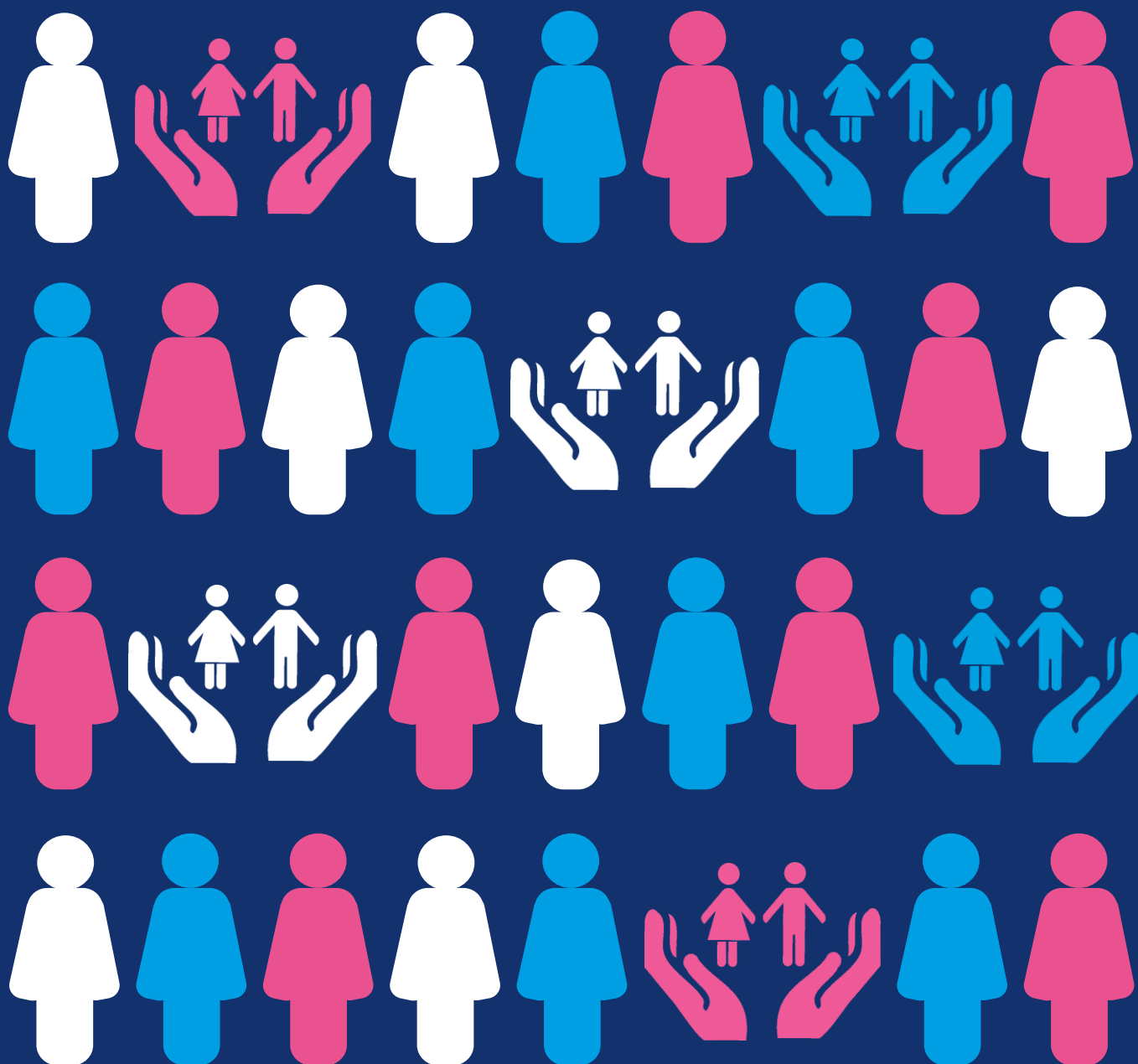


# Domestic Abuse: The Whole Picture

## Culture change programme for Children's Social Care professionals

### Pilot evaluation



# Domestic Abuse: The Whole Picture Culture Change Programme

July 2020

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## Acknowledgements

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SafeLives would like to acknowledge all the staff and associates who helped develop this script and the wider *Domestic Abuse: The Whole Picture* programme.

SafeLives would like to thank all of the survivors involved in the development of this training programme in particular those that responded to our Every Story Matters consultation and our Pioneers.

‘Every Story Matters’ responses - In preparing for our engagement with the Domestic Abuse Bill, SafeLives created an online platform called Every Story Matters, so that as many people as possible could raise their voices and say in their own words what needs to change. Around 500 survivors responded anonymously.

SafeLives Pioneers – Pioneers are survivors who work closely with SafeLives to ensure we are building a domestic abuse response that works for victims and survivors. Our Pioneers ensure the needs, experiences and feelings of people with lived experience of domestic abuse central to all we do.

SafeLives would like to thank Emily Alison and Cheshire Without Abuse for their input with regards to the Engage Programme. The Engage programme has been developed by psychologist Emily Alison and is a culture change approach to how agencies work with complex cases of domestic abuse. It has been rolled out with a number of services in the North West, is integrated into the framework of Cheshire West and Cheshire East’s Domestic Abuse strategy and has been piloted as part of the IOM approach by the Metropolitan Police for tackling prolific DA offenders. Cheshire Without Abuse have been working in conjunction with SafeLives and Emily Alison to integrate this approach into the Beacon sites in Norfolk and West Sussex for the Connect project.

SafeLives would also like to thank Respect a pioneering UK domestic abuse organisation leading the development of safe, effective work with perpetrators, male victims and young people using violence in their close relationships. Respect has developed standards and accreditation and provides training and support to improve responses to adults and young people using violence and abuse in intimate relationships. Respect accreditation is the benchmark for the provision of high-quality interventions with domestic abuse perpetrators.

## Introduction

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This report evaluates the Domestic Abuse: The Whole Picture Cultural Change training programme conceived by SafeLives, funded by the Home Office, and delivered to frontline Children's Social Care professionals between June 2019 and March 2020.

The report sets out the current policy context and case for the training, gives an overview of the training programme, the methodology used in writing this report, and a visual and descriptive overview of the training delivered and reported outcomes from learners and trainers. It makes the case for funding a further pilot stage for the training to refine the programme using the reported outcomes from the SafeLives learner matrix completed by course participants to inform course development and delivery.

It is clear already from feedback from children's social care professionals that they would act differently as a result of what they had learned, experienced and discussed, as a result of a **challenging and thought provoking experience that would lead to changes in how they *think, behave and act.***

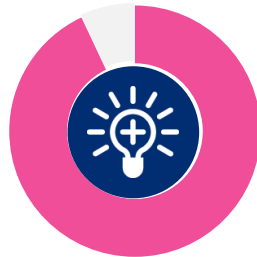
# Executive Summary



**75%**

of learners felt training would help them **respond to victims in a more informed way**

**92%**



of learners understood the **stages of change victims experience, and how this impacts on their experience.**



**81%**

of learners were willing to **recommend the training to a colleague**



**74%**

of learners felt the training would have a **positive impact on how they perform their role**



I will have more confidence in how I respond to families, victims/perpetrators children. Confidence to use more family led response...

- DA: Whole Picture Learner

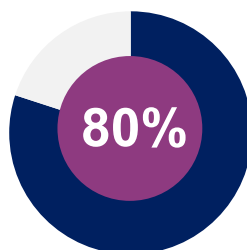


**90%**

of respondents had a good understanding of the **different types of abuse, including economic abuse.**



of respondents reported high levels of knowledge of **the best questions and communication techniques to use with victims**



of respondents felt they had a good understanding of **how perpetrators might try to manipulate them as frontline practitioners**



**“Really insightful exercises to bring to life why victims make choices and pressures they may be under day-to-day.”**

- DA: Whole Picture Learner

## Background

Children are not just ‘witnesses’ to domestic abuse. They are victims in their own right, as is to be recognised by the new Domestic Abuse Bill. Children’s experiences of abuse have a profound and long-lasting impact on their lives and life chances and too often their trauma goes unrecognised by frontline professionals, leading to missed opportunities to help address their needs.

Ofsted’s Joint Targeted Area Inspection considered the extent to which children’s social care, health professionals, the police and probation officers were effective in safeguarding children who live with domestic abuse. It **identified a need for a widespread but subtle shift in the way we understand and respond to domestic abuse.**<sup>1</sup>

SafeLives’ own report on young people’s experiences of domestic abuse ‘*Safe Young Lives*’<sup>2</sup> also recommended that Children’s Social Care staff would benefit from a greater understanding of domestic abuse and the way in which it impacts on the whole family – adult and child victims and, also crucially, the perpetrator of abuse.

SafeLives successfully received funding from the Home Office to develop a pilot cultural change training programme for Children’s Social Care staff in three local authority areas – Norfolk, Suffolk and West Sussex – which was delivered to frontline staff between June 2019 and March 2020.

We developed and ran four two-day Train the Trainer sessions and also delivered an online webinar to upskill some of our existing experienced SafeLives trainers. In total, we trained 32 local trainers and 33 SafeLives trainers. In total across the three areas we delivered 41 frontline sessions which were attended by 602 learners. In addition, we trained 34 mentors across three sessions.

The target audience for the frontline sessions was Children’s Social Care staff, including qualified Social Workers as well as others such as MASH (Multi-Agency Safeguarding Hubs) workers and Social Work Assistants. In two of the three areas local leaders felt there was a benefit in offering Early Help Teams access to the training as well.

## Key findings

As a result of attending *Domestic Abuse: The Whole Picture* training, children’s social care professionals told us the ways in which they would act differently as a result of what they had learned, experienced and discussed. It was not a training course that was attended passively and would be soon forgotten, but a **challenging and thought-provoking experience that would lead to changes in how they think, behave and act.**

The checklist below comes directly from attendees, based on responses identified through evaluation questions at the end of the training. Collectively, these responses add up to **a vision of good practice for supporting adult and child victims experiencing domestic abuse** and they correlate with the areas for improvement identified through previous research, such as Ofsted’s report.

