services that are led by and for women and led by and for Black and minority ethnic (BME) women. Safe separate provision for men and women, women-only and BME-only services enable specialist services to operate from a framework of empowerment and self-determination. Services not only provide safety and support, but also empower women who see and hear that their experiences of sexism, racism or homophobia are not isolated, and help women find mutual support and self-determination. The provision of tailored support to survivors from Black and minority communities and to survivors who are women, by support workers who understand the particular risks and dynamics of violence experienced by women and experienced in different communities and the barriers to approaching mainstream services, is highly valued by survivors of abuse.

Some services also provide **behaviour change and risk management programmes and individual interventions for perpetrators**, which includes domestic violence perpetrator programmes and parallel partner/victim safety and support services.

Access to these services is through a combination of self-referrals, referrals from other agencies, or referrals from the national Live Fear Free Helpline (delivered by Welsh Women's Aid and funded by Welsh Government). The Helpline offers 24-hour 365-days-a-year lifeline for domestic abuse and sexual violence survivors. It provides a main point of contact to survivors, family/friends and professionals, delivering holistic and integrated responses including information/sign-posting; needs and risk assessments; safety-planning, support and advocacy; and referral pathways to specialist and general services in Wales and the UK.

Specialist services operate within a framework of accredited quality service standards which provide benchmarks for service providers, funders and commissioners about the extent and mix of services that should be available, who should provide them, and the principles and practice base from which they should operate. In Wales, Welsh Women's Aid delivers the National Quality Service Standards for domestic abuse/violence against women services, supported by Welsh Government.



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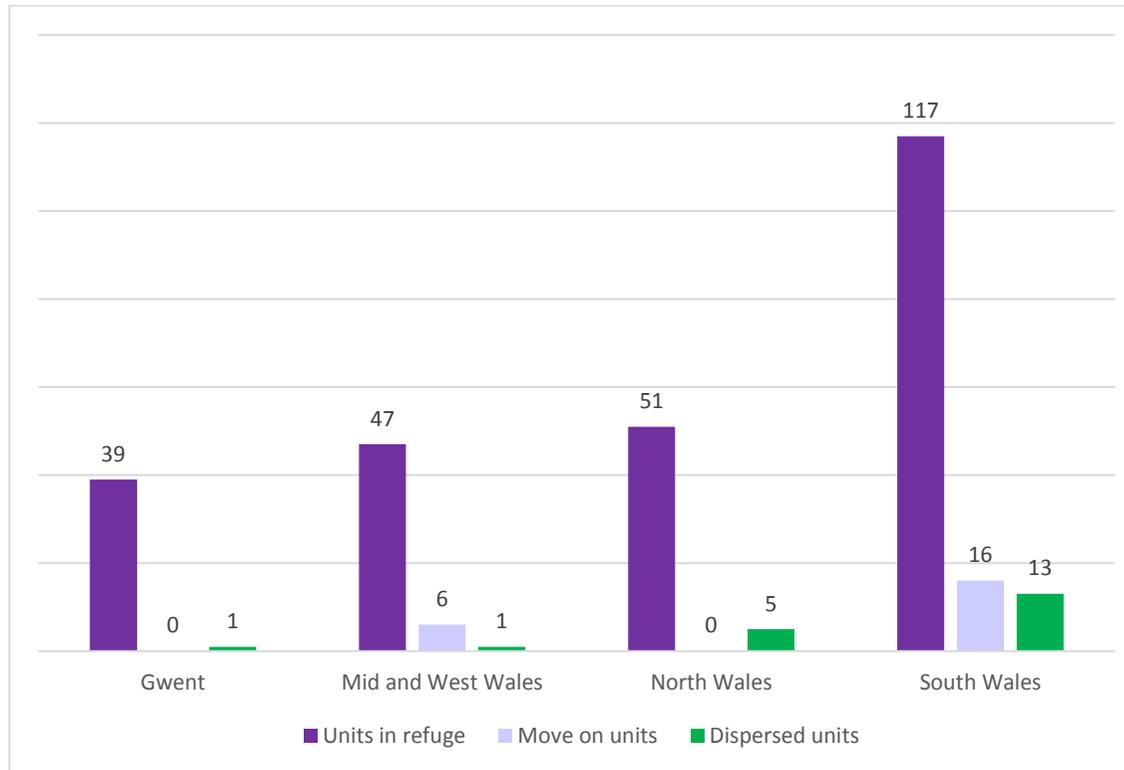
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## Overview of specialist services in Wales

During 2016/17, 296 units including refuge, dispersed units and move on units were available to support survivors who needed to access refuge based support (254 refuge units, 22 move on units and 20 dispersed units). **'Units' here refers to family rooms.** These numbers reflect population density to some extent, with South Wales reflecting the highest population and highest units overall.

Graph 1: Number of units in Wales per region





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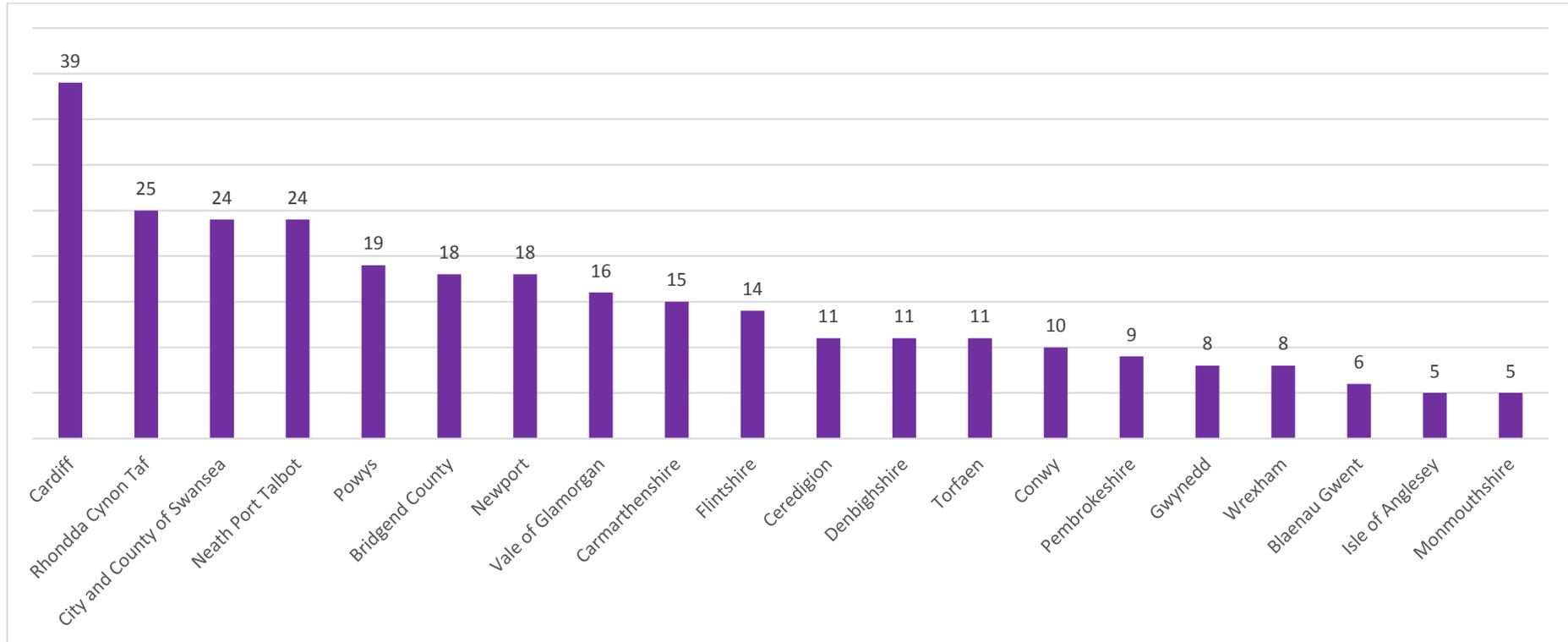
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Graph 2: Number of units in Wales per local authority in 2016-17





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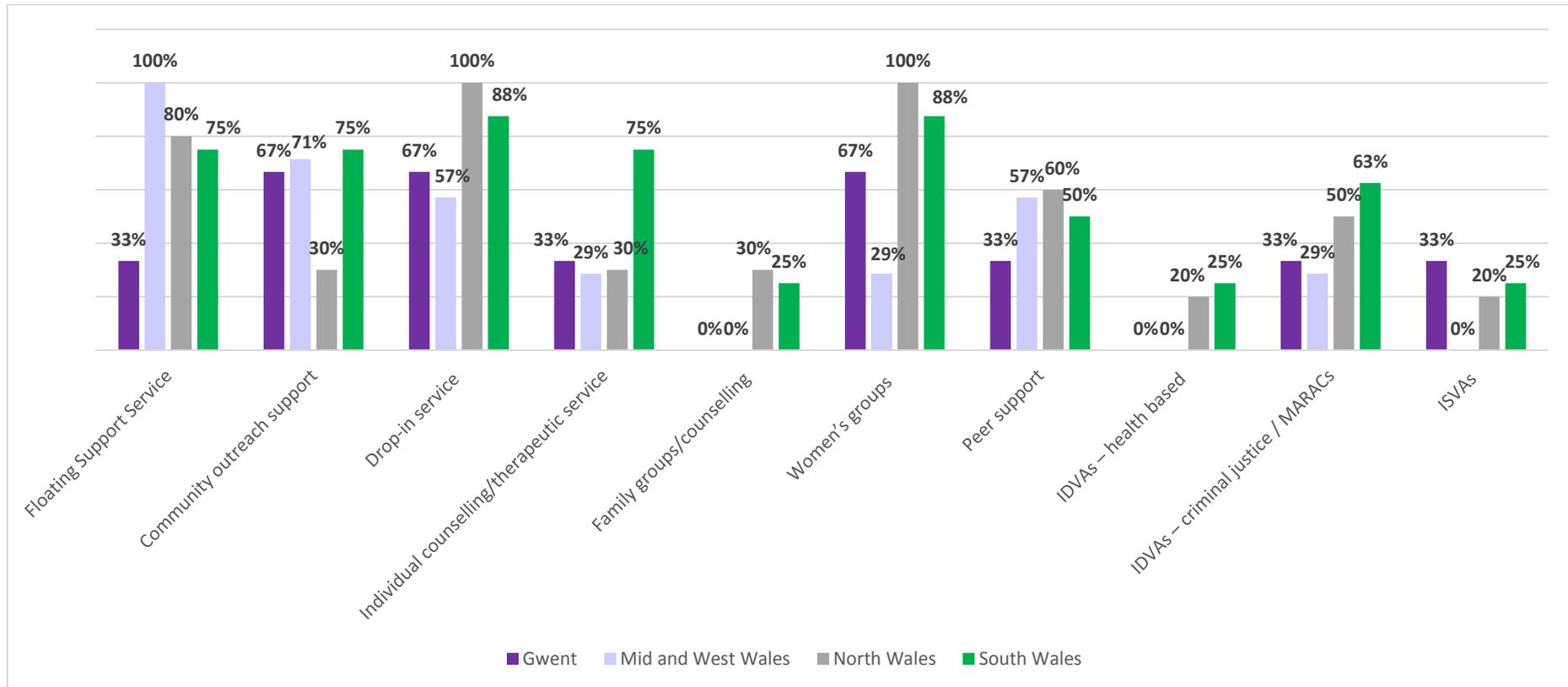


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We also know that there a wide range of additional services member organisations deliver as part of their work, not all of which are commissioned; some of these services suffer from a lack of funding, but services still recognise there is a need to support survivors in these areas and rely on donations to do so). The graphs below provide a breakdown of services available by region, and the percentage of member organisations that deliver these services in each region e.g. 33% of service providers in Gwent area provide a domestic abuse floating support service.

Graph 3: Services provided to survivors in Wales per region





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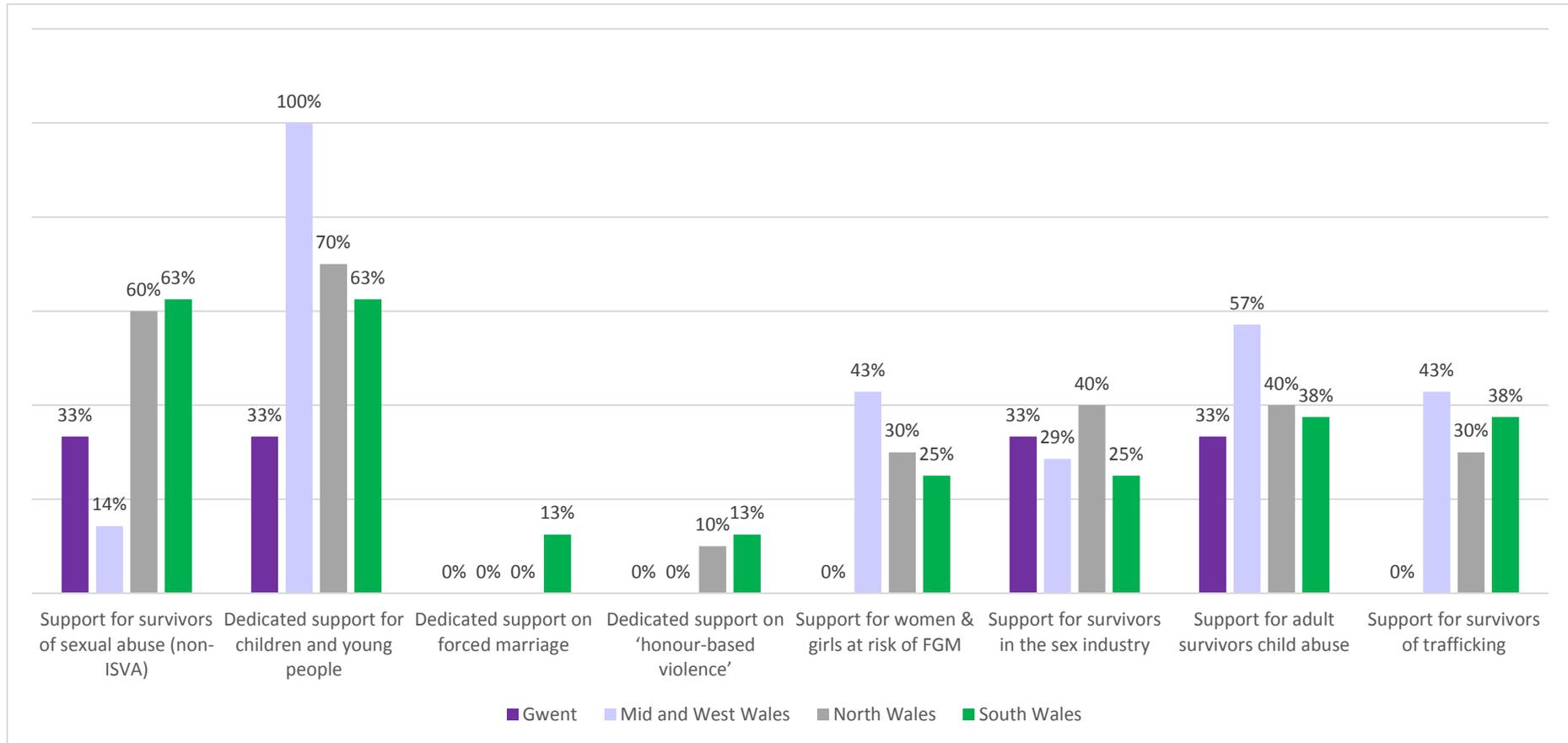
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Graph 4: Services provided to survivors in Wales per region continued