We believe that **embedding these changes across the Children’s Social Care workforce will help local areas tackle the huge challenge of domestic abuse which is damaging the lives of hundreds of thousands of children across the UK.**

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<sup>1</sup> The multi-agency response to children living with domestic abuse, HM Government, 2017  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/680671/JTAI\\_domestic\\_abuse\\_18\\_Sept\\_2017.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/680671/JTAI_domestic_abuse_18_Sept_2017.pdf)

<sup>2</sup> <https://safelives.org.uk/sites/default/files/resources/Safe%20Young%20Lives%20web.pdf>

## Improvements in knowledge and understanding

This report identifies quantitative evidence of participants' improvements in knowledge and understanding as a result of the training:

- Participants were asked to what extent they felt the learning from their training **would change the way they performed their roles** with 74% of learners stating 'Extremely' or 'Very'.
- When respondents were asked specifically if they thought that attendance at the training would enable them to **respond in a more informed way to victims of domestic abuse**, a similar percentage (75%) said 'Extremely' or 'Very'.
- After receiving the training, nine out of ten (90%) respondents felt that they had an **extremely or very good understanding of the different forms of abuse** including coercive control, stalking and harassment, and economic abuse compared with less than half of respondents (43%) who felt they had this knowledge before training. Older learners were significantly more likely to respond more positively to this question suggesting that those Children's Social Care workers who qualified a long time ago are less likely to have had any training on newer areas of legislation and practice.
- After training, **91% of respondents felt they understood (very or extremely well) how living with fear impacts the decisions of victims** and what can be done to increase their space for action, compared to a third (35%) before the training.
- Post training, 92% of respondents felt they had a **very or extremely good understanding of the tactics perpetrators of domestic abuse use** to keep their victim(s) within a relationship and prevent them from leaving. This response compares to only 40% of respondents feeling confident in their knowledge of this prior to training
- Children's Social Care professionals were asked if they **recognised the impact that domestic abuse has on children and young people** and whether children experience this abuse directly or indirectly. This had the smallest percent of increase in knowledge as nearly two thirds (63%) of respondents felt that they had an extremely or very good understanding of this before the training took place. This however increased to nearly all respondents post training (94%).

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*'The training I have received has transformed my practice when managing children in care who have experienced domestic abuse.'*

*Domestic Abuse: The Whole Picture Mentor*

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*'It was brilliant and has really made me think about some of my cases currently...there is something about Mum, despite being abused for so long there is such potential and strength there. I'm planning to do some direct work with the children around the abuse, including both mum and dad in some of the sessions.'*

*Domestic Abuse: The Whole Picture Learner*

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### Practitioners' checklist for action

As a result of taking part in the training, practitioners said they would improve their practice in the following ways:

- Take a whole family approach: talk to all members of the family about what life is like for them, identify the impact of the abuse and address the needs of each family member.
- Engage the perpetrator and involve them in work with the whole family.
- Ask the right questions of victims and record the conversations appropriately.
- Respond non-judgementally: listen, show empathy and ensure victims know they are believed.
- Spot the signs of domestic abuse and understand the stages of abuse.
- Consider how technology might be used by perpetrators in an abusive relationship.
- Have more empathy with victims and understand how abuse constrains their actions.
- Understand risks at the point of leaving and ensure a safety plan for all family members.
- As a mentor, be confident in challenging colleagues on their views of domestic abuse.

### Evidence from case file audits

During the case file audits we found examples of victim blaming language with a clear focus and emphasis on victims being set the actions to protect their children and perpetrators being absent. Action plans were mostly generic in nature with actions for victims to call the police without any assessment on how able they were to do this within the context of control within the relationship. More generally there was a lack of evidence of coercive control being present or explored within social care records. This led to an over-reliance on the lack of physical violence being a protective factor for children rather than exploring the experience for the victim and their children. There were also examples of language used that was dismissive of victims when they did report abuse with terminology such as 'alleged' abuse used even after the perpetrator had been found guilty in the criminal court.

### Feedback from trainers

At the start of each training session trainers would ask attendees about the one issue which would help to transform their approach to domestic abuse. The area highlighted most frequently was the need for appropriate interventions for victims, children and young people and perpetrators including a need for therapeutic support.

The need for access to appropriate interventions was discussed including a disparity across local areas and a postcode lottery for services. It was felt that there are barriers due to waiting times for access as well as appropriate services not existing, such as longer-term support for victims. Some additional barriers for hidden groups were highlighted by learners including those who require a translator and specific support for male victims.

Several trainers commented on the lack of basic domestic abuse awareness of those attending the training which highlights the need to cover legislation and different aspects of domestic abuse at the start of the course.

A general lack of awareness was the final topic that was repeated across sessions. This included the need for awareness raising materials across the community and a better understanding of domestic abuse in schools.

### Next steps

Based on this evaluation, feedback from trainers and evidence from SafeLives' previous research into children and young people's experience of domestic abuse, this report concludes that a further round of pilots of a cultural change training programme for the Children's Social Care workforce should be undertaken to allow further development of the course and provide a strong evidence base for its value across a wider range of local authority areas.



We set out a case for extension of the pilots and also make a number of recommendations for Government and agencies (see p14) which would help to improve the knowledge and understanding of Children's Social Care professionals in relation to domestic abuse.

# The case for a domestic abuse cultural change programme for Children's Social Care

- Domestic abuse is endemic, has grown during COVID-19 and is causing long-term damage to children as well as adult victims.
- Social Workers' level of understanding of domestic abuse is not consistent, and social care responses to domestic abuse are short-term and too focused on victims rather than perpetrators.
- A cultural change programme is the best way of giving Social Care Professionals the knowledge and confidence to take a more proactive and holistic approach to keeping children safe.

## The impact of domestic abuse on children

Around one in five children in the UK are affected by domestic abuse. SafeLives estimates that at least one child in every reception school class has been living with abuse for their whole life. Yet in 2017, only 57% of the children involved in our national Insights dataset cases were known to have been referred to children's services before the adult victim sought help.<sup>3</sup>

Similarly, a 2009 NSPCC study on childhood abuse and neglect in the UK found that 12% of under 11s, 17.5% of 11–17s and 23.7% of 18–24s had been exposed to domestic violence between adults in their homes during childhood. The study also found that 3.5% of under 11s, 4.1% of 11–17s and 6% of 18–24s had witnessed one parent being kicked, choked or beaten up by the other parent during childhood.<sup>4</sup>

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*'They are terrified of their father as they have frequently been on the receiving end of his temper. No one is helping them to get free'*

Every Story Matters survey of survivors of domestic abuse 2018

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There is also an emerging understanding that children are not just *witnessing* domestic abuse but are directly harmed by it, in some cases seriously. For example, a Cafcass review of 97 Serious Case Reviews between 2009 and 2016 found that domestic abuse was present in 71% of cases.<sup>5</sup> As a result of this, the Government has recently amended the Domestic Abuse Bill to ensure that children are recognised as victims in their own right.

We know children experience a range of behavioural and emotional impacts of living with abuse which have long-lasting consequences. SafeLives' 2015 report, *'In plain sight: Effective help for children exposed to domestic abuse'* found that 62% of children exposed to domestic abuse in the 877 cases studied were directly harmed.<sup>6</sup> Over half (52%) had behavioural problems, over a third (39%) had

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<sup>3</sup> <https://safelives.org.uk/insights-national-briefing-children>

<sup>4</sup> <https://learning.nspcc.org.uk/research-resources/pre-2013/child-abuse-neglect-uk-today>

<sup>5</sup> Learning from Cafcass submissions to Serious Case Reviews. June 2017. Richard Green and Emily Halliday [https://www.cafcass.gov.uk/wp-content/uploads/2017/12/cafcass\\_learning\\_from\\_scr\\_submissions\\_-\\_2017\\_-\\_external\\_version.pdf](https://www.cafcass.gov.uk/wp-content/uploads/2017/12/cafcass_learning_from_scr_submissions_-_2017_-_external_version.pdf)

<sup>6</sup> <https://safelives.org.uk/sites/default/files/resources/Final%20policy%20report%20In%20plain%20sight%20-%20effective%20help%20for%20children%20exposed%20to%20domestic%20abuse.pdf>

difficulties adjusting at school and nearly two thirds (60%) felt responsible for negative events. Furthermore, only around half (56%) knew how to keep themselves safe, a quarter (24%) did dangerous and harmful things, and around half were often unhappy (45%), worried (52%), angry (43%) and/or found it difficult to sleep (55%).

A quarter of children (25%) exhibited abusive behaviours themselves, most frequently towards their mother or siblings, and were more likely to show these behaviours once they were no longer exposed to abuse.

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*'My teenage son now tells me that he used to believe that I would be killed and grew up tormented by that fear which made him reluctant to attend school because he was afraid to leave me. Now as he grows older he exhibits signs of an abusive nature which I have to challenge often and my concern is for him now with mental health depression and for any future intimate relationships'*

Every Story Matters survey of survivors of domestic abuse 2018

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There are ongoing issues about how children at risk due to domestic abuse are identified, and with referrals between agencies. Only half of the children involved in the *In Plain Sight* research (54%) were previously known to Children's Social Care, and this only rises to 63% among those children exposed to severe domestic abuse. However, 80% were known to at least one public agency, with the highest proportion known to the police.

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*'My son became abusive towards me ... this was the hardest part of abuse.'*

Every Story Matters survey of survivors of domestic abuse 2018

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A third of children experiencing domestic abuse also lived with parental mental ill-health and/or substance misuse.

One of the barriers in addressing children's needs is that services for safeguarding children and those for adults experiencing domestic abuse and other problems, such as mental ill-health or substance misuse, have traditionally worked in silos. **A new approach is needed to break down these silos and focus on supporting the whole family to thrive.**

## The impact of COVID-19 on victims of domestic abuse

Recent evidence also suggests that the COVID-19 pandemic has increased both the number and severity of instances of domestic abuse, with adult and child victims forced into lockdown with their abuser and normal sources of help and safeguarding responses unavailable.

In a special investigation for the Evening Standard newspaper, Refuge reported a 66% upswing in calls to their helpline and a 950% rise in visits to their helpline website during the four months of March to June compared with the same period last year. The Metropolitan police recorded over 23,000 cases coded as domestic abuse in the first seven weeks of lockdown, an increase on the same period in 2019 of 12%.<sup>7</sup> SafeLives' most recent survey of frontline domestic abuse services in June 2020 found that over one third (38%) of services had seen an increase to caseloads, just under one third (29%) did not feel able to safely

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<sup>7</sup> <https://www.standard.co.uk/news/uk/hidden-victims-lockdown-abuse-a4493471.html>

support child victims of domestic abuse, and over one in ten (13%) said they were experiencing financial difficulties.

The combination of rising levels of domestic abuse and demand for services at a time when the services and those who commission them are under significant financial pressure underlines why a long-term strategy that prevents and tackles domestic abuse, engages with perpetrators and helps adult and child victims recover from the abuse is so desperately needed. The costs of domestic abuse in social care, health and criminal justice are huge<sup>8</sup>, and yet with the right services and a new approach much of these costs are preventable.

## **Understanding of domestic abuse by children's social care professionals**

Children's Social Care professionals have a very difficult job and are under huge pressure to manage rising caseloads, understand risk and keep children safe in complex environments. We do not doubt the commitment of those working in the sector to making a difference for the most vulnerable children.

The Association of Directors of Children's Services (ADCS) noted in its policy report on the Children's Social Care workforce that domestic abuse is a particular challenge facing the workforce.<sup>9</sup> Analysis of Government data by Action for Children shows that, on average, 692 social care assessments a day in England feature domestic violence as an issue faced by children.<sup>10</sup>

We believe that a lack of in-depth understanding about the impact of domestic abuse on adult and child victims, and the use of inappropriate solutions, is holding back safeguarding and contributing to the rising financial cost of the Children's Social Care system. A cultural change training programme for Children's Social Care can start to address this and break the damaging cycle of abuse.

Cultural change training is becoming more widespread across other parts of the public sector. For example, SafeLives has delivered Domestic Abuse Matters training programme for police in half of all forces in England and Wales and all of Police Scotland. An academic evaluation<sup>11</sup> has found that the training was associated with a 41% increase in arrests for controlling or coercive behaviour for trained forces compared to untrained forces and has been recommended as a model to be widely rolled out for other services working with children and families.

The Family Harms Panel report agreed with SafeLives' submission<sup>12</sup> and recommended "*a wide range of training for all participants in the family justice system, including: a cultural change programme to introduce and embed reforms to private law children's proceedings and help to ensure consistent implementation; and a list of key areas of knowledge required for the effective and consistent implementation of the reformed Child Arrangements Programme.*"

It also recommended that all Social Workers involved in preparing assessments for private law children's proceedings in England and Wales meet certain standards<sup>13</sup> and that the content of this training and accreditation be reviewed by domestic abuse specialists. We welcome the Government's commitment

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[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/772180/horr107.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/772180/horr107.pdf)

<sup>9</sup> ADCS Position Paper Building a workforce that works for all children. March 2019

[https://adcs.org.uk/assets/documentation/ADCS\\_Building\\_a\\_workforce\\_that\\_works\\_for\\_all\\_children\\_FINAL\\_11\\_March\\_2019.pdf](https://adcs.org.uk/assets/documentation/ADCS_Building_a_workforce_that_works_for_all_children_FINAL_11_March_2019.pdf)

<sup>10</sup> <https://www.actionforchildren.org.uk/what-we-do/policy-and-research/keeping-children-in-safe-and-loving-homes/domestic-abuse-policy-report/>

<sup>11</sup> <https://osf.io/preprints/socarxiv/d428k>

<sup>12</sup>

<https://safelives.org.uk/sites/default/files/resources/190821%20SafeLives%27%20response%20to%20the%20Family%20Courts%20Review.pdf>

that “the MoJ and DFE, together with the Welsh Government, Cafcass, Cafcass Cymru, Local Authority Social Workers and other relevant stakeholders, will work to understand how the recommended accreditation scheme could work and what elements will be required to ensure it can be successful implemented.”<sup>14</sup>

The Children’s Social Care workforce is growing and has seen considerable reform in recent years. The Government’s *Children’s social care reform: a vision for change* policy paper in 2016 set out a vision for a highly skilled and expert Children’s Social Care workforce. The strategy included new statements with the necessary knowledge and skills for children’s social work, clearer pathways to progression, and a national system of assessment and accreditation to guarantee the practice skill of every practitioner, at every level of seniority.

Initial training takes place at a large number of institutions which run social work courses at undergraduate and postgraduate level. While domestic abuse no doubt forms part of the syllabus for these courses, our experience from our Whole Picture health checks and training delivery suggests this training alone is not sufficient for newly-qualified Social Workers to have an in-depth knowledge of the risks, stages and impact of abuse, and to have the confidence to work directly with victims and perpetrators.

Local authorities do provide further training and support to new and existing Social Workers, and responding to domestic abuse is part of the post-qualifying standards specified by the National Assessment and Accreditation System (NAAS) for child and family Social Workers, which practitioners can work towards. However, at present only a minority of Social Workers have been formally accredited and not all local authorities are participating in the scheme. In addition, Cafcass provides all new frontline staff with training on domestic abuse and is developing a new training offer as part of an overhaul of its Learning and Development plans.<sup>15</sup>

Social Work England (SWE) is the regulator which monitors standards in qualifications and training. Domestic abuse legislation and policy has seen some significant changes in recent years, and the new Domestic Abuse Act will need to be reflected in the degree courses SWE regulates, in addition to the relatively new offence of coercive control.

However, while these efforts are welcome, the following evidence suggests that across the board, those involved in children’s care do not sufficiently recognise the harm caused to children by domestic abuse or have optimal strategies at their disposal to end that abuse.

An expert panel was established in 2019 by the Ministry of Justice and asked to consider risks of harm to children and parents involved in private law children cases.<sup>16</sup> After receiving over 1,200 responses from individuals and organisations across England and Wales, and holding roundtables and focus groups with professionals, parents and children with experience of the family courts, the panel found significant weaknesses in culture and practice.

These findings back up previous research. A 2012 article, published in the *International Social Work journal*, looked at understanding and attitudes towards domestic abuse among registered social workers in a city in the Midlands. A survey of 181 Social Workers found that half reported no training on domestic abuse and only one third who had received post-qualifying training. However of these, two-thirds did not believe it was adequate. The study found that Social Workers were under-recognising instances of domestic abuse and identified contradictory views about the role of some women in the abusive relationship. The authors concluded that “*there appears to be a disjuncture between their understanding*

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<sup>14</sup> Assessing Risk of Harm to Children and Parents in Private Law Children Cases Implementation Plan, HMG 2020

<sup>15</sup> <https://www.theyworkforyou.com/wrans/?id=2018-12-20.204585.h>

<sup>16</sup> <https://www.gov.uk/government/consultations/assessing-risk-of-harm-to-children-and-parents-in-private-law-children-cases>

*of what constitutes domestic violence and their perceptions of how often their clients actually experience domestic violence.”<sup>17</sup>*

Further evidence was found in Ofsted’s second Joint Targeted Area Inspection programme, which began in September 2016 and which examined how well agencies were working together to protect children who live with domestic abuse. It found that while much good work is being done to protect children and victims, far too little is being done to prevent domestic abuse and repair the damage that it does. It called for a national public service initiative to raise awareness of domestic abuse and violence, a greater focus on perpetrators and better strategies for the prevention of domestic abuse.<sup>18</sup>

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*‘Even in the best cases, there was often a lack of accountability or responsibility attributed to the perpetrator of the abuse. Furthermore, in a minority of cases, there was an inappropriate attribution of responsibility on the mother to protect her children.’*

*The multi-agency response to children living with domestic abuse – report of the Joint Targeted Area Inspection, HM Government*

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Research for The Institute for Research and Innovation in Social Services (Iriss) on women’s experience of social work intervention in Scotland found that women are most often seen as primarily responsible for child safety, despite the perpetrators’ responsibility for harm and abuse; that the social attitudes that fuel domestic abuse and attribute blame to women for men’s violence can also be present in social work practice, and that the context of abuse, and of coercive control, is often not understood by practitioners, resulting in inappropriate demands being placed on women by Social Workers. It concluded that ‘a deeper more challenging shift may need to take place in training and awareness development, which might challenge the assumptions and beliefs of Social Workers’.<sup>19</sup>

The implications of this lack of understanding and specialist knowledge are significant. It means victims are being let down by services that should be there to help them. It means abuse goes on longer and the impact on children is deeper.

One of the most important functions of the social care service is to act as a ‘front door’ to specialist services that can help families with the multiple issues they are often facing. In relation to domestic abuse, one such service is Independent Domestic Violence Advisors (Idvas), specialist case workers who work predominantly with victims at the highest risk of serious harm or murder. They coordinate the wide range of services a family might be involved with, including those working with perpetrators and children. An evaluation of Idva services found that following the intervention of the Idva, 57% of all victims experienced a cessation in the abuse they were suffering.<sup>20</sup>

Access to specialist services like Idvas requires Social Workers to correctly identify families experiencing abuse, and particularly those at risk of serious harm. With demand for services outstripping availability in many areas, the process of risk assessment is critical, as is the need to identify services for each family member to address the harm they are experiencing as a result of the abuse.