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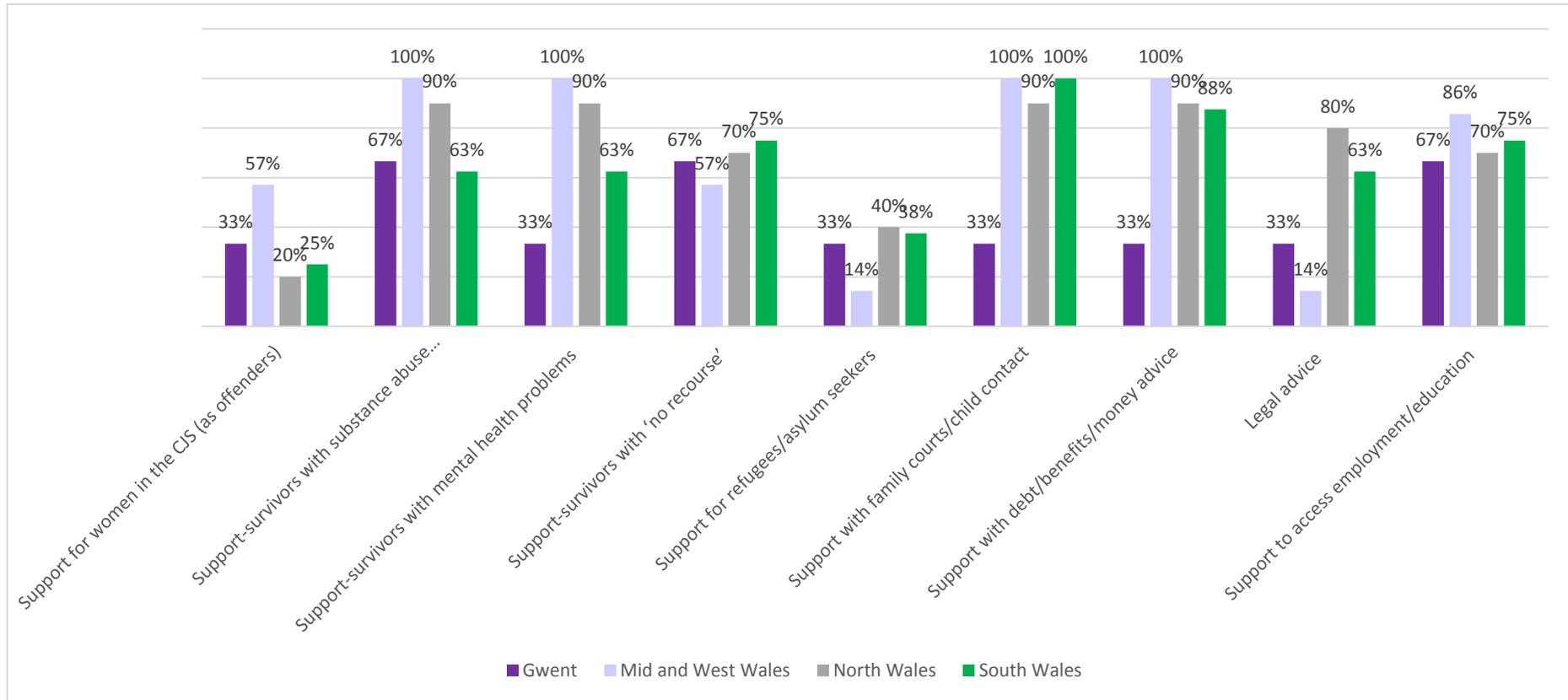
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Graph 5: Services provided to survivors in Wales per region continued





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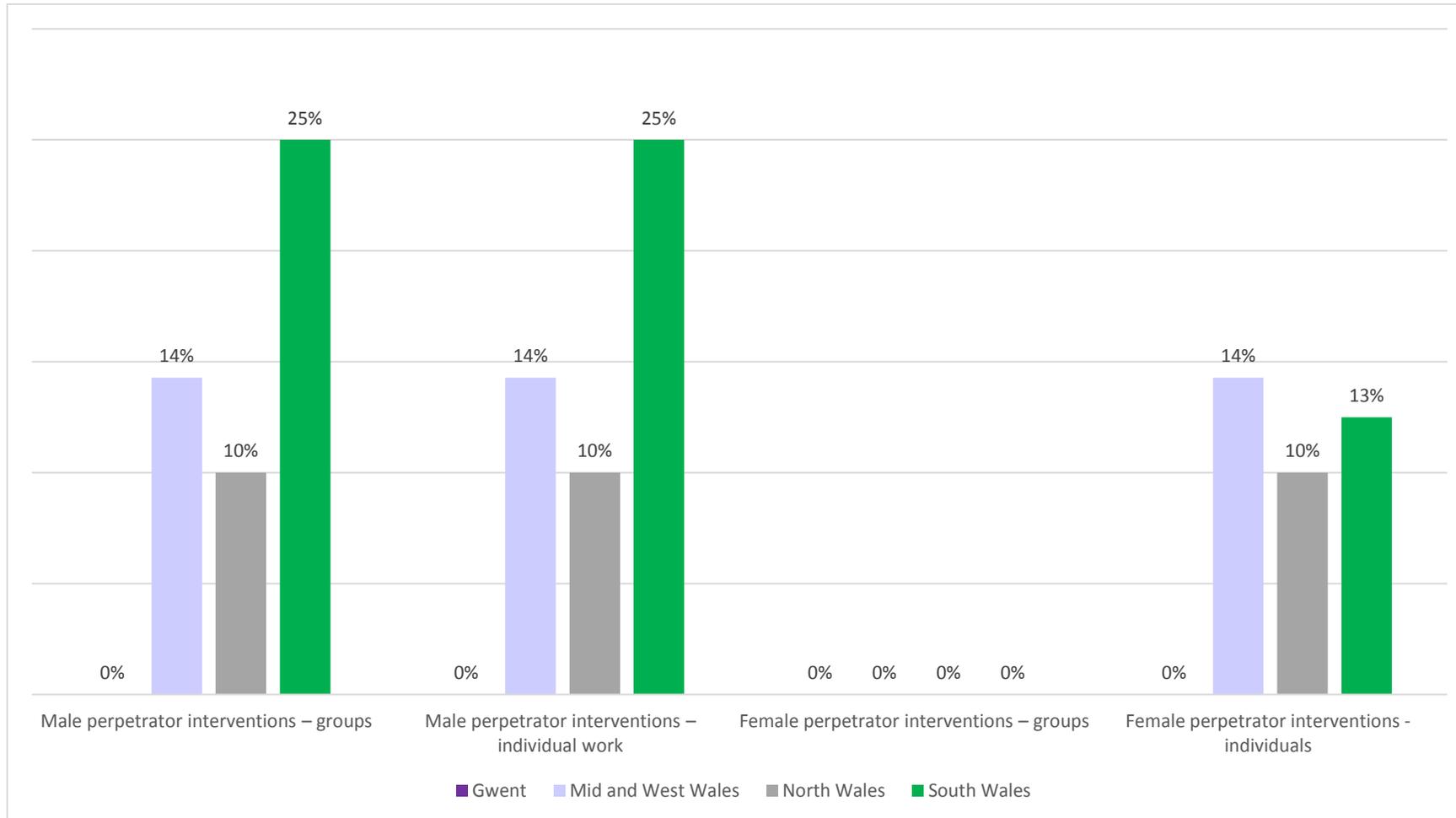
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Graph 6: Perpetrator intervention services provided in Wales per region





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## **Domestic abuse/violence against women specialist services in national scale**

As mentioned above, although the number of units is the highest in Cardiff and lowest in areas such as Monmouthshire and Isle of Anglesey, this does not reflect external factors such as population in the area or size of the area. The following statistics will take these factors into account. Results will be compared with the median<sup>6</sup> for the sector.

### Size of local authorities in Wales

The graph below demonstrates number of km<sup>2</sup> per unit in each local authority. Data is split into two categories by median for the sector. From the local authorities which are placed above median, the highest coverage is the City of Cardiff Council with one unit per 3.6 km<sup>2</sup>. At the opposite end of the scale is Gwynedd Council which is far below median with one unit per 316.9 km<sup>2</sup>.

Survivors living in areas below the median will have a higher chance of encountering issues with limited accessibility to support compared to survivors in local authorities above the median, for example due to relative travel distances and lack of transportation. This can present a challenge not only to survivors but also for support workers and is a particular consideration in rural areas of Wales.

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<sup>6</sup> The median is the middle value in a sample sorted into ascending order. If the sample contains an even number of values, the median is defined as the mean of the middle two. In this case, median provides a more accurate reflection of an 'average'.



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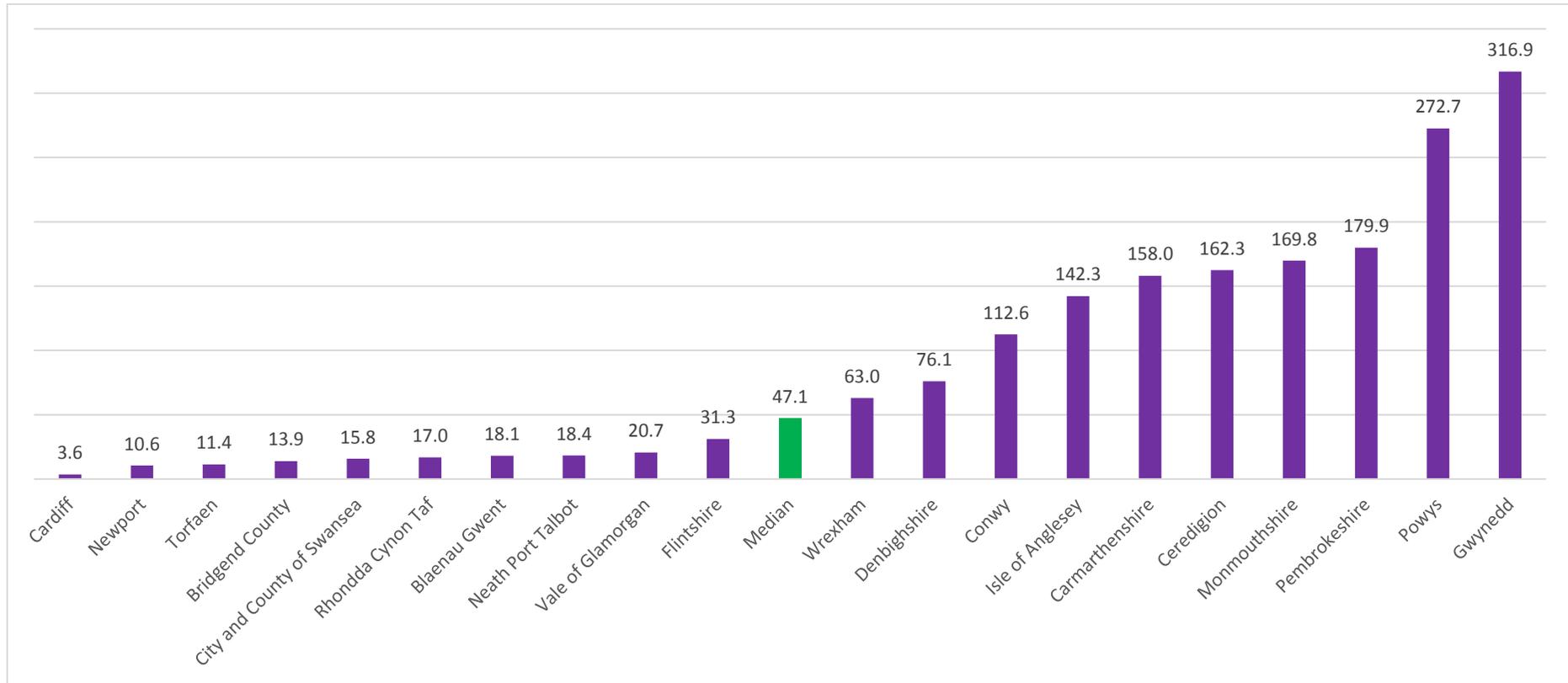
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Graph 7: Km<sup>2</sup> per unit





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### Population in local authorities in Wales compared with refuge units available

Another factor which should be taken into account is the population in each local authority area compared to the number of units available. This gives an idea of how much services have been prioritised in this area, but won't necessarily impact on access to the units as people will not always access services in the area where they live. We know, for example, that women and children fleeing abuse need quick access to the national (and UK) network of refuge-based support, which needs to be provided across authority areas.

Taken as a national picture however, we can see how Wales fares in coverage. Data has again been broken down into two categories – above and below median. The lowest number of people per unit have been reported in Neath Port Talbot Council (5,875 inhabitants per unit) – which could mean it should be easier for survivors to access units in this area, should survivors need to access refuge support in their region. At the other end of the scale there is Monmouthshire County Council (18,495 inhabitants per unit) where it may be more difficult to access units should survivors need to access refuge support in their region. Despite the fact that Cardiff County Council has the largest unit network when considering size of the area, when taking population into account, Cardiff County Council falls below the median. This gives an indication of the prioritisation and budgets dedicated to these specialist services across local authorities. There is a further breakdown for the female population below.