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<sup>17</sup>

[https://www.researchgate.net/publication/270402802\\_How\\_do\\_social\\_workers\\_understand\\_and\\_respond\\_to\\_domestic\\_violence\\_and\\_relate\\_this\\_to\\_organizational\\_policy\\_and\\_practice](https://www.researchgate.net/publication/270402802_How_do_social_workers_understand_and_respond_to_domestic_violence_and_relate_this_to_organizational_policy_and_practice)

<sup>18</sup>

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/680671/JTAI\\_do\\_mestic\\_abuse\\_18\\_Sept\\_2017.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/680671/JTAI_do_mestic_abuse_18_Sept_2017.pdf)

<sup>19</sup> <https://www.iriss.org.uk/resources/insights/domestic-abuse-and-child-protection-womens-experience-social-work-intervention>

<sup>20</sup> [https://safelives.org.uk/sites/default/files/resources/Safety\\_in\\_Numbers\\_full\\_report.pdf](https://safelives.org.uk/sites/default/files/resources/Safety_in_Numbers_full_report.pdf)

We believe that a dual approach is needed: a strong grounding as part of initial education and training, **and** further training through an employer. The former introduces domestic abuse in the context of theory and legislation, and introduces the practical tools used to work with victims and perpetrators. The latter builds on this knowledge and helps to embed a whole family approach in mixed-disciplinary teams.

Although it would appear that more attention is being given to domestic abuse as part of social work courses than in the past, it is competing with many other topics for time and space in the curriculum. It also leaves a large proportion of the workforce, who studied at a time when there was less focus on domestic abuse, relying on post-qualification training and development opportunities to improve their understanding.

Feedback from a number of course leaders suggests that some courses are making full use of links with local social care departments and providing a good understanding of victim and survivor experiences. We do not know if this is a universal experience so we would welcome further opportunities to engage with social work departments and other training providers to ensure that course materials and learning experiences support a generation of Social Workers who can help to end domestic abuse.

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*'I know from my research just how prevalent domestic abuse is in social work with children and families. I'm sure we could do more, but there is so much pressure for space on the curriculum. But having been in social work education for 30 years I am satisfied that the level of attention that is given to the problem has increased a lot.'*

Professor of Social Work

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We also hope to engage with the professional bodies and regulators with responsibility for the Children's Social Care workforce across all four UK nations to ensure that domestic abuse has a high profile in all frameworks, standards and pathways.

## Understanding of domestic abuse impacts on the whole family

A more holistic understanding of the impact of domestic abuse on wider family life, for example on parenting skills and mental health, would also support the Government's wider objectives around tackling disadvantage and ending multi-generational poverty.

Despite domestic abuse being one of the categories for entry into the Troubled Families Programme (one fifth of troubled families had a family member affected by an incident of domestic abuse or violence), the programme has not been able to demonstrate a statistically significant change in overall levels of reported domestic abuse or violence.<sup>21</sup> Troubled Families does not require Team Leaders to undertake domestic abuse training and has not prepared specific briefings for coordinators to understand the role of specialist providers of domestic abuse support, nor the need to hold the perpetrator accountable.

Ofsted's Joint Targeted Area Inspection found a particular lack of understanding around the relatively new offence of coercive control. It also found too much responsibility being placed on victims, with a lack of understanding of how their trauma from the abuse may impact on their ability to take action, and not enough emphasis on perpetrators.

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<sup>21</sup> MHCLG, National Evaluation of the Troubled Families Programme 2015 - 2020 Family Outcomes – national and local datasets, Part 4, March 2019, p9

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*'Some of the thinking and practice we saw with victims in contexts of coercive control were clearly inappropriate. This included the use of written agreements that placed responsibility for managing the risk to children with the victim.'*

*The multi-agency response to children living with domestic abuse – report of the joint targeted area inspection programme, HM Government*

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The pilots of SafeLives' *Domestic Abuse: The Whole Picture* training show that a cultural change programme can have an immediate impact on levels of understanding, empathy and confidence among participants. Following training, the vast majority (90%) of learners answered that they possessed either a very or extremely good understanding of the different forms of abuse, including coercive control, stalking and harassment, and economic abuse. This compares to 43% prior to training, an increase of 47%. Furthermore, the majority (79%) of learners answered that they possessed either a very or extremely good knowledge of how it is best to record domestic abuse in their records; ensuring perpetrators of abuse are held accountable for their behaviour and victim blaming identified as unacceptable. This compares to 28% prior to training, an increase of 52%.

## **The urgent need to focus on perpetrators**

The focus on short-term solutions and a lack of engagement with perpetrators fails to address the long-term costs to individuals and society. A quarter of high-harm perpetrators are repeat offenders (some with at least six different victims), so a strategy that focuses on moving victims to a new location but leaves the perpetrator in the family home is deeply unsatisfactory.<sup>22</sup> Instead, efforts to engage with the perpetrator early, specialist services to address perpetrator behaviour, and tougher action by prosecutors and courts are all needed. This starts with the Children's Social Care workforce, which is often the first to engage with a family and to identify children at risk of harm.

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*'They [victims] need to be believed by social workers/Cafcass and not forced to have contact with the abusive parent. Social workers need to stop falling for lies and manipulation of the perpetrator.'*

*Every Story Matters* survey of survivors of domestic abuse 2018

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*'Change must start with a more systematic focus on perpetrators' behaviour and preventing their abuse of their victims. By not taking this step forward, the cost to victims and children, and to the public purse, will remain high.'*

*The multi-agency response to children living with domestic abuse – report of the joint targeted area inspection programme, HM Government*

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A lack of confidence in dealing with perpetrators is understandable, particularly for inexperienced Social Workers. There may be a fear that violence will be perpetrated against them. A survey by Community Care found that while physical assaults, verbal abuse or acts of harassment were very real risks for the profession (85% of survey participants had been victims of one of these), these incidents normally

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<sup>22</sup> <http://driveproject.org.uk/wp-content/uploads/2020/01/Call-to-Action-Final.pdf>



involved the service user or the relative of a service user who disagreed with the type of care that the social worker was providing.<sup>23</sup>

Following our *Domestic Abuse: The Whole Picture* training, the majority (80%) of learners answered that they possessed either a very or extremely good understanding of the tactics perpetrators of domestic abuse can use to try to manipulate frontline workers. This compares to 33% prior to training, an increase of 46%.

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*'There are repeated occasions I wish I had put up with the abuse to save my child from the traumatic family court processes which have devastated our lives...My child is doing fairly well because I've made ongoing sacrifices to accommodate the perpetrator as the system demands of us. He suffers when there, all the things I escaped at the hands of the perpetrator. Violence, psychological abuse and social isolation/confusion plus neglect.'*

Every Story Matters survey of survivors of domestic abuse 2018

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## Recommendations

This chapter has highlighted the impact of domestic abuse on children, and research showing how Children's Social Care is not yet consistently responding appropriately to meet their needs. The evidence in the remainder of this report demonstrates how our *Domestic Abuse: The Whole Picture* training can address this and help improve the response of Children's Social Care services to child victims of domestic abuse.

We make the following recommendations:

1. **The Department for Education** should consider funding an additional three pilots of *Domestic Abuse: The Whole Picture* cultural change programme, to allow learnings from the first pilots to further develop the training, and follow-up evaluation to monitor the impact on outcomes. If successful, Government should make the training available nationwide.
2. **Commissioners** should make specialist services for adult and child victims and perpetrators more widely available and ensure that appropriate referrals are made, and outcomes monitored.
3. **Government** should work with the domestic abuse sector to review social work standards and accreditation schemes, including delivering the recommendations of the MOJ Harms Panel report.
4. **Regulators and qualifications bodies** should ensure that social work courses and post-graduate training reflects up-to-date evidence, legislation and developments in practice.

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<sup>23</sup> <https://www.communitycare.co.uk/2014/09/16/violence-social-workers-just-part-job-70-incidents-investigated/>

# Domestic Abuse: The Whole Picture

*Domestic Abuse: The Whole Picture* is more than just a training programme. It is designed to change the responses and attitudes to families affected by domestic abuse across social care teams, from strategic leads to frontline workers and safeguarding call handlers. The training sessions have been developed using input from SafeLives' Pioneers<sup>24</sup>, ensuring that there is a key focus on the lived experiences of survivors. The programme development has been supported by social work-trained and experienced associate trainers, to ensure that it will resonate with Social Workers.

The programme aims to foster and sustain improvements to organisational culture, ethos and values through:

- A health check to examine collaborative practice and performance against best practice, taking a critical friend approach using 18 indices of good practice and an in-depth review of three locally chosen areas of concern
- In-depth, specialist Train the Trainer sessions to upskill local trainers in programme delivery
- One-day, interactive training for a critical mass of frontline professionals
- The identification of staff who will become Mentors for the programme and who will provide ongoing coaching and support for their colleagues
- A Sustaining the Change workshop with senior leaders to ensure the change in skills, behaviour and attitude is maintained in the longer term

## Health Check

The health check element of the change programme for Children's Social Care in the pilot local authorities was carried out with the aim of helping senior managers prepare for the training elements of the programme and identify areas where improvements could be developed to support the frontline work of Children's Social Care. SafeLives staff members spent two days in each of the three pilot local authorities interviewing staff of all levels and reviewing case files, current training materials and training provision in various locations.

From speaking to Social Workers as part of our health check focus groups we found many were concerned about engaging with perpetrators. This was for a combination of reasons including feeling personally at risk challenging violent individuals, being fearful of making the situation worse for victims and children as well the practical difficulties present when attempting to engage with elusive perpetrators. We also found Social Workers did not feel they had received enough training around domestic abuse particularly considering the high percentage of cases they were dealing with. Several mentioned only having received very basic training spending less than a day on domestic abuse during their social work training. There was a clear appetite for further training to help build their knowledge and confidence with requests for practical tools to help manage domestic abuse.