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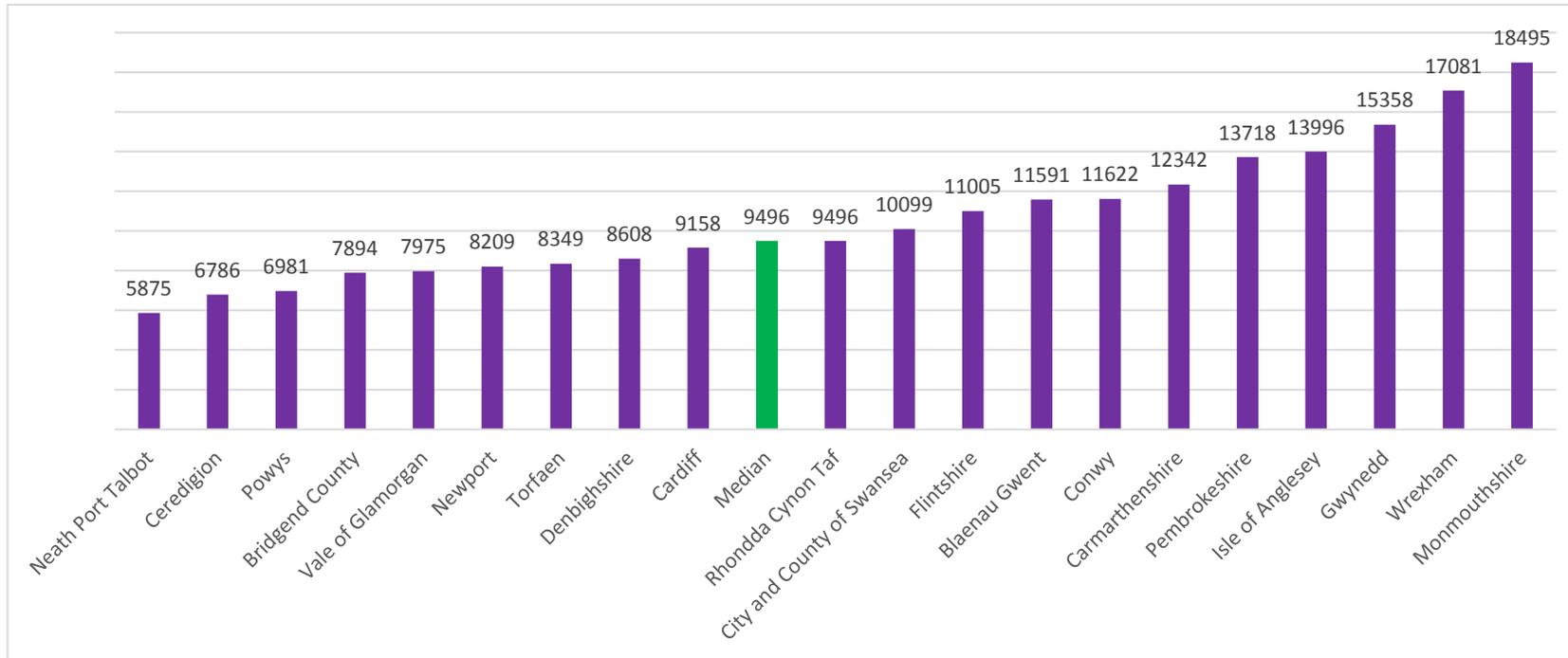
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Graph 8: Population per unit





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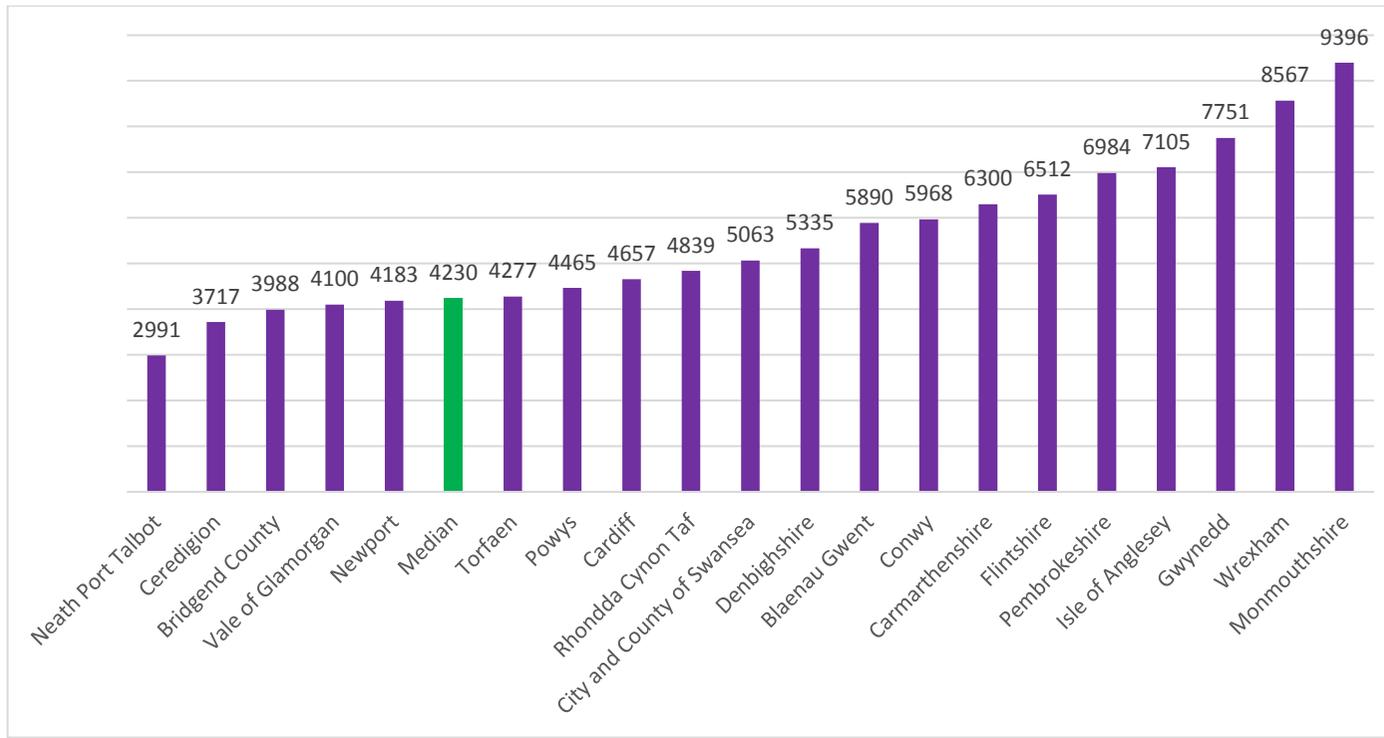
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Graph 9: Population per unit (women only)





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## **Refuge-based support**

This section examines statistical information regarding the refuge-based support provided, and the women, children and men who used these services in 2016/17.

### ***Referrals and access to service***

Table 2: Survivors referred to and accessing refuge support

2016/17 refuge based support	Women	Children/young people	Men	Total
Total survivors supported in refuges in 2016/17	1,596	1,221	31	2,848
Total new referrals (individuals) from April 2016	2,481	-	84	2,565
Of new referrals, total accommodated and supported in refuges	1,351	-	27	1,378
Of new referrals, total turned away from accessing refuge-based support	796	-	51	847
Of new referrals, total offered refuge – based support but did not accept	332	-	6	338
Waiting list at the end of Q4 2016/17	2	-	0	2



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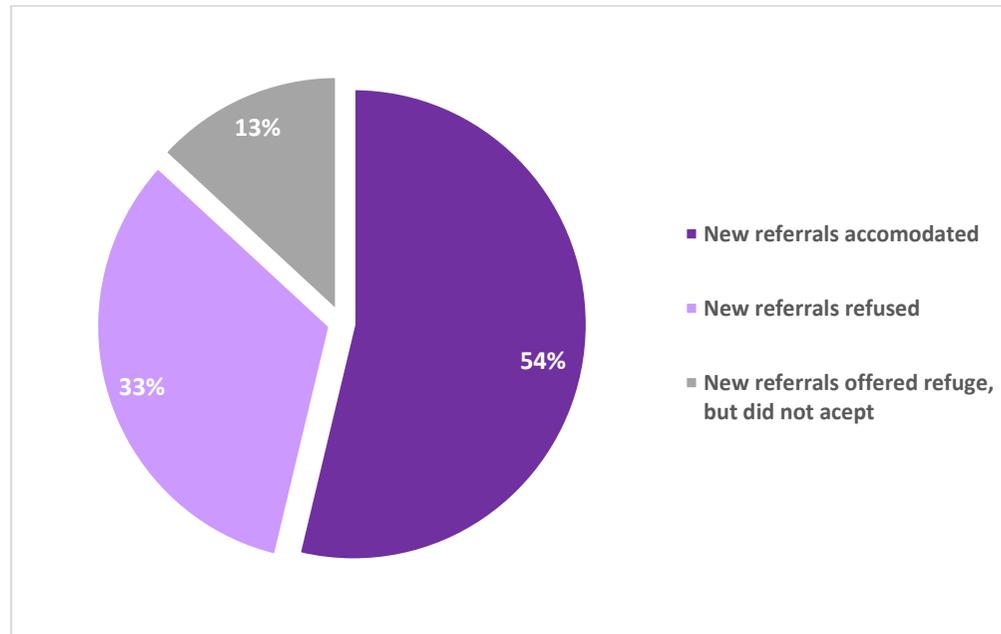
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In 2016/17, 2,848 survivors accessed refuge-based support in Wales: 1,596 women, 1,221 children (in refuge with their parent) and 31 men<sup>7</sup>. There were 2,565 survivors referred for refuge-based support, for women and men who needed to access a refuge. The majority of referrals were for women (2,481 women, 97% of referrals) and 3% for men (84 referrals).

1,378 (54%) adult survivors referred were able to be accommodated and supported in refuges, although there were 1,185 (46%) adult survivors who did not access or engage with refuge-based support after being referred, for a variety of reasons, which will be discussed below.

Graph 10: Survivors referred to refuge-based support



<sup>7</sup> This includes survivors who were in refuges at the beginning of Q1 2016/17 and those who were referred and accommodated during 2016/17.



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**One third of survivors refused a space (249 survivors, 31% of survivors refused refuge), were turned away because the refuge-based support they wanted to access was full at the time they needed support.** Having no space in the refuge was the most common reason that survivors referred to the service were unable to access refuge. Looking at this separately for women and men, 29% of women and 71% of men were turned away because the refuge was full.

The second most common reason survivors were unable to be supported was because the refuge-based support service was unable to meet the needs specified and/or the service had no further capacity to support survivors with perceived complex and multiple needs. This was the case for 208 (26%) survivors<sup>8</sup> referred for refuge-based support last year.

Taking into account the range of reasons reported by services for being unable to support survivors in the refuge,

- **500 survivors (456 women - 91%) were unable to be supported in refuges because of a lack of service resources or capacity** (whether this was because they were full, unable to meet support needs/due to complex needs, lacked accessibility for disabled survivors, or lacked resources to support women unable to claim benefits).
- 32 women and 2 men were unable to be supported in the refuge due to previous offending behaviour. Given the co-existence between women involved in the justice system and their experiences of violence and abuse, having criminal records remains a barrier for women who need access to support.

A further 96 (12%) survivors were unable to access refuge-based support because the initial assessment carried out by support workers indicated the risk to them would increase if they stayed in that particular refuge ('high-risk') e.g. if perpetrators live nearby or know the location of the refuge. In such cases, for example, survivors would be referred to another refuge.

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<sup>8</sup> Includes 'Unable to meet support needs' and 'Already supporting high/complex needs'



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Table 3: Refusal reasons

	<b>Women</b>	<b>Men</b>
<b>Refuge full</b>	213	36
<b>Unable to meet support needs (please specify in additional notes)</b>	113	8
<b>Criminal Record/Convictions, i.e.. Arson, offences against a child</b>	32	2
<b>High risk - please specify i.e. perpetrator knows location of service user</b>	96	0
<b>Already supporting high/complex needs service users, i.e.. Alcohol/Substance Misuse/Mental Health, etc.</b>	87	0
<b>Not experiencing DA</b>	64	3
<b>Males over 16</b>	0	0
<b>No disabled facilities available</b>	11	0
<b>No recourse to public funds</b>	32	0
<b>Displaying abusive behaviour</b>	15	0
<b>Housing benefit</b>	0	0
<b>Other, please specify</b>	81	2
<b>Total</b>	744	51
<b>Missing data</b>	54	0

Note: Refusal reasons data includes 2 extra records (2 survivors had multiple reasons recorded)

The reasons why survivors turned down the refuge-based support was recorded for 311 (92%) women; 136 women (44%) changed their mind, followed by 39 (13%) women survivors who were reluctant to move out of their area. Reasons for 70 survivors were unknown (23%).



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Table 4: Reasons why survivors declined the service

	Women	Men
<b>Changed their mind</b>	136	0
<b>Returned to perpetrator</b>	7	0
<b>Decided to remain at home without perpetrator</b>	4	0
<b>Decided to remain with family/friends</b>	19	0
<b>Reluctant to move out of area</b>	39	0
<b>Found alternative accommodation</b>	13	0
<b>Space become available within their local area</b>	7	0
<b>Unknown</b>	70	0
<b>Other</b>	16	0
<b>Total</b>	311	0
<b>Missing data</b>	21	6

### Referral sources

In 2016/17, 2,565 survivors were referred to refuge-based support in Wales with 1,378 (54%) being accepted into the service. The following statistics demonstrate referral source for those who were referred and accepted into the service.

In 2016/17, the most common source of referral to refuge-based support in Wales was from other domestic abuse organisations or violence against women specialist services; 324 (26%) survivors were referred from other specialist services. This was followed by self-referrals, with 232 (20%) survivors contacting refuge services directly, compared with 230 (20%) survivors referred from other internal services e.g. drop in.



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Table 5: Referral source

	Women	Men	Total
<b>Other domestic abuse/violence against women service</b>	320	4	324
<b>Internal (e.g. from Drop In)</b>	230	0	230
<b>Health Service</b>	24	0	24
<b>Police</b>	87	2	89
<b>Probation</b>	12	0	12
<b>Live Fear Free Helpline</b>	68	2	70
<b>Adult Social Services</b>	13	1	14
<b>Children's social services</b>	43	0	43
<b>Housing service (local authority or housing association)</b>	120	11	131
<b>MARAC</b>	9	0	9
<b>Other Service</b>	36	0	36
<b>Family/Friend</b>	9	0	9
<b>Self-referral</b>	227	5	232
<b>Unknown</b>	7	0	7
<b>Other</b>	23	1	24
<b>Total</b>	1,228	26	1,154
<b>Missing data</b>	146	1	147

n = 88; missing data for 147 referrals (11%);

*During 2016/17 1,351 women and 27 men were referred and accepted into refuges. Table above includes data for these survivors plus 22 additional records (7 referrals that were declined in Q1, and 15 survivors who were in refuge at the begging of April 2016). 1 man was reported among the women's statistics.*



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Refuge-based support services in Wales provided information on the local area that accepted referrals came from for 943 (68%) survivors. For the purpose of this question, local area refers to the specific local authority (LA) in which the service is based. Specialist services reported that 445 (47%) survivors referred to refuge-based support came from within their own local area followed by 349 (37%) survivors referred from elsewhere in Wales. 149 (16%) survivors referred to refuge-based support during this year came from elsewhere in the United Kingdom. In total, more than half of survivors accessing refuge had travelled from a different local authority area, reflecting the need for the national network of refuge services where survivors can move across local authority boundaries to access support and safety.

Table 6: Local referral area

	Total
Own LA	445
Other LA in Wales	349
Other LA in UK	149
<b>Total</b>	943
Missing data	437

*n = 73; during 2016/17 1,351 women and 27 men were referred and accepted into refuges. Table above includes data for these survivors and 2 extra records (2 referrals who were declined in Q1)*



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## ***Types of abuse disclosed by women accessing refuge-based support***

Table 7: Recorded abuse types experienced by women

	<b>Women</b>
<b>Coercive controlling behaviour (psychological/emotional abuse)</b>	1352
<b>Physical Abuse</b>	1033
<b>Sexual Abuse</b>	375
<b>Financial Abuse</b>	656
<b>Female Genital Mutilation (FGM)</b>	3
<b>Honour-based Violence (HBV)</b>	37
<b>Stalking and Harassment</b>	338
<b>Trafficking/human slavery</b>	10
<b>Forced Marriage</b>	20
<b>Online Abuse (e.g. revenge pornography)</b>	87
<b>Other</b>	115
<b>Total records</b>	4,026
<b>Missing data</b>	430

*n = 81; during 2016/17 1,596 women were supported in refuges. Of these 1,271 women (80%) provided data on types of abuse they experienced. Data was collected on a quarterly basis for all supported survivors in refuge because disclosed types of abuse may change as the relationship between case worker and survivor develops. As the result of this 4,026 records for women were collected.*

*(Note: coercive control is not defined as a specific category of abuse in the data collection returns).*

The total count for types of abuse that were experienced by women accessing refuge-based support during this year was 4,026, which demonstrates that women were exposed to multiple abuse types - on average women disclosed experiencing between two and three types of abuse<sup>9</sup>. The most common type of abuse disclosed was emotional abuse followed by physical abuse, with 1,352 records (34%) disclosing

<sup>9</sup> Calculated as total records of types of abuse divided by total individuals contributing each quarter



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emotional abuse and 1,033 women (26%) disclosing physical abuse. Whilst the numbers were significantly lower than reports of emotional and physical abuse, there all the above abuse types were reported, with 3 women (less than 1%) reporting female genital mutilation, 37 women (less than 1%) disclosed experiencing so-called honour based violence, 20 women (less than 1%) disclosed being forced into marriage and 10 women (less than 1%) disclosed experiencing trafficking/human slavery. 115 women reported their abuse type experience as 'other'. From these, further details were provided for 74 women (64%). The most common abuse type reported as 'other' was isolation (38 women), followed by verbal abuse and threats (20 women).

Table 8: Types of abuse experienced by women - other

Abuse Types Experienced by Women - Other	Total
Threats to pets	2
Damage to property/criminal damage	4
Threats/assault with weapons	6
Arson- burning woman's home	1
Prevented from leaving house/isolation	38
Familial abuse	2
Verbal abuse and threats	20
Not allowing woman to have prescribed medication	1
Total	74



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### ***Types of abuse disclosed by men accessing refuge-based support***

The total count for types of abuse experienced by men accessing refuge-based support during this year was 101, which demonstrates that men were exposed to multiple abuse types<sup>10</sup>. On average men disclosed experiencing one or two forms of abuse. The most common disclosed was emotional abuse, with 37 records (37%) disclosing emotional abuse, 27 men (27%) disclosing physical abuse and 20 men (20%) disclosing financial abuse. Whilst the numbers were significantly lower than reports of emotional, physical abuse or financial abuse, 9 men disclosed sexual abuse, 3 men disclosed stalking and harassment, 2 men disclosed being forced into marriage and 2 men disclosed experiencing trafficking/human slavery. 1 man reported online abuse. There were no reports of men disclosing so-called honour-based violence during 2016/17.

Table 9: Recorded abuse types experienced by men

	<b>Men</b>
<b>Coercive controlling behaviour (psychological/emotional abuse)</b>	37
<b>Physical Abuse</b>	27
<b>Sexual Abuse</b>	9
<b>Financial Abuse</b>	20
<b>Female Genital Mutilation (FGM)</b>	0
<b>Honour-based Violence (HBV)</b>	0
<b>Stalking and Harassment</b>	3
<b>Trafficking/human slavery</b>	2
<b>Forced Marriage</b>	2
<b>Online Abuse (e.g. revenge pornography)</b>	1
<b>Other</b>	0
<b>Total records</b>	101
<b>Missing data</b>	1

*n = 81; during 2016/17, 31 men were supported in refuges. Of these, 27 men (87%) provided data on types of abuse they experienced. Data was collected on a quarterly basis for all supported survivors in refuge because disclosed types of abuse may change as the relationship between case worker and survivor develops. As the result of this 101 records for men were collected.*

<sup>10</sup> Calculated as total records of types of abuse divided by total individuals contributing each quarter



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### Support Needs

Many survivors have a range of support needs associated with their experience of abuse. The total count for support needs of women accessing refuge-based support during 2016/17 was 3,096, which indicates that women had multiple support needs. The most common support need that was disclosed and recorded relate to mental health<sup>11</sup>, with 939 records being collected (30%). The second most common support need disclosed and recorded was relating to financial support, with 512 (17%) survivors disclosing this need. 390 (13%) support needs were disclosed and recorded relating to substance misuse, 284 (9%) related to suicide ideation and self-harm, 255 (8%) related to legal support needs such as support with injunction, reporting to police, the criminal justice system or processes, or support with family law or court.

Table 10: Recorded Support Needs (Women)

	Women
<b>Mental Health Issues (Depression, Anxiety, PTSD, Other Mental Health Issue)</b>	939
<b>Self-Harm, Suicide Ideation</b>	284
<b>Substance Misuse (Illegal Drug, Prescription Drug, Legal High, Alcohol Misuse)</b>	390
<b>Legal (support with injunction, report to police, criminal justice system or process, a court, family law)</b>	255
<b>Finance</b>	512
<b>Skills development, education and employment</b>	210
<b>Help to support dependent children</b>	207
<b>Immigration status</b>	18
<b>Disability (Physical and Mental)</b>	163
<b>Other (please specify in additional notes specific needs and breakdown of numbers)</b>	118
<b>Total records</b>	3,096
<b>Missing data</b>	581

*n = 78; during 2016/17 1,596 women were supported in refuge. Of these 1,132 women (71%) provided data on additional support needs. Data was collected on quarterly basis for all supported survivors in refuge because support needs can change over time. As a result, 3,096 records for women were collected.*

<sup>11</sup> Mental health support needs include Depression, Anxiety, Post-Traumatic Stress Disorder and other mental health issues



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118 survivors identified further support needs (reported as 'other'). Further details were collected for 111 survivors. Of these, 18 survivors identified support needs associated with a long term health condition, followed by 14 survivors who had support needs relating to being young and vulnerable.

Table 11: Recorded support needs - Other (Women)

Health related/Disabilities		Other	
<b>Anorexia</b>	4	<b>Contact adoption Centre</b>	2
<b>Chronic Illness</b>	2	<b>Criminal justice</b>	7
<b>Dyslexia/ dyspraxia</b>	2	<b>Elderly</b>	1
<b>Epilepsy</b>	6	<b>Language barriers</b>	2
<b>Learning difficulties</b>	2	<b>Online Revenge/Porn</b>	1
<b>Long term health condition</b>	18	<b>Parenting</b>	1
<b>Long term illness</b>	7	<b>Pet fostering</b>	1
<b>Partially deaf</b>	3	<b>Plan weekly menus</b>	2
<b>personality disorder</b>	1	<b>Storage</b>	2
<b>Physical disabilities/ailments</b>	3	<b>Target hardening</b>	2
<b>Physical health - Type 1 Diabetes and pregnancy</b>	12	<b>Translator services</b>	3
<b>Support with pregnancy</b>	1	<b>Young and vulnerable</b>	14
<b>PTSD</b>	2		

*Note: Of 118 records submitted as 'Other' (Table 10), further details were provided for 111 cases (94% , Table 11). Some of the above categories (table 11) could have been categorised differently in Table 10 (e.g. as mental health issues or disabilities). However, data was analysed as submitted by member groups only dividing them into two categories – 'Health related other' and 'Other' in Table 11.*



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Breakdown of support needs were also provided for men with 53 records being collected. Of these, 14 support needs were disclosed and recorded relating to mental health issues (26%), followed by 9 support needs disclosed and recorded relating to legal support and 8 (7%) relating to skills development, education and employment (15%). Further additional support needs for men are displayed below.

Table 12: Recorded Support Needs (Men)

	<b>Men</b>
<b>Mental Health Issues (Depression, Anxiety, PTSD, Other Mental Health Issue)</b>	14
<b>Self-Harm, Suicide Ideation</b>	4
<b>Substance Misuse (Illegal Drug, Prescription Drug, Legal High, Alcohol Misuse)</b>	5
<b>Legal (support with injunction, report to police, criminal justice system or process, a court, family law)</b>	9
<b>Finance</b>	2
<b>Skills development, education and employment</b>	8
<b>Help to support dependent children</b>	1
<b>Immigration status</b>	0
<b>Disability (Physical and Mental)</b>	5
<b>Other (please specify in additional notes specific needs and breakdown of numbers)</b>	5
<b>Total records</b>	53
<b>Missing data</b>	7

*n = 78; during 2016/17 31 men were supported in refuge. Of these 20 men (65%) provided data on additional support needs.*

*Data was collected on quarterly basis for all supported survivors in refuge because support needs can change over time. As a result, 53 records for men were collected.*



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### Length of stay in refuges

The table below displays the length of time that survivors were accommodated and received refuge-based support. During 2016/17 1,304 survivors left refuge services across Wales (1,279 women and 25 men).

597 survivors (49%) were accommodated and supported in a refuge for one month or less, and 229 survivors (19%) were accommodated and supported in a refuge for between 1 and 2 months. 81 survivors (7%) were accommodated and supported in a refuge service for over 6 months.

Table 13: Length of Stay

	Total
<b>1 month or less</b>	597
<b>1 - 2 Months</b>	229
<b>2 - 3 Months</b>	132
<b>3 - 4 Months</b>	85
<b>4 - 5 Months</b>	58
<b>5 - 6 Months</b>	42
<b>More than 6 Months</b>	81
<b>Total</b>	1,224
<b>Missing data</b>	80

n = 90; number of leavers during 2016/17 1,304



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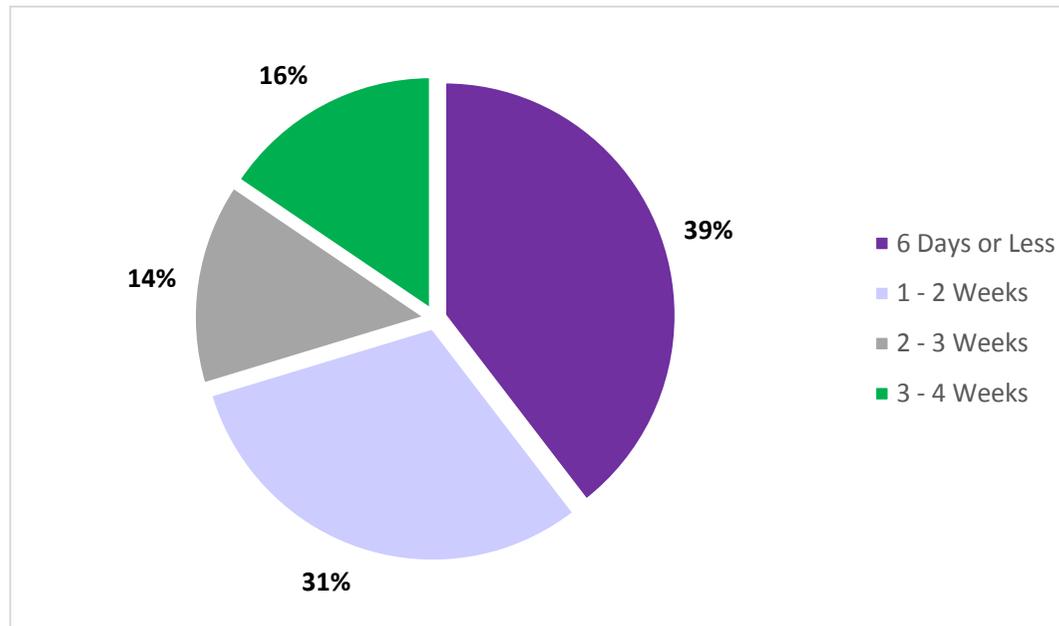
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When the data for one month or less was analysed, 236 survivors (39%) were accommodated in refuge for 6 days or less, 184 survivors (31%) were accommodated in refuge between 1-2 weeks, 84 survivors (14%) were accommodated in refuge between 2 and 3 weeks and 93 survivors (16%) were accommodated between 3 and 4 weeks.

Graph 11: Length of Stay under 1 month



### Moving on

In 2016/17, 1,304 survivors were supported to move on from refuge-based support through a resettlement service. The places that survivors moved to are displayed in the table below. Whilst locations varied widely, the most common move-on option for survivors was being rehoused in local authority or housing association accommodation: 238 survivors (20%) were rehoused in social housing, 113 survivors (10%) were supported with moving on to another support agency, and 163 survivors (14%) moved in with family or friends after leaving the refuge.



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102 survivors (9%) returned to their own home without the perpetrator living there, and 104 survivors (9%) left refuge-based support and returned to the perpetrator (note that survivors can still continue to be supported whilst living with the perpetrator through outreach support).

Table 14: Move On

	Women	Men
<b>Moved to temporary local authority/housing association housing</b>	57	0
<b>Moved to permanent local authority/housing association housing</b>	175	6
<b>Moved to private rented accommodation</b>	55	1
<b>Second stage accommodation</b>	70	0
<b>Moved to short term supported accommodation</b>	44	0
<b>Moved to long term supported accommodation</b>	46	1
<b>Moved to sheltered housing</b>	12	0
<b>Transferred to another support agency</b>	112	1
<b>Moved in with family/friends</b>	162	1
<b>Moved home (no perpetrator)</b>	100	2
<b>Returned to perpetrator</b>	102	2
<b>Eviction</b>	46	3
<b>Other</b>	174	0
<b>Total</b>	1,155	17
<b>Missing data</b>	124	8

*n = 90; number of leavers during 2016/17 1279 women and 25 men*



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On average, 70 survivors were ready to move on from refuges every quarter, however there was no place available to them.

Table 15: No move on available

	Women	Men
Q1	73	0
Q2	71	2
Q3	65	1
Q4	69	3

n=68; It is not recommended to sum quarters up as same survivors could have been reported in more than 1 quarter

For 549 survivors (42%) who moved on from refuge-based support, the local authority area to which they moved was recorded. 321 survivors (58%) were rehoused in the same local authority area as the refuge-based support, 161 survivors (29%) were rehoused or moved to another area in Wales, and 67 survivors (12%) left refuge to live elsewhere in the UK.

Table 16: Local Authority Area Re-housed

	Total
Own LA	321
Other LA in Wales (please specify)	161
Other LA in UK	67
Total	549
Missing data	755

n = 73; number of leavers during 2016/17 was 1,304



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### MARAC (Multi-Agency risk Assessment Conference)

Data for MARAC referrals was collected on quarterly basis for all women and men residing in refuge. On average, 19% of women were assessed as 'high risk' of significant harm/homicide and were referred to a Multi-Agency risk Assessment Conference (MARAC). Of the men who were supported during 2016/17, 67% were referred to a MARAC.