During the case file audits we found examples of victim blaming language with a clear focus and emphasis on victims being set the actions to protect their children and perpetrators being absent. Action plans were mostly generic in nature with actions for victims to call the police without any assessment on how able they were to do this within the context of control within the relationship. More generally there was a lack of evidence of coercive control being present or explored within social care records. This led to an over-

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<sup>24</sup> Pioneers are survivors who work closely with SafeLives to ensure we are building a domestic abuse response that works for victims and survivors. Our Pioneers ensure the needs, experiences and feelings of people with lived experience of domestic abuse are central to all we do.

reliance on the lack of physical violence being a protective factor for children rather than exploring the experience for the victim and their children. There were also examples of language used that was dismissive of victims when they did report abuse with terminology such as 'alleged' abuse used even after the perpetrator had been found guilty in the criminal court.

### **Key recommendations following our health checks included:**

- Prepare forward training plans to ensure that all Children's Social Care staff having contact with members of the public and other professionals receive the training elements of the programme.
- Consider marking great practice and development areas relating to domestic abuse in the appraisal of staff members.
- Ensure that Mentors and the programme lead have access to management information about the scale of domestic abuse in the local authority area, so resources can be properly allocated to domestic abuse cases and support provided to those staff members working in families where abuse is taking place.
- Embed the review of the use of the Dash<sup>25</sup> (Domestic Abuse, Stalking and Harassment and 'Honour'-based violence Risk Indicator Checklist) in the case review process and line management process, their measurement of work outcomes and provide training to all staff members specifically around the use of Dash.
- Ensure communication around local specialist domestic abuse services provision is up to date and relevant.
- Messaging from senior managers and those in influence must indicate that victim-blaming language is unacceptable and that perpetrators must be held to account for their abuse and the impact on the adult and child victims.
- Consider support for perpetrators as part of commissioning.

## **Training delivery**

In order to build a robust pool of trainers and to support local sustainability of the programme, SafeLives developed and ran four two-day Train the Trainer sessions. We also delivered an online webinar to upskill some of our existing experienced SafeLives trainers. In total, we trained 32 local trainers and 33 SafeLives trainers which puts us in a strong place in terms of expansion and further delivery. As well as attending a Train the Trainer session, in order to become *Domestic Abuse: The Whole Picture* accredited trainers had to pass a quality assurance process. This involved delivering with a more experienced trainer who also acted as an observer providing feedback on performance and raising any concerns with the *Domestic Abuse: The Whole Picture* lead.

Across the three areas we delivered 41 frontline sessions which were attended by 602 learners. In addition, we trained 34 Mentors across three sessions. The target audience for the frontline sessions was Children's Social Care staff which included qualified Social Workers as well as others such as MASH workers and Social Work Assistants. In one of the areas this model was closely adhered to. However, in two of the areas local leaders felt there was a benefit in offering Early Help Teams' access to the training as well. This was positive in that it acknowledged the training need for Early Help staff and the importance of a consistent message across the children's workforce. However, this meant that fewer social care staff attended which impacted on the critical mass element of the programme. This could account for feedback from some learners that the course was too Social Work focused.

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<https://safelives.org.uk/sites/default/files/resources/Dash%20risk%20checklist%20quick%20start%20guidance%20FINAL.doc>

In future, it will be important to clearly establish the training's intended audience and then ensure at least 75% of that workforce completes the frontline training. The number of Mentors will also need to increase commensurately.

## Methodology

This report focuses on the feedback forms which were completed by 544 of the 602 participants of *Domestic Abuse: The Whole Picture* training and 32 participants who were trained as *Domestic Abuse: The Whole Picture* Mentors. Appendix 5 shows the responses from participants when asked what would help them respond more effectively to domestic abuse.

The forms were completed on paper at the end of the training course. Participants were asked a variety of questions to gauge their level of understanding, both before and after the training, relating to the key objectives and outcomes of the programme. Questions were answered on a standard 5-point Likert scale ranging from 'Not at all' to 'Extremely' knowledgeable. Additional information was collected on gender, age, ethnicity, job role and length of time as a safeguarding practitioner.

Some questions called for an 'open-ended' written response. These questions related to the programme itself and to how participants will alter their behaviour and practice moving forward.

The data from the forms was input into a data collection system by a trusted third party and the data exported for analysis. Differences between groups were determined for significance with statistical testing [t-tests and ANOVAs]. Correlations were used to explore the relationships between different variables. The limitations of this methodology (post-test) highlight how participants may feel more positively or overstate their knowledge of core constructs measured. We note it is not possible therefore to determine the impact of the programme on outcomes or whether outcomes may be linked to other external factors. There may, for example, be other factors influencing outcomes and the relationships between variables which were not measured as part of this study. Analyses are exploratory and are intended as a descriptive overview of how frontline Children's Social Care workers felt following training on key areas of the programme learning objectives.

## Overview of responses

### Learner profile

Amongst learners, the vast majority (89%) identified as female. Around two thirds (69%) described themselves as White British, with 7.5% describing themselves as (BAME). One quarter (24%) of respondents left this question blank. A similar profile was seen for the Mentors with 91% identifying as female, 81% as White British and 9.4% as BAME with 9.4% of respondents leaving the question blank.

The average age of respondents was 39.4 years and the average length of time spent as a safeguarding practitioner was 9.0 years. When asked for their job title or role, the three most common responses were Social Worker (45%), Family Practitioner (14%) and Family Support (10%).

Compared with the demographics of Children's Social Care professionals, learners included slightly fewer men than nationally – 11% in the programme compared with 14% nationally. The age of participants was similar given that the largest age group nationally is 30-39. The average length of service for programme participants seems longer than average; 61% nationally have been at their current local authority for less than five years, whereas participants' average length of service was nine years. This doesn't account for previous jobs, but we know that it is a growing workforce so large numbers are new. There were a smaller number of BAME participants compared to the national figures for the national workforce where 22% identify as black, Asian or mixed race.

This suggests the programme ought to be regularly repeated with new starters and particular attention should be given to ensuring male workers and those from BAME backgrounds are encouraged to attend the training.

### Outcomes from the training

*Domestic Abuse: The Whole Picture* focuses on key objectives related to the understanding of domestic abuse, reflected in the questions asked of learners post-training:

- Define what is meant by the term 'domestic violence and abuse'.
- Understand the role of frontline workers and the Mentor within the *Domestic Abuse: The Whole Picture* change programme.
- Explain different forms of violence and abuse, including coercive control, stalking and harassment and economic abuse.
- Describe the effect of violent and abusive behaviours on victims, other vulnerable persons and children impacted by the perpetrator's behaviour.
- Understand how perpetrators may reduce victim's space for action, including preventing a victim leaving an abusive relationship.
- Identify the stages of change a victim experiences when in and preparing to leave an abusive relationship and how this may impact on their experience.
- Consider how to use appropriate questions and communication techniques to identify and respond to disclosures of violence and abuse.
- Understand how to identify the need and potential options to safeguard victims and children.
- Consider what interventions frontline workers can provide to an adult victim and their children at each stage of an abusive relationship.
- Explain best practice when recording domestic abuse incidents which minimises victim blaming.
- Consider how frontline workers can safely hold perpetrators to account, including how to recognise the tactics perpetrators may use to manipulate frontline workers.

“ Brilliant training - so informative - very accessible & interactive.

When completing the questionnaire post training, respondents were asked to consider their level of knowledge with regard these concepts both prior to and post training, and to respond on a five-point scale ranging from not at all to extremely knowledgeable. The responses were overwhelmingly positive and a summary can be seen below. A full breakdown of responses to each of these questions can be found in the Appendix. The summary responses consider whether participants felt they had a 'Very' or 'Extremely' good knowledge of a subject post-training, with comparisons to reported knowledge levels prior to training.

Attendees were asked to what extent they felt the learning from their training would change the way they performed their roles with 74% of learners stating 'Extremely' or 'Very', with only 40 respondents out of the total 544 answering 'Slightly' and four 'Not at all'.

When respondents were asked specifically if they thought that attendance at the training would enable them to respond in a more informed way to victims of domestic violence, a similar percentage (75%) said 'Extremely' or 'Very', with only 33 respondents saying 'Slightly' and three saying 'Not at all'.

Those who answered at the lower end of the scale for these two questions were more likely to state that they had found the training to be a refresher of previous learning. In general, comments regarding the

training were positive, with the main area for improvement being a request for the provision of practical tools and support of how to put the knowledge gained into action, for use with victims but particularly perpetrators, as part of the whole family way of working.

In addition to the set questions above, respondents were asked to elaborate on their answers, providing examples of how their performance and responses would change. There was significant crossover of themes raised across the two questions and as such the comments have been combined to allow for an overall understanding of how attendees said they would put their learning into practice.

### Overall view of training and role of frontline workers

A large majority of attendees (81%) were willing to recommend *Domestic Abuse: The Whole Picture* training to a colleague (scoring 8 or higher on a 0-10 scale). Almost all of those who attended the *Domestic Abuse: The Whole Picture* Mentors training session (96%) were willing to recommend it to a colleague.

Respondents were asked to consider the role that frontline workers play in identifying and responding to domestic abuse, and the role of the Whole Picture Mentor in supporting you in your role. A large majority of respondents (82%) felt they had a good knowledge of this after the training, compared to one third (35%) before the training.

Many respondents expressed that they felt more confident in recognising the signs of domestic abuse and had learned skills in how to explore this more fully when something does not seem right. For some the take-away messages about how to respond to victims

“ I'll be more aware of signs of different abuse and I will be able to recognise them and I feel confident that I have been given the knowledge

of domestic abuse were asking questions sensitively, others had noted it was important to talk to all members of the family and seek to understand what life was like for them. Having a non-judgemental response to victims of abuse was frequently mentioned, specifically in terms of listening, showing empathy and ensuring victims knew they were believed.