Table 17: MARAC Referrals

Quarters	MARAC referrals		Supported survivors each quarter		Submissions returned <sup>12</sup>
	Women	Men	Women	Men	
Q1	75 (19%)	2 (29%)	399	7	16
Q2	70 (16%)	5 (71%)	438	7	18
Q3	70 (20%)	1 (100%)	357	1	18
Q4	65 (19%)	0	339	0	19

### No Recourse To Public Funds

This year, 78 survivors<sup>13</sup> were referred to refuge-based support in Wales who, because of their insecure immigration status, had 'no recourse to public funds'; of these, 66 survivors (85%) without recourse to public funds were referred to one specialist service. Of those referred to a refuge service, 48 survivors (62%) who had 'no recourse to public funds' status were accommodated and supported in refuge.

There was no information provided in regards to the 30 survivors without recourse to public funds who were unable to access refuge-based support.

<sup>12</sup> Out of the possible 28 submissions which were expected quarterly

<sup>13</sup> This data does not include an information from 2 member services who did not provide any data regarding to 'no recourse to public funds'



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### Children supported alongside their parents

This section explores data provided on children who were accommodated and supported in refuge alongside their parent.

**During 2016/17 1,221 children were supported through refuge-based services alongside their parent.** <sup>14</sup>

On average, 47% of survivors had children either residing with them in refuge or staying somewhere else.

Table 18: Survivors with children accessing refuge-based support (parent/carers)

Survivors with Children/Quarter	Number of survivors with children living in the refuge	Number of survivors with children not living in the refuge	Total number of survivors with children
Q1	162	74	236 (43%)
Q2	229	116	345 (53%)
Q3	159	79	238 (45%)
Q4	176	72	248 (45%)

*n=17 (Q1), 21 (Q2), 22 (Q3), 22 (4); it is not recommended to sum quarters up as same survivors could have been reported in more than 1 quarter*

Service providers contributing to this report were also asked to provide a breakdown of place of residence of children not in refuge.

The most common place of residence in all 4 quarters was with other family member, followed by housed with social services, or staying with a parent who was not the perpetrator. Of data provided, on average, 8% of children staying with perpetrator.

<sup>14</sup> Not all children who were accommodated in refuge attended dedicated support due to lack of funding



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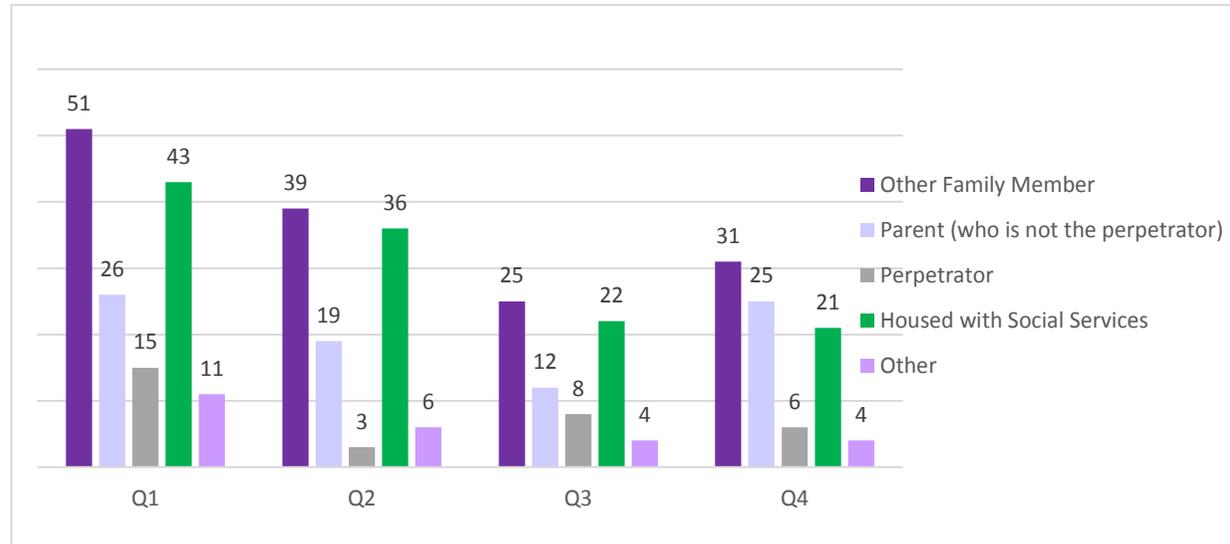
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Graph 12: Place of residence of children not accessing refuge-based support



*n=15 (Q1), 19 (Q2), 20 (Q3), 21 (Q4); it is not recommended to sum quarters up as same survivors could have been reported in more than 1 quarter*

On average, 14% of the 1,221 children supported through refuge-based services alongside their parent were on Child Protection Register.

Table 19: Children on Child Protection Register

Children/Quarter	Child Protection Register	Total children in refuge in Q	% of children on Child Protection Register
<b>Q1</b>	45	268	17%
<b>Q2</b>	49	392	13%
<b>Q3</b>	42	312	13%
<b>Q4</b>	39	272	14%

*n=17 (Q1), 21 (Q2), 22 (Q3), 22 (Q4); it is not recommended to sum quarters up as same survivors could have been reported in more than 1 quarter*



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## Data on protected characteristics (refuge services)

Data on the protected characteristics for survivors supported in refuge services in Wales was provided for 878 survivors (64% of those supported).<sup>15</sup>

### Sex and gender identity

During 2016/17, 1,378 survivors (1,351 women and 27 men) were supported in refuge-based services.

Of the data returns provided, nobody reported being transgender.

### Pregnancy

Of data returns provided, 49 women who accessed refuge support were pregnant (6%).

### Disability

Of data returns provided, 132 survivors who accessed refuge support identified themselves as, or were registered as, disabled.

### Ethnicity

Of data returns provided, 76% of survivors who accessed refuge support identified as White British (549) and 175 survivors identified as Black or from a minority ethnic (BME) group (24%)<sup>16</sup>.

The most common BME group supported in refuges services, as reported by refuge services across Wales, was 'White other' (22%) followed by Black African at 21%. 20 survivors were Asian – Indian (11%), 16 were Asian – Bangladeshi (9%), and 15 were reported as Asian – Other (9%).

<sup>15</sup> Data for additional 49 survivors who were in refuge at the beginning of April 2016 were added to the sample, total number of survivors for whom protected characteristics data was provided is 878 (857 women and 21 men; 64%).

<sup>16</sup> Data missing for 154 survivors



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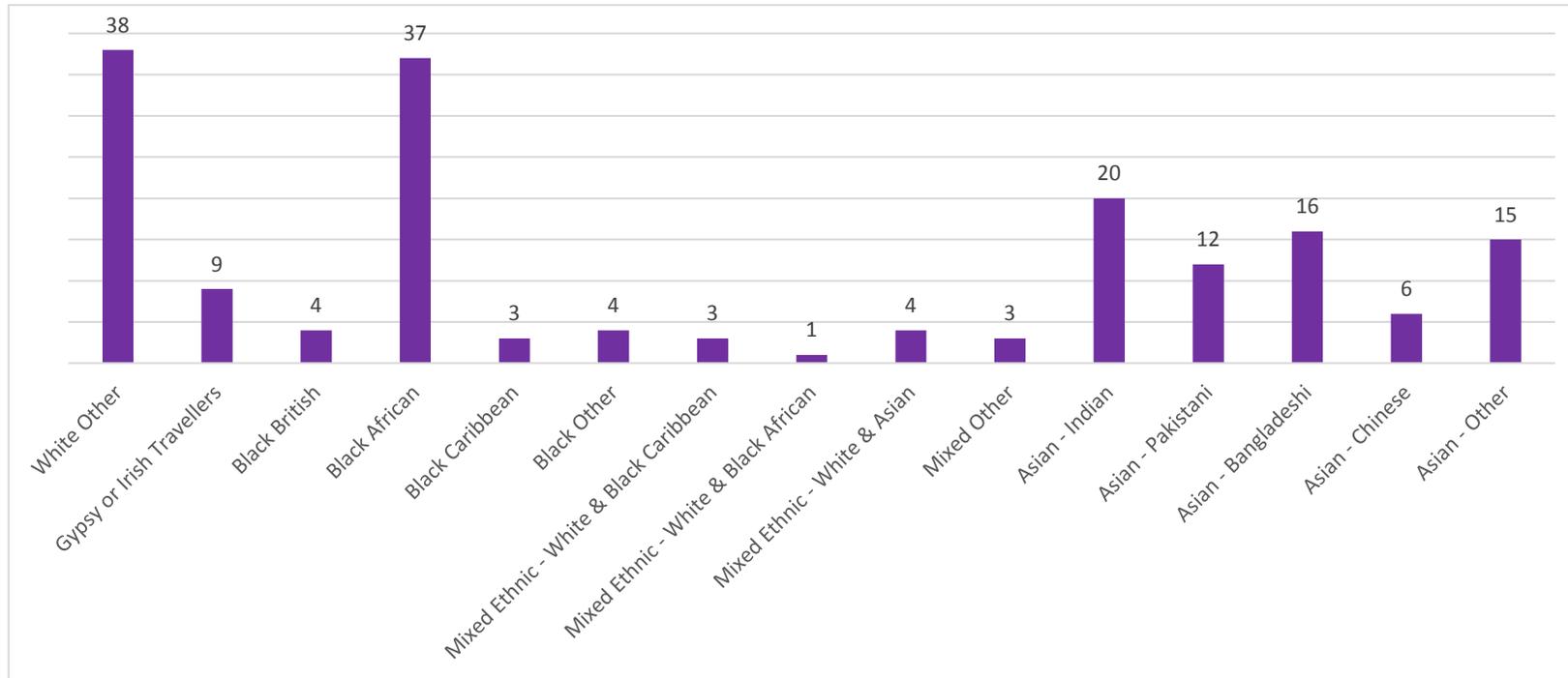
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Graph 13: Breakdown of minority ethnic identities recorded in refuge services





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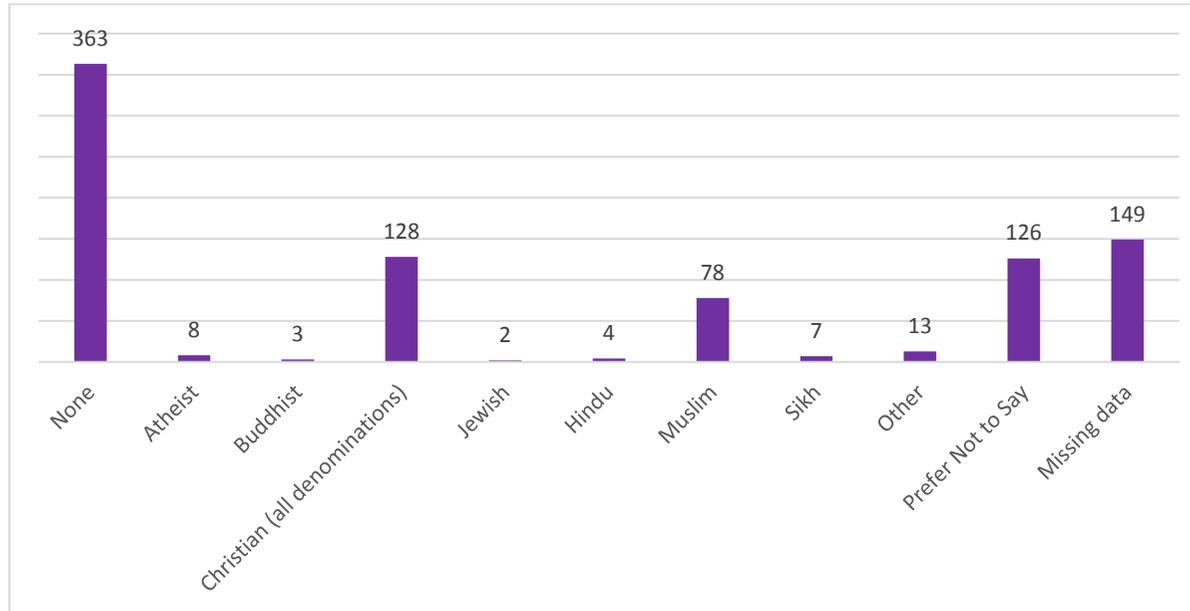


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Of data returns provided, the most common religion and belief reported was Christian (all denominations) - 128 survivors - followed by people identifying themselves as Muslim - 78 survivors. 363 survivors disclosed their religion or belief as none, and 126 preferred not to say.

Graph 14: Religion and Belief



Note: 732 survivors supported by refuges disclosed their religion or belief. Data for 149 survivors was not collected. There are 3 extra records from referrals who were not accepted



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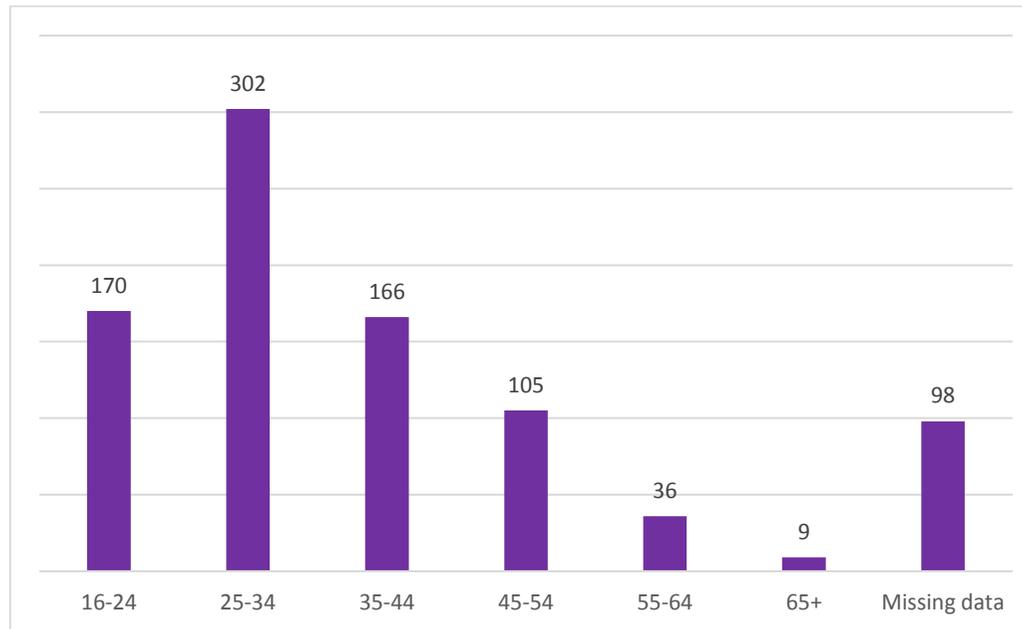
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Of data returns provided, the most common age group of survivors who accessed refuges in Wales in 2016-17 was between 25 and 34, with 302 survivors (38%) falling in this band. The least common age group was 65+ with 9 survivors (1%) falling in this band.

Graph 15: Age bands



Note: Data is missing for 98 survivors; there are 8 extra records included of referrals who were not accepted to the refuge



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## **Community Outreach Support**

Community Outreach support includes other services that are provided for survivors in the community, such as drop-in, group work, advocacy, counselling and peer-support.

### ***Referrals and access to service***

Table 20: Survivors supported through VAWDASV community/outreach service

<b>Community/Outreach Services 2016/17</b>	<b>Women</b>	<b>Children</b>	<b>Men</b>	<b>Total</b>
<b>Total supported 2016/2017</b>	7,810	3,113	358	11,148
<b>Total new referrals to outreach services from April 2016</b>	7,365	-	313	7,678
<b>Of new referrals, number supported by outreach services</b>	5,801	-	259	6,060
<b>Of new referrals, survivors turned away from outreach services</b>	163	-	14	177
<b>Of new referrals offered support, total did not accept support</b>	1,098	-	35	1,133
<b>Total on waiting list for outreach service support</b>	431	-	6	437

In 2016/17, VAWDASV Community/Outreach services supported 11,281 survivors (7,810 women, 3,113 children and 358 men) of which 6,060 were new to the services (5,801 women and 259 men); 841 women self-referred to outreach services, which accounted for 27% of all recorded referrals; 800 women (25%) were referred by the police. The rest of referrals was split among different referral sources (graph below).



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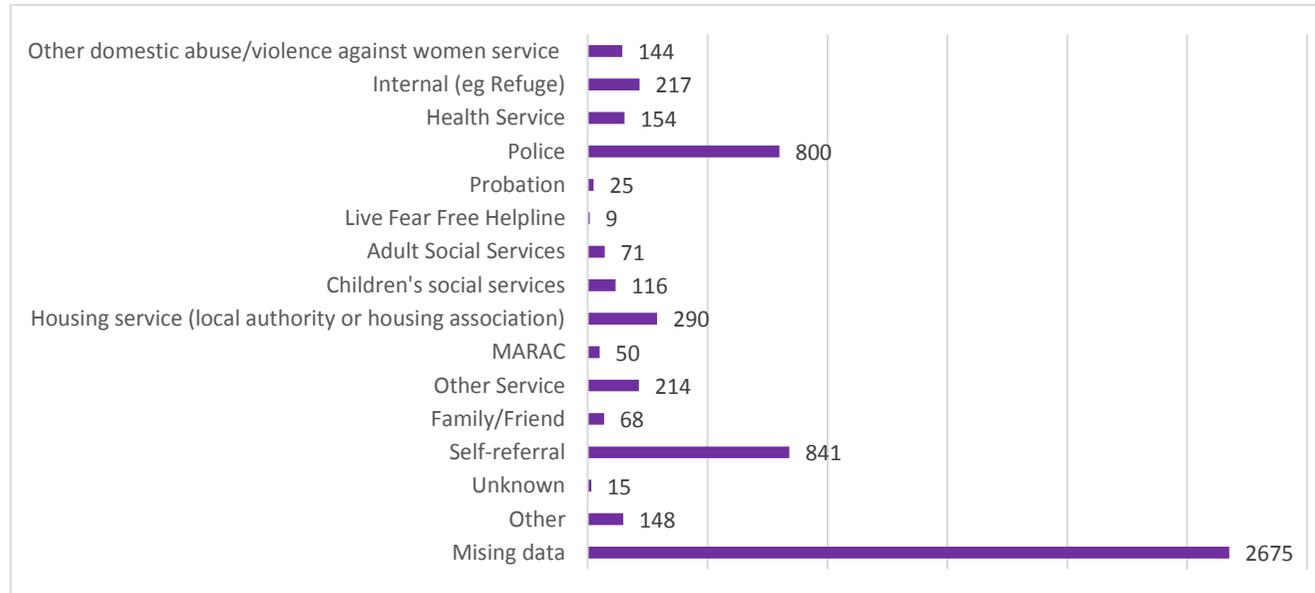
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Graph 16: Referral source (women)



n = 52; missing data for 146 referrals (6%). During 2016/17, 5,801 women and 259 men were referred and accepted into VAWDASV Outreach/Community services. Table above includes data for these survivors plus 88 additional records (76 women and 12 men referrals who were declined).

Focusing on men only, VAWDASV Community/Outreach services supported 358 men of which 259 were new to the services; 35 men were self-referred to outreach services, which accounted for 24% of all recorded men referrals; 29 men (20%) were referred internally (e.g. from refuge) followed by 25 (17%) who were referred by police. The rest of referrals was split among different referral sources (graph below).



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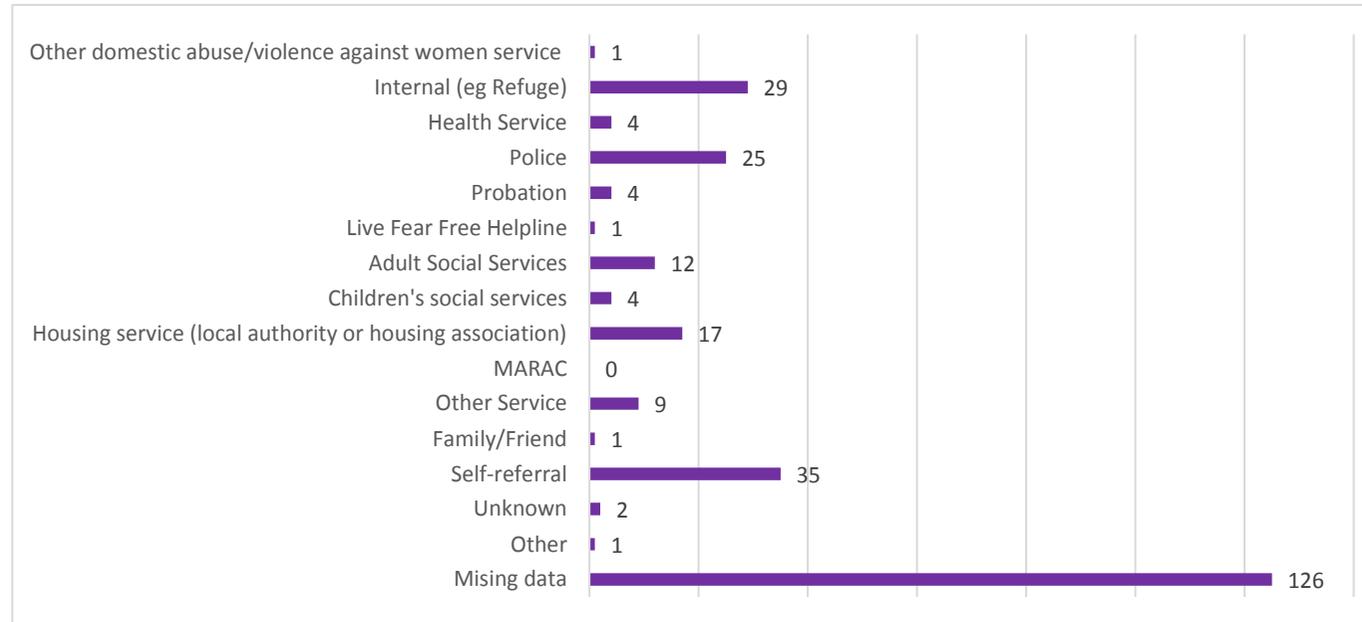
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Graph 17: Referral source (men)



**Types of abuse disclosed by women using Community/Outreach based services**

The total count for types of abuse that were experienced by women accessing VAWDASV Community/Outreach services during this year was 7,942, which indicates that women were exposed to multiple abuse types. On average women disclosed experiencing between one or two types of abuse<sup>17</sup>. The most common type of abuse disclosed was emotional abuse, with 3,146 records (40%) disclosing emotional abuse and 1,889 records (24%) disclosing physical abuse. There was only 1 report of female genital mutilation (FGM) being disclosed as a support need.

<sup>17</sup> Calculated as total records of types of abuse divided by total individuals contributing each quarter



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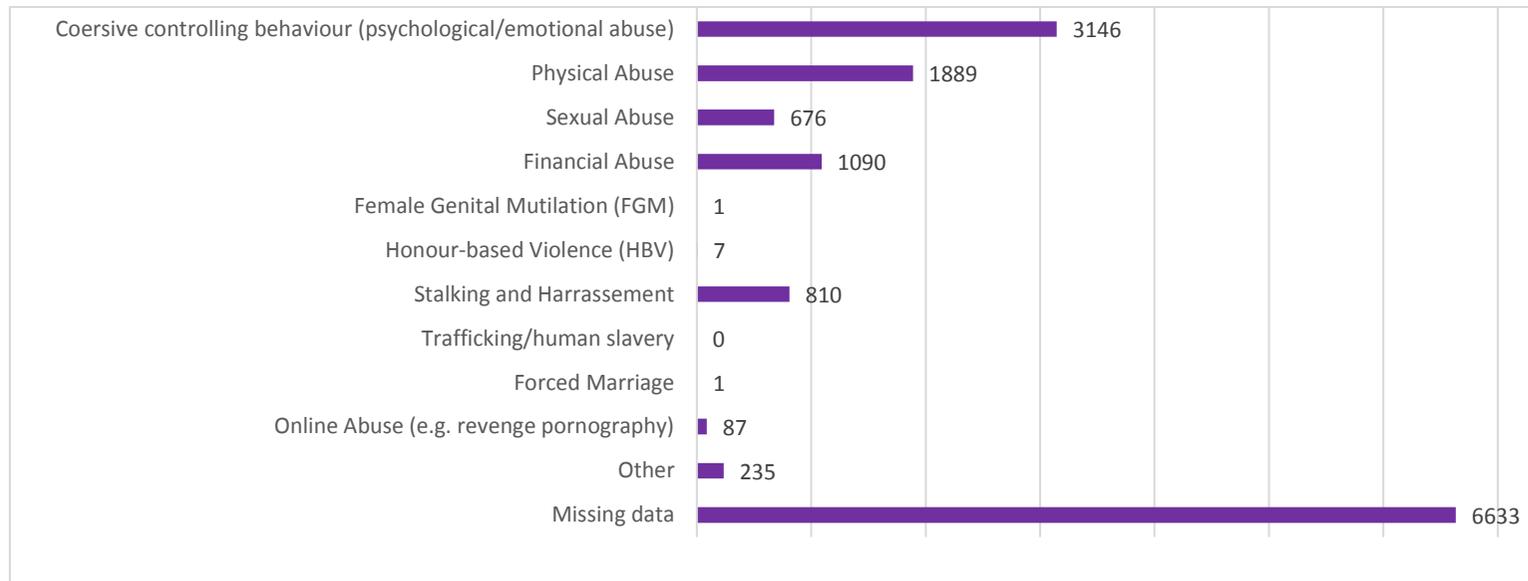
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Graph 18: Types of abuse experienced by women using Community/Outreach services



Number of data submissions collected = 47; during 2016/17 7,697 women were supported through community/outreach services. Of these 3,485 women (45%) provided data on types of abuse they experienced. Data was collected on quarterly basis for all supported survivors in community/outreach services because disclosed types of abuse may change with stronger relationship between case worker and survivor. As the result of this 7,942 records for women were collected.

### Types of abuse disclosed by men using Community/Outreach based services

The total count for types of abuse that were experienced by men accessing VAWDASV Community/Outreach services during this year was 218, which indicates that men were exposed to multiple abuse types. On average, men disclosed experiencing between one to two types of abuse<sup>18</sup>.

<sup>18</sup> Calculated as total records of types of abuse divided by total individuals contributing each quarter



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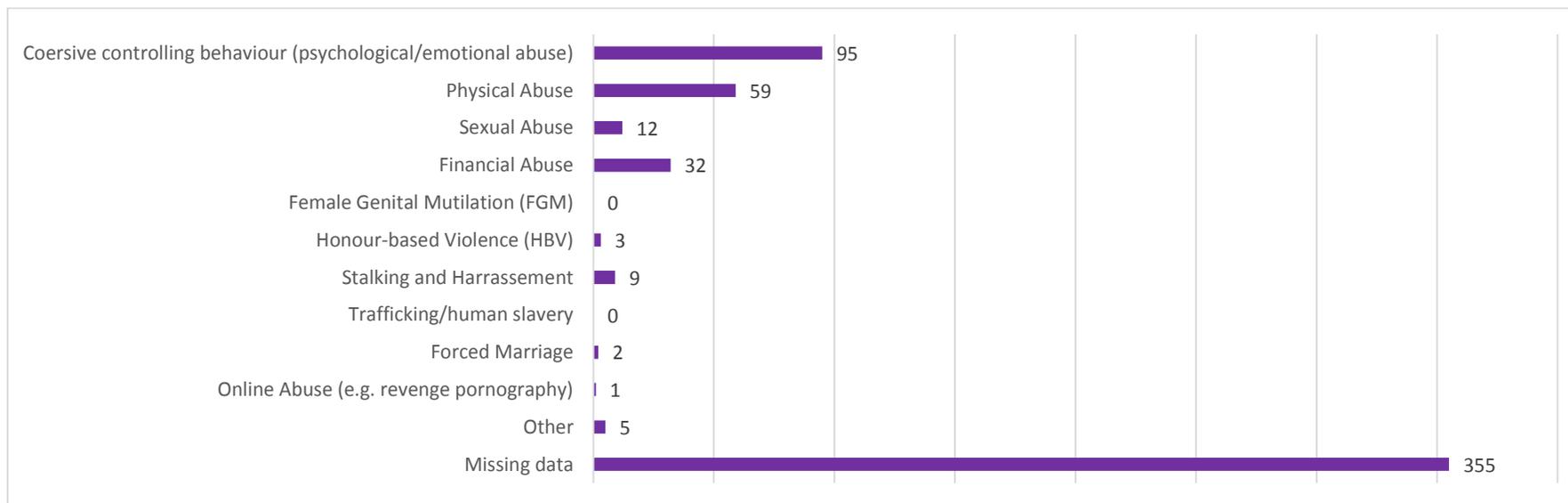
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The most common type of abuse disclosed was emotional abuse, with 95 records (44%) disclosing emotional abuse and 59 records (27%) disclosing physical abuse. Further breakdown is in the graph below.

Graph 19: Types of abuse experienced by men using community/outreach support



Number of data submissions collected = 47; during 2016/17 338 men were supported through community/outreach services. Of these 105 men (31%) provided data on types of abuse they experienced. Data was collected on quarterly basis for all supported survivors in community/outreach services because disclosed types of abuse may change with stronger relationship between case worker and survivor. As the result of this 218 records for men were collected.