In the open ended 'any other comments' section of the post training questionnaire, 18% of the 270 comments on feedback requested practical work tools to take away from the training, including the PowerPoint presentation, detailed information on where to refer clients and templates to use in practice. A quarter of respondents (25%) gave specific positive feedback about the training and/or the trainers in this section.

Suggested changes to the training session included a notable one in ten (12%) who felt the subject should have been discussed over two days with more roleplays, 10% who felt PowerPoints were too word heavy and the session could have been more interactive. Seven percent had concerns about the training, in particular the roleplay activity and the long introduction. Finally 6% felt that the training was too heavily focused on Social Workers when there were other professionals in the room.

### Respondents reported an increased knowledge of domestic abuse, including coercive control, and confidence to recognise this when working with clients

Increased knowledge and understanding of domestic abuse were the most common responses to the post-training open ended questions. Over a quarter (26%) of respondents discussed this in answer to the question 'how will you perform your role differently' and over a third (37%) of responses to 'how will you respond differently' highlighted this change in practice. An understanding of tools to assist with domestic abuse, such as the power and control wheel, was also highlighted as a positive outcome of the training, as well as being aware of the signs of domestic abuse to look out for when working with clients. Understanding the impact of

“ I now have a resource of stages of abuse and can now see what to look for to be able to work with a DA victim

domestic abuse, the stages of coercive control and the “gains and losses” when considering leaving a relationship were also common answers to these questions.

After the training, nine out of ten (90%) respondents felt that they had an extremely or very good understanding of the different forms of abuse including coercive control, stalking and harassment, and economic abuse. This compares to less than half of respondents (43%) stating they had this knowledge before training and older learners were significantly more likely to respond more positively to this question (see statistical testing in Appendix 2). Although coercive control was discussed on numerous occasions in the open-ended answers, it is worth noting that this was the only form of abuse that was mentioned from the learning objective on coercive control; stalking and harassment, and economic abuse were not commented on.

Respondents were asked to reflect on their understanding around the stages of change victims of domestic abuse experience, including whilst in a relationship, and when preparing to leave, and how this may impact on their experience. Only a quarter (23%) of respondents felt they had a very or extremely good understanding of this before the training. This knowledge increased by 69% and at the end of training 92% of respondents answered positively to this question.

An ‘understanding of the legal definition of domestic violence and abuse, and relevant legislation to support prosecution and safeguard victims and their children’ was also asked to assess the learning of the training and a wider understanding of domestic abuse. More than half (55%) of learners felt they had a good knowledge at the end of the training compared to a quarter prior (25%). Older learners were significantly more likely to respond more positively to this question (see statistical testing in Appendix 2).

A number of respondents felt that the course was a good refresher for their existing knowledge and that it updated their knowledge on a subject they were already familiar with. Respondents also mentioned how the training helped them use this existing knowledge and transfer it into practice.

“ Increased knowledge and skills, and changes way of thinking around control victims may have.

Finally, knowledge around technology and the way perpetrators use technology in an abusive relationship was highlighted as a key area of learning that would affect how respondents would perform their role differently.

An aspect of the *Domestic Abuse: The Whole Picture* Mentors training was around supporting groups of victims who may be 'hidden' from services or face additional barriers. Nine out of ten of all trained Mentors (90%) felt that as a result of the training they had a very or extremely good understanding of economic abuse and the impact it has on victims of domestic abuse. Nearly all Mentors (97%) felt they had a good or excellent knowledge of the additional effects of male victims of domestic abuse and the barriers they face to asking for support. The vast majority felt they had a very good or excellent knowledge of the risk to and impacts of forced marriage and ‘honour’-based violence on victims and children (84%) and understanding of the experiences of LGBT+ victims of domestic abuse (88%). All these represent a large increase in awareness with no Mentors answering ‘Not at all’ or ‘Slightly’ for any of these questions.

The SafeLives Spotlights series<sup>26</sup> focuses on these groups with each Spotlight bringing together insight from survivors, practitioners, academics and other experts, alongside our own data. It was commented on by 6% of learners on the frontline course that they would have liked information and training on families where there is a disability, LGBT+ families and Black, Asian and Minority Ethnic families.

**Respondents reported an increased knowledge of appropriate questions and communication techniques to identify and respond to disclosures for violence and abuse.**

<sup>26</sup> <https://safelives.org.uk/knowledge-hub/spotlights>

Asking the right questions to victims of domestic abuse and how to record these conversations was the second most popular response to how respondents would perform their role differently, with a quarter (26%) of respondents mentioning this their open-ended answer. Almost a fifth of responses (18%) discussed questions and recording in answer to how they will respond differently in their role.

“ The questions that I will use in my assessments will incorporate what I have learnt today

Communication and the use of language were key course outcomes. Prior to the training, only a fifth of respondents (20%) felt they had a very or extremely good understanding of what questions to ask and what communication techniques to use that would enable a victim of domestic abuse to disclose their experiences. This increased by 55% post-training with three quarters of all respondents (75%) stating they now have a very good or excellent understanding of how to approach domestic abuse with their clients. Older learners were significantly more likely to respond more positively to this question (see statistical testing in Appendix 2).

What questions to ask clients about domestic abuse, as well as following up on these questions to gather more information was also highlighted as a key learning. Common words used included ‘unpicking,’ ‘exploring’ and ‘curiosity.’

Just over a quarter of respondents (28%) felt that they had a very or extremely good understanding of how to record domestic abuse in their records before they undertook the training. This increased to 79% post training, showing an increase of 52% with older learners significantly more likely to respond more positively to this question (see statistical testing in Appendix 2).

How domestic abuse is recorded was a popular response to the two open-ended questions. Respondents highlighted a clear understanding of the effect that certain words or phrases had in their note taking and showed an awareness of what language to use when writing up their reports.

“ I will continue to be aware of the language I use in my reports & think about how it could be misused

### Respondents reported an understanding of the importance of working with the perpetrator of abuse

A fifth (20%) of the open-ended responses asking how respondents would perform their role differently discussed working with the perpetrator. Most of these answers noted that the respondent would involve the perpetrator in the work they are doing with the family. Engaging with perpetrators and having the confidence to do this were key points that the respondents took away from the training. Comments noting that this was a gap in their current work may explain why this was such a popular response to the course.

“ It is a reminder as to how important it is to engage the perp (father/partner)

The training explored the use of manipulation tactics used by perpetrators when working with frontline professionals and 80% of respondents felt that they had a very or extremely good understanding of this after the training. This compares to 33% of respondents before training took place again with older learners significantly more likely to respond more positively to this question (see statistical testing in Appendix 2).

Almost all Mentors (94%) perceived themselves to have a very or extremely good understanding of the ways in which perpetrators can present as victims of domestic abuse (an increase of 67%) as a result of the training.

The open-ended response questions showed the willingness for working closer with perpetrators of domestic abuse, and a specific request for further information on how to work with perpetrators was again raised in the ‘any other comments’ section with total of nineteen (8%) stating that this was an important skill to learn.



## Respondents reported increased understanding of the effect domestic abuse can have on the victim and family and the barriers victims face

Empathy and understanding were key themes which emerged from respondents' open-ended answers. This was the second most common answer to how respondents would respond differently, with 34% of answers focusing on this. Nearly a fifth (19%) of all respondents focused on an understanding of the victim's experience when they answered the open-ended question in relation to how they would perform their role differently. Concerns around victim-blaming, being able to see things from the victim's point of view and an awareness of how difficult it is to leave an abusive relationship were commonly discussed learnings from the day.

“ Have more empathy with the practical emotional and psychological constraints impacting on victims' ability to help keep themselves safe

Prior to training a third (35%) of respondents felt they understood (very or extremely well) how living with fear impacts the decisions of victims and what can be done to increase their space for action. After training, this increased to 91% of respondents. Similarly, post training 92% of respondents felt they had a very or extremely good understanding of the tactics perpetrators of domestic abuse use to keep their victim(s) within a relationship and prevent them from leaving. This response compares to only 40% of respondents feeling confident in their knowledge of this prior to training.

“ This course has furthered on my knowledge & I am going away taking everything into account of "Why don't they just leave?"

There were multiple comments relating to an increase in understanding as to what the barriers were for victims and understanding why they would stay in abusive relationships. Practitioners also noted an increased awareness of the risks faced at

the point of leaving a perpetrator and the importance of ensuring that a safety plan for all family members was in place if a victim was planning to leave. A small number of respondents also specifically mentioned an increased knowledge about how to manage risk while the couple remained together.

The engage and intervene model was mentioned in this context, in terms of understanding why victims would be reluctant to disclose their experiences and providing tools to build trust with families. Some practitioners highlighted this their learning.

### A whole family approach

The final key category of responses that came from the training was for respondents to look at the whole family when considering their response to domestic abuse.

Social Workers were asked if they recognised the impact that domestic abuse has on children and young people and whether children experience this abuse directly or indirectly. This had the smallest percent of increase in knowledge as nearly two thirds (63%) of respondents felt that they had an extremely or very good understanding of this before the training took place. This increased to nearly all respondents post-training (94%) giving an increase of 31%.

The whole family approach also had the lowest percent of pre-training knowledge with only 15% of respondents assessing themselves as having very or extremely good knowledge of the types of interventions available to frontline workers at every stage of the relationship, and the potential safeguarding options that exist, for both victims and children. Post-training, this more than tripled with 55% of respondents having a very or extremely good knowledge of this, an increase of 39%.

“ I had very little understanding and now feel I could start to support a family

While a few respondents did report that they now have a greater awareness of the types of support which are appropriate for victims of domestic abuse at different points in their relationship, there were comments which suggested that practitioners did not have a great awareness of the specific services provided in their local area which

they could refer families to. Short term commissioning arrangements can make it tricky to keep written directories of services accurate, but consideration could be given to local representatives compiling a list of local support services for all practitioners in the area to access.