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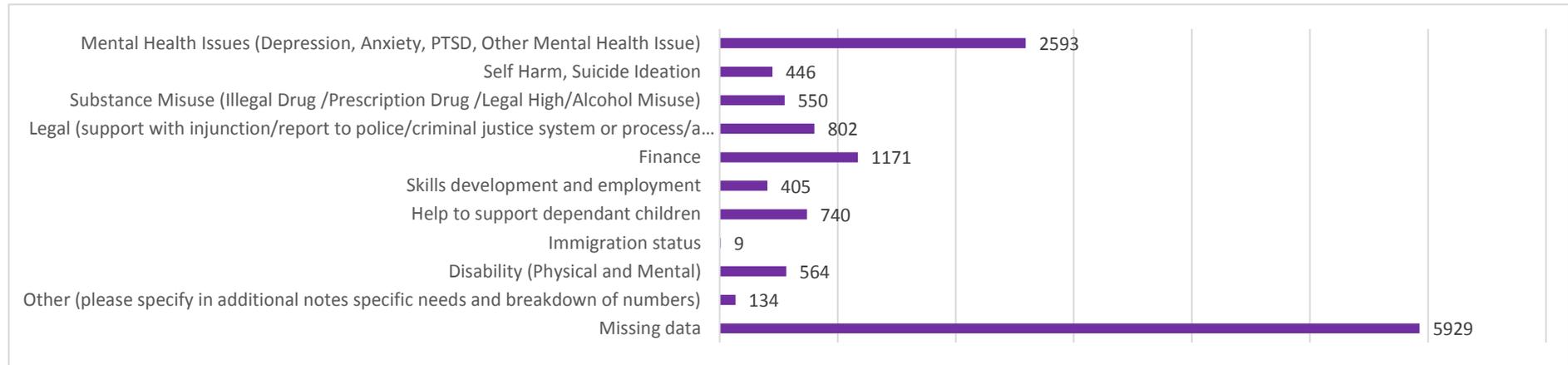
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### Support Needs



Graph 20: Additional support needs experienced by women using Community/Outreach services

Number of data submissions collected = 50. During 2016/17, 7,697 women were supported through community/outreach services. Of these 3,607 women (47%) provided data on additional support needs. Data was collected on quarterly basis for all supported survivors in refuge because support needs can change over time. As the result of this 7,414 records for women were collected.

Many survivors have a range of support needs associated with their experience of abuse. The total count for additional support needs that were experienced by women accessing VAWDASV Community/Outreach services during 2016/17 was 7,414, which indicates that women had multiple support needs. The most common support needs that were disclosed and recorded relate to mental health<sup>19</sup>, with 2,593 records collected (35%). The second most common support need disclosed and recorded is financial support, with 1,171 (16%) survivors disclosing this need.

802 records (11%) were gathered on support with legal issues such as injunctions, reporting to the police, the criminal justice system or processes, family law court. 550 records (7%) were gathered on substance misuse, 446 (6%) on suicide ideation and self-harm. Further support needs are displayed in the table below.

<sup>19</sup> Mental health support needs include Depression, Anxiety, Post-Traumatic Stress Disorder and other mental health issues



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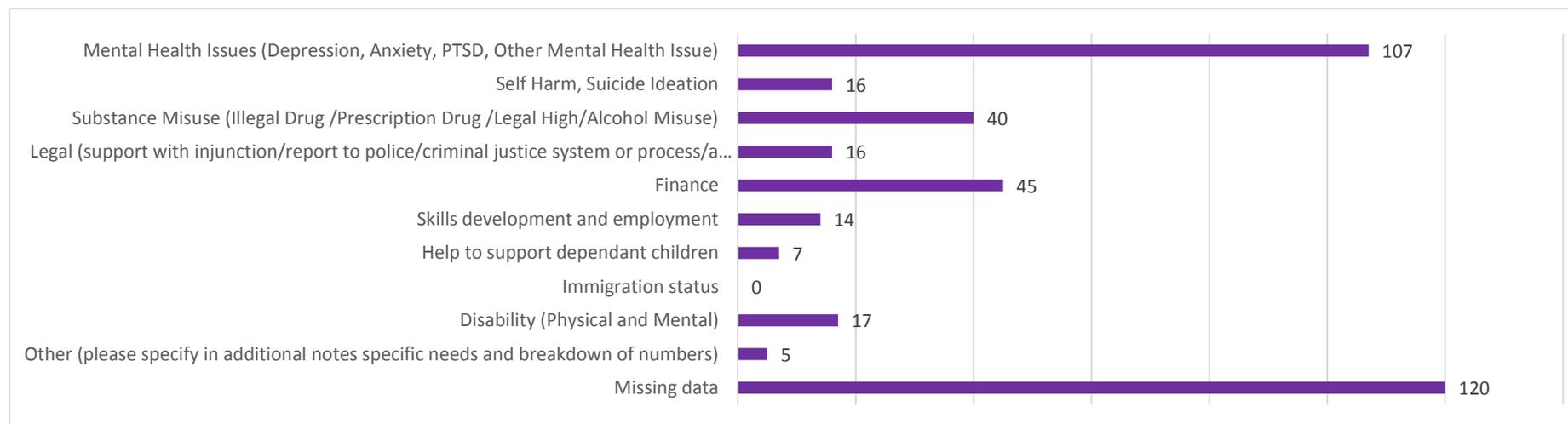
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Graph 21: Additional support needs experienced by men using Community/Outreach services



Number of data submissions collected = 50

During 2016/17, 338 men were supported through community/outreach services. Of these 227 men (67%) provided data on additional support needs. Data was collected on quarterly basis for all supported survivors in refuge because support needs can change over time. As the result of this 267 records for men were collected.

The total count for additional support needs that were experienced by men accessing VAWDASV Community/Outreach services during this year was 267, which indicates that men had multiple support needs. The most common support needs that are disclosed and recorded by services relate to mental health<sup>20</sup> with 107 records being collected (40%).

The second most common support need disclosed and recorded is financial support, with 45 (17%) survivors disclosing this need. 40 records were gathered on substance misuse (15%) which includes illegal drug use, prescription drug misuse, legal high and alcohol misuse.

<sup>20</sup> Mental health support needs include Depression, Anxiety, Post-Traumatic Stress Disorder and other mental health issues



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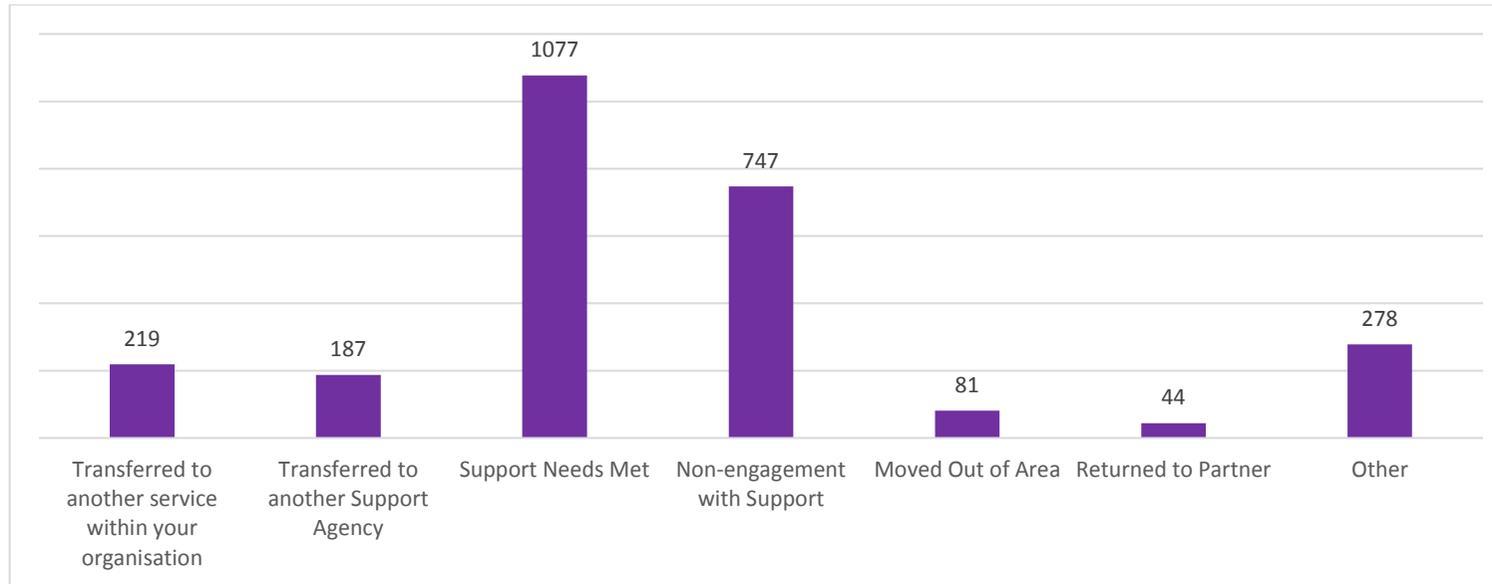
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### Moving on

Graph 22: Women moving on from using Community/Outreach support



During this year, 2,633<sup>21</sup> women ceased accessing VAWDASV Community/Outreach services. 1,077 women (41%) stated that their support needs had been met and 747 women (28%) disengaged with the support they were being offered. Further details are in graph above.

<sup>21</sup> Collecting data on reasons for ceasing Outreach/Community Support is not as straight forward as for refuge. Women are coming to services for support repeatedly. As a result of this, data is collected only from services which has end set e.g. IDVA service. However, survivors are still supported through other services e.g. drop in.



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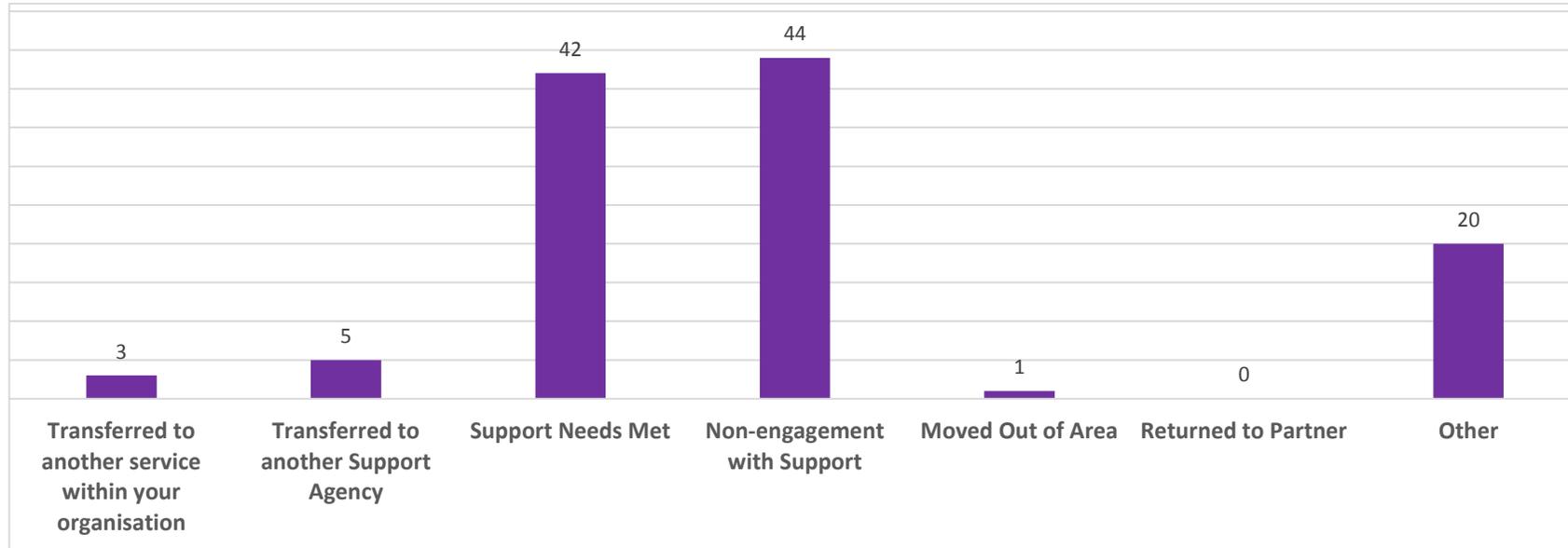
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Graph 23: Men moving on from using community outreach support



During this year, 115 men ceased accessing VAWDASV Community/Outreach services. 44 men (38%) disengaged with the support they were being offered and 42 men (37%) stated that their support needs had been met.

**No Recourse To Public Funds**

This year, 21 survivors were referred to VAWDASV Community/Outreach services in Wales who, because of their insecure immigration status, had 'no recourse to public funds'; of these, 16 survivors (76%) without recourse to public funds were supported.

There is no information provided in regards to the 5 survivors without recourse to public funds who were unable to access refuge-based support.



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### MARAC (Multi-Agency risk Assessment Conference)

Data for MARAC referrals was collected on a quarterly basis for all women and men being supported through VAWDASV Community/Outreach services. On average, 6% of women and 3% of men were assessed as 'high risk' of significant harm/homicide and were referred to a Multi-Agency Risk Assessment Conference (MARAC).

Table 21: MARAC Referrals

Quarters	MARAC referrals		Supported survivors each quarter		Submissions returned
	Women	Men	Women	Men	
Q1	98 (6%)	1 (1%)	1,558	104	13
Q2	113 (6%)	2 (2%)	1,863	109	15
Q3	124 (7%)	2 (2%)	1742	105	17
Q4	108 (6%)	5 (5%)	1,917	110	17



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## Data on protected characteristics (VAWDASV Community/Outreach services)

Data on the protected characteristics for survivors supported in community and outreach services in Wales was provided for 2,454 survivors (40% of those supported).<sup>22</sup>

### Sex and gender identity

During 2016/17, 6,060 survivors (5801 women and 259 men) were supported through VAWDASV Community/Outreach services.

Of data returns provided, 1 person reported having gender different than at birth.

### Pregnancy

Of data returns provided, 81 women who accessed refuge were pregnant (3%).

### Disability

Of data returns provided, 366 survivors identified as, or were registered, as disabled (15%).

### Ethnicity

Of data returns provided, 92% of survivors identified as White British (1825) and 168 survivors identified as from Black or minority ethnic (BME) groups (8%)<sup>23</sup>.

The most common BME group reported by survivors using community outreach services across Wales was 'White other' (21%) followed by Gypsy or Irish Travellers at 13%. 11% of BME survivors identified as 'Mixed Other' and 'Asian Other'.

<sup>22</sup> Data for additional 519 survivors who were supported between Q4 2015/16 and Q1 2016/17 were added to the sample, total number of survivors for whom protected characteristics data was provided is 2,454 (2383 women and 71 men; 40%).

<sup>23</sup> Data missing for 461 survivors



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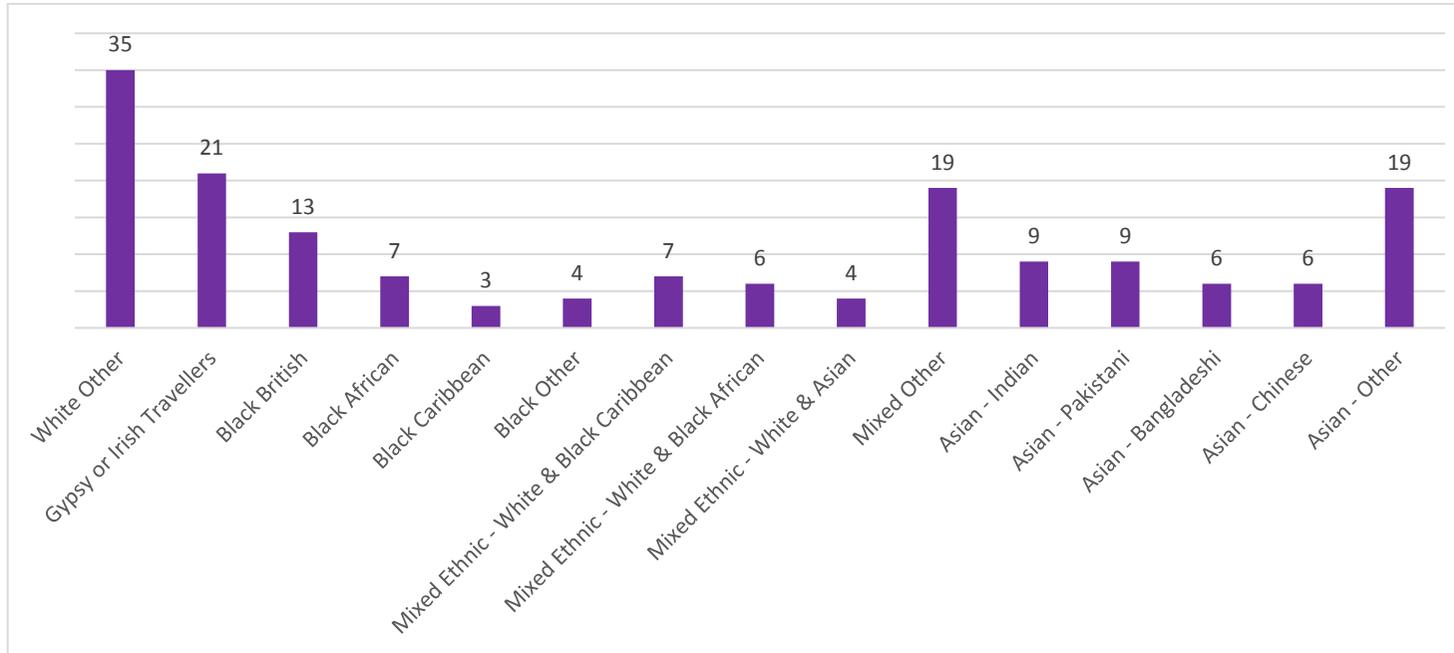
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Graph 24: Breakdown of 'minority ethnic' identities recorded in VAWDASV Community/Outreach services





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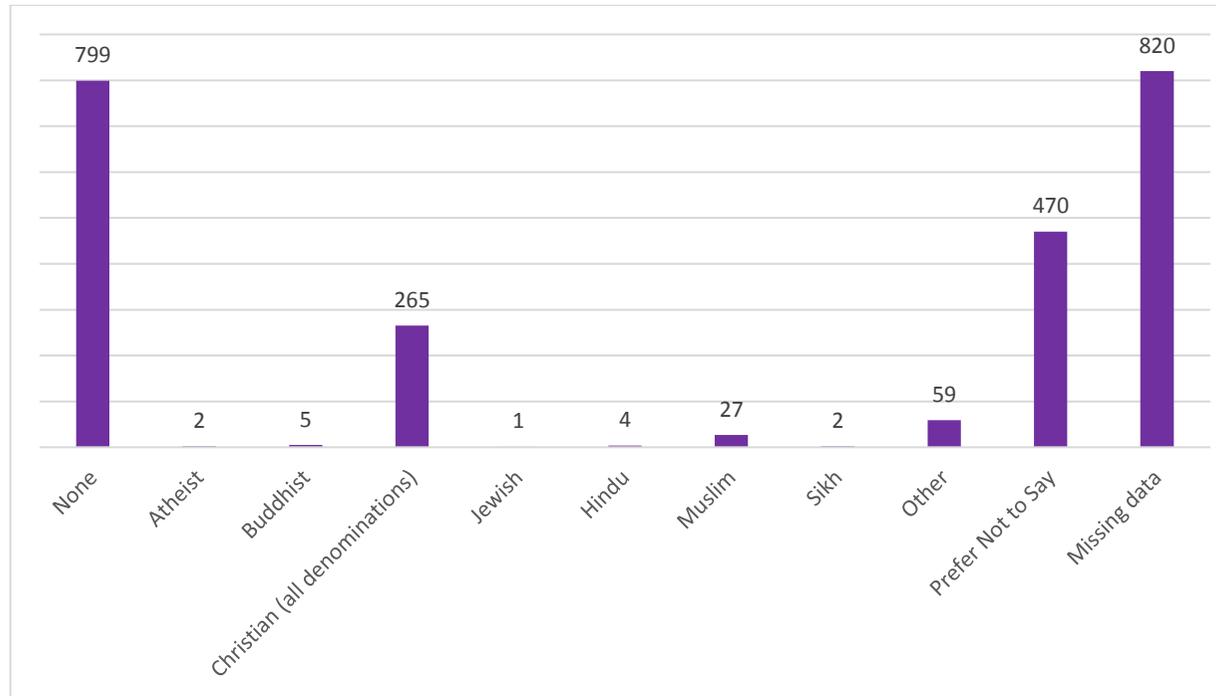


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The most common religion and belief was Christian (all denominations) - 265 survivors - followed by people identifying themselves as Muslim - 27 survivors. 799 survivors disclosed their religion or belief as none and 470 preferred not to say.

Graph 25: Religion and Belief



Note: 1,634 survivors supported through VAWDASV Community/Outreach services disclosed their religion or belief. Data for 820 survivors was not collected.



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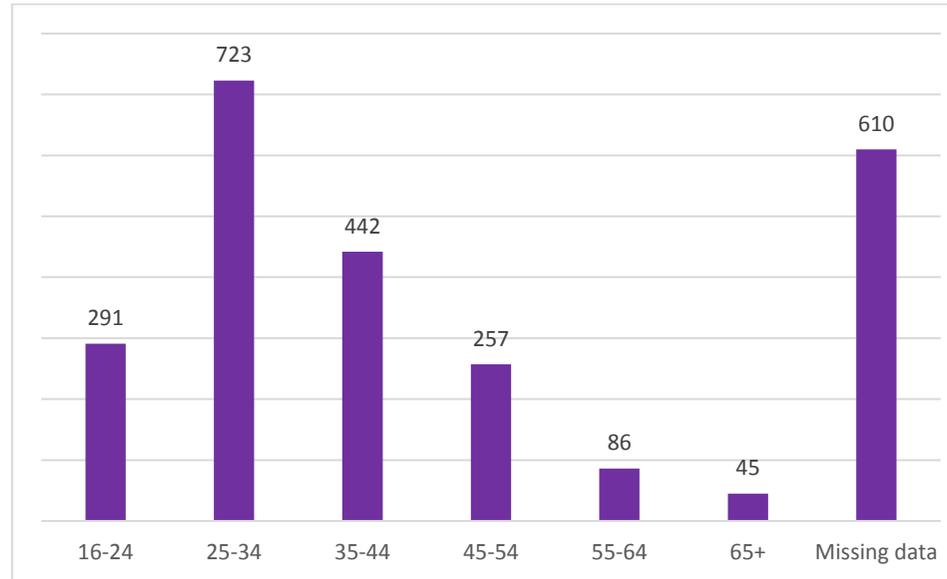
Darparu gwybodaeth a chefnogaeth cyfrinachol ynghylch trais domestig, trais rhywiol a thrais yn erbyn merched yng Nghymru

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The most common age group of survivors who accessed refuges in Wales this quarter was between 25 and 34, with 723 survivors (39%) falling in this band. The least common age group was 65+ band with 45 survivors (2%) falling in this band.

Graph 26: Age bands



Note: Data is missing for 610 survivors



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## Commentary on Welsh Government Outcomes measured by Services

In 2016-17 Welsh Government measure the effectiveness of services through four key outputs and outcomes for VAWDASV grant recipients, which local authorities are also expected to report on.

- 1) People reporting they have been provided with the information and advice to access services and support and can make informed choices;
- 2) People signposted to appropriate support services;
- 3) Amount of service users reporting feeling safer;
- 4) People reporting an improvement to their well-being/quality of life.

Not all refuge-based services currently ask service users questions on the above, because *Supporting People* grants monitor against a different outcomes framework. To calculate these results, the percentage includes only those who were asked the questions, and not the overall amount of people in services. Responses for each outcome were combined at the end of the financial year, calculating an average for each outcome.

Of survivors asked, *after using refuge services* during 2016/17<sup>24</sup>

- **89% survivors felt safer**
- **92% survivors were provided with the information and advice they needed to access services and support and be able to make informed choices**
- **88% survivors reported that their quality of life and wellbeing has improved**
- **93% of asked survivors were signposted to appropriate support service**

Of survivors asked, *after using VAWDASV Community/Outreach services* during 2016/17<sup>25</sup>

- **83% survivors felt safer**
- **94% survivors were provided with the information and advice they needed to access services and support and be able to make informed choices**
- 76% survivors reported that their quality of life and wellbeing has improved
- 87% of asked survivors were signposted to appropriate support service

<sup>24</sup> Calculated as an average of four quarters

<sup>25</sup> Calculated as an average of four quarters



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Table 22: Overall Welsh Government outcomes (Refuge)

Outcome/Response	Q	Yes	No	Don't Know	No Response	Total survivors asked	No. of submissions
<b>Do Service Users feel safer?</b>	<b>Q1</b>	226	1	14	11	252	14
	<b>Q2</b>	198	12	13	12	235	16
	<b>Q3</b>	212	9	9	10	240	16
	<b>Q4</b>	171	0	3	11	185	16
<b>Have service users reported that they have been provided with the information and advice they need to access services and support and are able to make informed choices as a result?</b>	<b>Q1</b>	202	0	8	11	221	13
	<b>Q2</b>	193	2	12	3	210	15
	<b>Q3</b>	214	5	8	12	239	16
	<b>Q4</b>	164	1	4	5	174	15
<b>Have Service Users reported that their quality of life &amp; wellbeing has improved?</b>	<b>Q1</b>	224	0	15	11	250	14
	<b>Q2</b>	195	8	15	12	230	16
	<b>Q3</b>	204	6	9	21	240	16
	<b>Q4</b>	168	2	6	9	185	16
<b>Were service users signposted to appropriate support services?</b>	<b>Q1</b>	180	0	1	21	202	13
	<b>Q2</b>	164	0	5	10	179	15
	<b>Q3</b>	225	0	1	13	239	16
	<b>Q4</b>	138	0	0	5	143	14



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Table 23: Overall Welsh Government outcomes (VAWDASV Community/Outreach services)

Outcome/Response	Q	Yes	No	Don't Know	No Answer	Total asked	Members
<b>Do Service Users feel safer?</b>	<b>Q1</b>	158	10	2	4	174	9
	<b>Q2</b>	204	26	10	9	249	8
	<b>Q3</b>	99	16	8	7	130	6
	<b>Q4</b>	258	30	16	1	305	9
<b>Have service users reported that they have been provided with the information and advice they need to access services and support and are able to make informed choices as a result?</b>	<b>Q1</b>	160	1	0	2	163	9
	<b>Q2</b>	146	0	12	1	159	6
	<b>Q3</b>	88	0	1	14	103	5
	<b>Q4</b>	154	0	0	0	154	7
<b>Have Service Users reported that their quality of life &amp; wellbeing has improved?</b>	<b>Q1</b>	138	18	4	7	167	9
	<b>Q2</b>	186	15	17	19	237	8
	<b>Q3</b>	91	23	4	13	131	6
	<b>Q4</b>	165	16	37	2	220	8
<b>Were service users signposted to appropriate support services?</b>	<b>Q1</b>	30	0	0	5	35	6
	<b>Q2</b>	59	0	1	16	76	5
	<b>Q3</b>	44	0	0	9	53	4
	<b>Q4</b>	25	0	0	0	25	4



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## **Appendices**

### **Appendix 1: Contributors**

Welsh Women's Aid would like to thank the following contributors whose data was essential to the completion of this report:

Aberconwy Domestic Abuse Services  
Atal Y Fro  
Bangor & District Women's Aid  
BAWSO  
CALAN Domestic Violence Services (Calan DVS)  
Cardiff Women's Aid  
Carmarthen Domestic Abuse Service  
Clwyd Alyn Housing Association (CAHA) Women's Aid  
Cyfannol Women's Aid  
Domestic Abuse Safety Unit (DASU)  
Glyndwr Women's Aid  
Gorwel - Anglesey Domestic Abuse Service and De Gwynedd Domestic Abuse Service  
Hafan Cymru  
Llanelli Women's Aid  
Montgomeryshire Family Crisis Centre  
Newport Women's Aid  
North Denbighshire Domestic Abuse Service (NDDAS)  
Port Talbot and Afan Women's Aid  
Radnorshire Women's Aid  
RCT Women's Aid  
Swansea Women's Aid  
West Wales Domestic Abuse Service  
Welsh Women's Aid Colwyn and Wrexham domestic abuse services



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## Appendix 2: Methodology

Data collected in 2016/17 was divided into 3 colour schemes to collect consistent information from all service providers.

Data was collected for:

- All supported survivors in the period (supported survivors)
- Survivors who were referred and also accepted in the period (starters)
- Survivors who left refuge-based service in the period (leavers)

Table/Graph Reference	Data	Methodology	Additional Information
Table 5, Graph 16, Graph 17	Referral Source	Starters	
Table 6	Local Referral Area	Starters	
Table 3	Refusal Reasons by Organisation	-	
Table 4	Reasons Survivors Did Not Accept	-	
-	Tenancy Payments and NRTPF	Starters	
Table 7, Table 8, Table 9, Graph 18, Graph 19	Types of Abuse	Supported Survivors	Not all types of abuse are recorded during initial contact, that's why data for all survivors are collected instead of starters only
Table 10, Table 11, Table 12, Graph 20, Graph 21	Additional Support Needs	Supported Survivors	A.S.N. can change in time, that's why data for all supported survivors are collected instead of starters only
Table 18, Table 19, Graph 12	Children & Young People	Supported Survivors	Place of residence of children can change in time, especially when social services are involved



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Table 13, Graph 11	Length of Stay	Leavers	
Table 14, Table 15, Graph 22, Graph 23	Move-On	Leavers	
Table 16	LA Area Re-housed	Leavers	
Table 17, Table 21	MARAC Referrals	Supported	
Graph 13, Graph 14, Graph 15, Graph 24, Graph 25, Graph 26	Demographics	Starters	