In the open-ended responses the importance of a ‘Whole Family’ approach to tackling domestic abuse was considered specifically by 9% of respondents when considering how they would perform their role differently. Identifying and addressing the impact on all family members and working with everyone was key to this line of comments. Respondents stressed specifically the importance of working with perpetrators and children. Understanding of the impact on children in the household was mentioned, as was the importance of including the perpetrator more in assessments.

### The role of *Domestic Abuse: The Whole Picture* Mentors in supporting colleagues

The Mentor’s role is to support best practice in their colleagues, challenge poor practice and attitudes within the workforce, respond to domestic abuse within the workforce, notice and congratulate great practice and support those identified as experiencing helper conditions such as burnout and compassion fatigue.

There was a low level of knowledge surrounding the tasks carried out by *Domestic Abuse: The Whole Picture* Mentors in the local area. Less than half (42%) of Mentors felt confident in this knowledge and 3.2% felt they had no understanding of this at all. One in ten Mentors (9.7%) felt they had a slight understanding of this question and 45% had a moderate understanding. This is likely to be in part as a result of the local implementation of the role. An example of this is the significant restructure within one of the pilot local authority areas between delivery of the frontline and Mentors sessions. This resulted in a new team being created designed to support Social Workers managing domestic abuse. The decision was made that this team would take on the Mentors’ role. However, as staff in other teams had already put themselves forward to be Mentors and attended the training, there was no clear steer on how they would undertake the role. This highlights a further area for improvement in future courses. There is a need for local areas to develop a strategic plan on how to implement the Mentors scheme beyond staff attending the training, in order to embed and sustain the change.

Mentors were particularly positive in their responses around how to support their colleagues. Nearly all (94%) of Mentors now understand the signs and effects of vicarious trauma, occupational burnout and compassion fatigue and 87% feel confident in their knowledge to combat this. Less than a third (28%) of Mentors had good or extremely good knowledge of this before the training. After the training, almost all Mentors (97%) felt that they had knowledge of how a Mentor should respond to a disclosure of domestic abuse by a colleague, with the rest stating they had a moderate understanding. Many of the responses to the open-ended questions at the end of the survey asking Mentors how they would change their performance and response to their roles focused on the support they could give to their colleagues.

Mentors training also focused on influencing practice and challenging their colleagues. Nine out of ten (91%) Mentors now have a very or extremely good understanding of the GROW Model<sup>27</sup> of coaching and mentoring feedback and the rest a moderate understanding. Three quarters of Mentors (75%) had a very or extremely good understanding of the role that a *Domestic Abuse: The Whole Picture* Mentor has

It has boosted my confidence. I can't wait to feedback to the main team on what I have learnt and get people thinking differently about DA. Learnt more around ways of exploring cases in detail. GROW is brilliant model.

<sup>27</sup> [https://cdn.southampton.ac.uk/assets/imported/transforms/content-block/UsefulDownloads\\_Download/59CB199C2A5841109BF2EA4EA98017B6/GROW-Model.pdf](https://cdn.southampton.ac.uk/assets/imported/transforms/content-block/UsefulDownloads_Download/59CB199C2A5841109BF2EA4EA98017B6/GROW-Model.pdf)

in supporting workers in identifying and responding to domestic abuse; a fifth of respondents had a moderate understanding of this and 3.1% had a slight understanding .

Over four fifths (84%) now have a very or extremely good understanding of the areas of practice and what attitudes a Mentor will support colleagues in, 13% had a moderate understanding and 3.2% had a slight understanding.

In the open-ended responses having confidence in their role as a Mentor and in their understanding of domestic abuse was commonly highlighted and a number of Mentors noted that they would now feel confident to challenge colleagues on their views of domestic abuse. The vast majority of mentors said the training could change the way in which they performed their role (87%) and felt the training would allow them to respond to victims in a more informed manner (83%).

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## Observations from the evaluation

*Domestic Abuse: The Whole Picture* training appears to have had a very positive effect on participants. Respondents consistently reported a large increase in knowledge and awareness with regards to key learning outcomes, primarily the stages of domestic abuse, perpetrator tactics, factors that impact on a victim's decision making and space for action, and the role frontline workers play in responding to abuse.

When expanding on their responses, respondents reported increased knowledge and awareness around coercive and controlling behaviour, as well as the importance of working with perpetrators, children, and taking a whole family approach to tackling abuse.

“ I now have understanding of the support available. I also have a better understanding of how to help them open up and access their choices rather than being fixated on social care processes.

Two areas where respondents still wanted to know more post-training were on the specific legal definitions of abuse and on the various safeguarding interventions

available to them as frontline workers.

## Appendices

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### Appendix 1 – Detailed breakdown of question responses

#### Demographics

Gender of learners:

Gender	%
Male	11%
Female	89%
Transgender	0.2 %

Age of learners:

Age	%
21-30 years old	26%
31-40 years old	32%
41-50 years old	22%
51-60 years old	16%
61+ years old	3.7%
Average age / years	39.4

Ethnicity of learners:

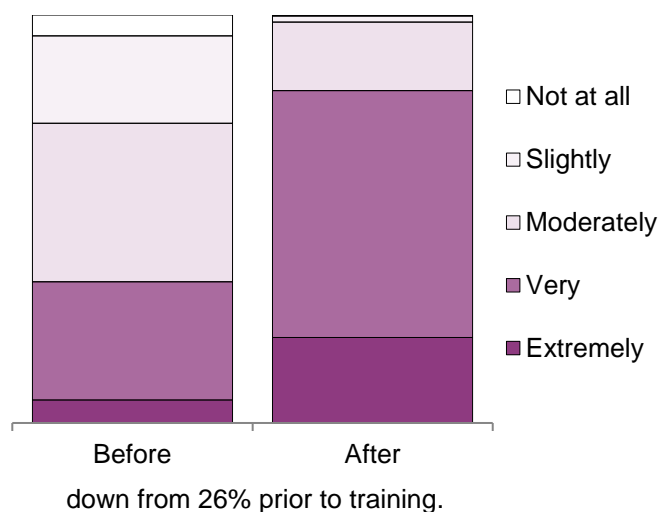
Ethnicity	%
White British or Irish	69%
Total BME	7.5%
├ Other White Background	2.4%
├ Asian	0.4%
├ Arab	0%
├ Black	3.5%
├ Dual Heritage	1.1%
└ Other	0.2%
Don't Know / Not disclosed	24%

Average number of years as a safeguarding practitioner:

Years as a safeguarding practitioner	Average
Frontline Workers	9.0
DA Whole Picture Mentor	10.6

## Responses of Frontline workers

### Understand the role that frontline workers play in identifying and responding to domestic abuse, and the role of the Whole Picture Mentor in supporting you in your role

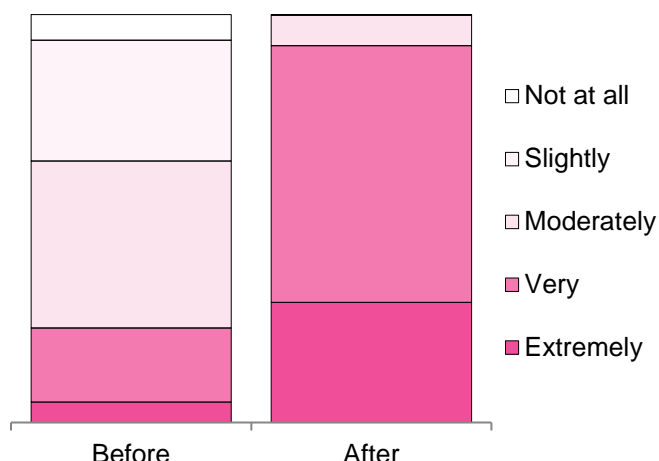


- Following training, the majority (82%) of learners answered that they possessed either a **'Very'** or **'Extremely'** good understanding of the role that frontline workers play in identifying and responding to domestic abuse, and the role of the Whole Picture Mentor in supporting you in your role. This compares to 35% prior to training, an increase of 47%.

- Less than 2% considered themselves to have **low understanding** in this area,

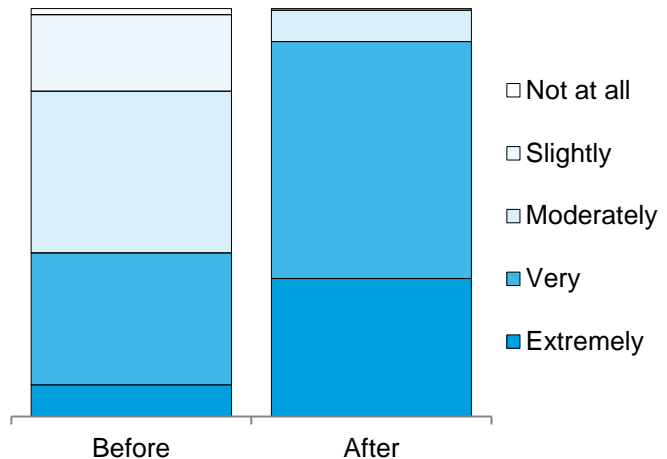
### Understanding of the stages of change that victims of domestic abuse experience, including whilst in a relationship, and when preparing to leave, and how this may impact on their experience

- Following training, nearly all learners (9%) answered that they possessed either a **'Very'** or **'Extremely'** good understanding of the stages of change that victims of domestic abuse experience, including whilst in a relationship, and when preparing to leave, and how this may impact on their experience. This compares to 23% prior to training, an increase of 69%.
- Only one learner considered themselves to have **low understanding** in this area, down from 36% prior to training.



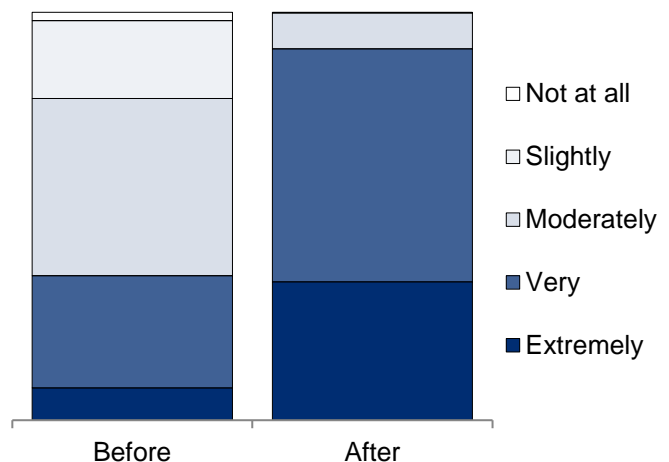
### Understanding of the tactics perpetrators of domestic abuse use to keep their victim(s) within a relationship and prevent them from leaving

- Following training, the vast majority (92%) of learners answered that they possessed either a **'Very'** or **'Extremely' good understanding** of the tactics perpetrators of domestic abuse use to keep their victim(s) within a relationship and prevent them from leaving. This compares to 40% prior to training, an increase of 52%.
- Two learners considered themselves to have **low understanding** in this area, down from 21% prior to training.



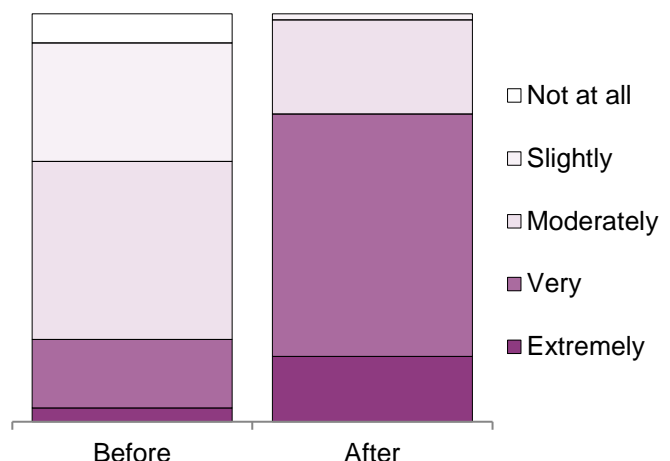
### Understanding how living with fear impacts the decisions of victims and what can be done to increase their space for action

- Following training, the majority (91%) of learners answered that they possessed either a **'Very'** or **'Extremely' good understanding** of how living with fear impacts the decisions of victims and what can be done to increase their space for action. This compares to 35% prior to training, an increase of 56%.
- One learner considered themselves to have **low understanding** in this area, down from 21% prior to training.



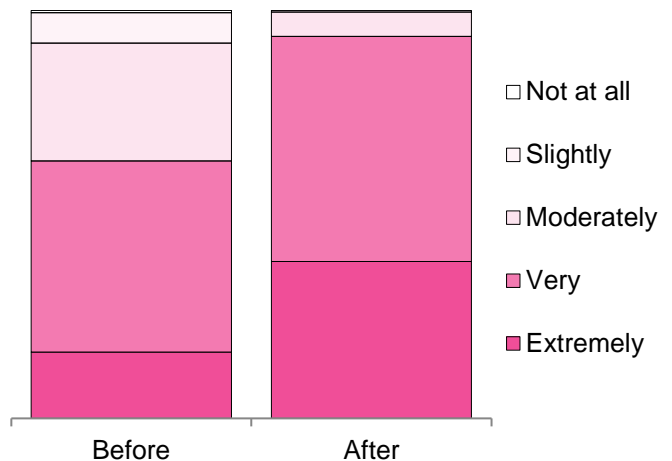
### Knowledge of the types of questions and communication techniques that would encourage a victim of domestic abuse to disclose their experiences to you as a front line worker

- Following training, a large majority (75%) of learners answered that they possessed a **'Very'** or **'Extremely' good knowledge** of the types of questions and communication techniques that would encourage a victim of domestic abuse to disclose their experiences to you as a front line worker. This compares to 20% prior to training, an increase of 55%.
- Very few learners (1.5%) considered that they had a **low understanding** in this area, down from 36% prior to training.



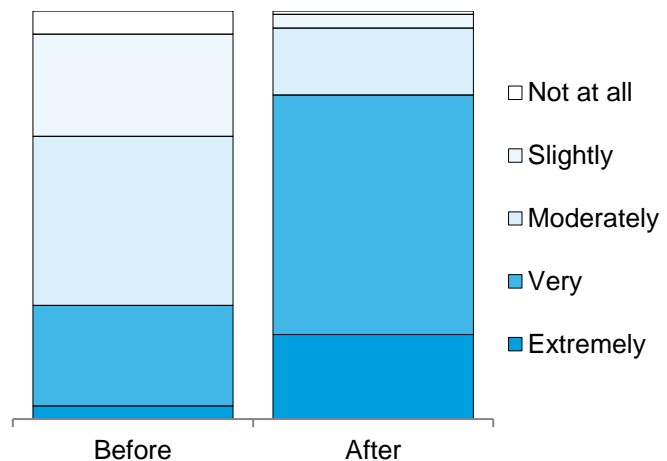
### Recognise the impact that domestic abuse has on children and young people, whether they experience it directly or indirectly

- Following training, the vast majority (94%) of learners answered that they possessed either a **'Very'** or **'Extremely'** good understanding of how to recognise the impact that domestic abuse has on children and young people, whether they experience it directly or indirectly. This compares to 63% prior to training, an increase of 31%.
- Two learners considered themselves to have **low understanding** in this area, down from 8% prior to training.



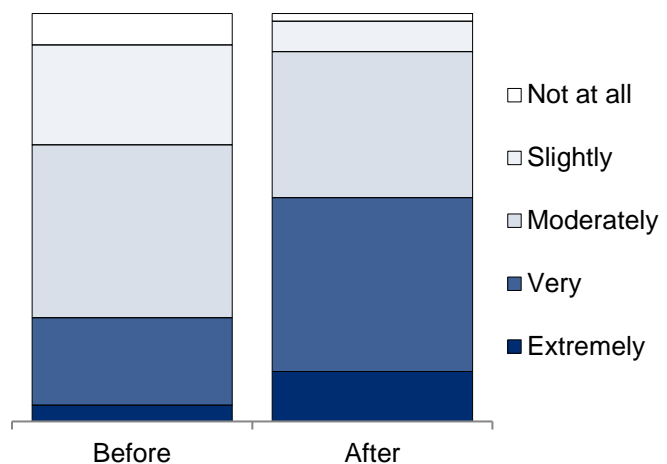
**Knowledge of how it is best to record domestic abuse in your records; ensuring perpetrators of abuse are held accountable for their behaviour and victim blaming identified as unacceptable**

- Following training, the majority (79%) of learners answered that they possessed either a **'Very'** or **'Extremely'** good knowledge of how it is best to record domestic abuse in your records; ensuring perpetrators of abuse are held accountable for their behaviour and victim blaming identified as unacceptable. This compares to 28% prior to training, an increase of 52%.
- Very few learners (4%) considered that they had a **low understanding** in this area, down from 30% prior to training.



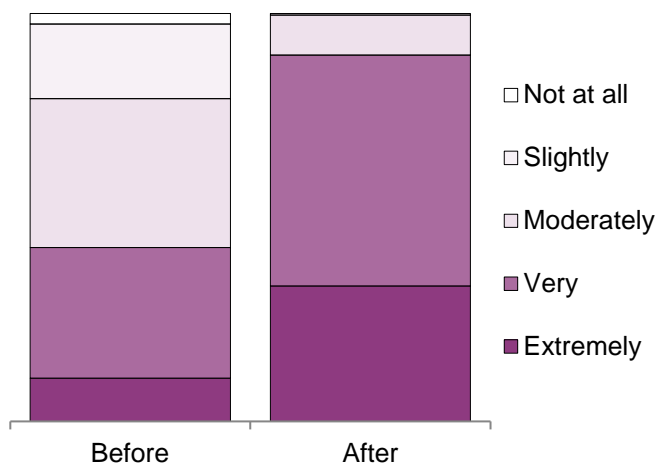
**Understanding of the legal definition of domestic violence and abuse, and relevant legislation to support prosecution and safeguard victims and their children**

- Following training, the majority (55%) of learners answered that they possessed either a **'Very'** or **'Extremely'** good knowledge of the legal definition of domestic violence and abuse, and relevant legislation to support prosecution and safeguard victims and their children. This compares to 25% prior to training, an increase of 29%.
- A small number of learners (9.3%) considered that they had a **low understanding** in this area, down from 32% prior to training.



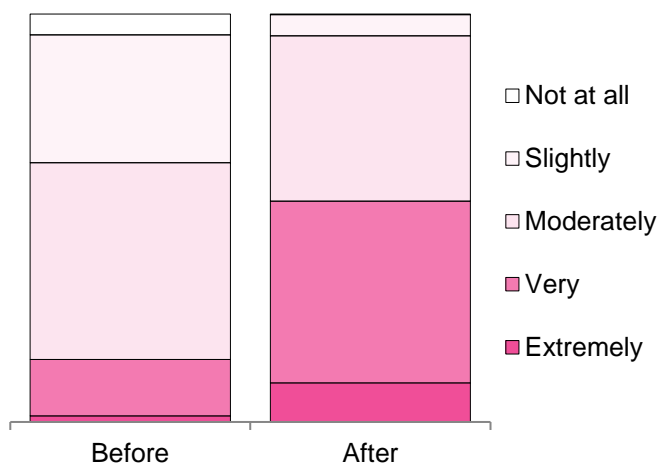
**Understanding of the different forms of abuse, including coercive control, stalking and harassment, and economic abuse**

- Following training, the vast majority (90%) of learners answered that they possessed either a **‘Very’** or **‘Extremely’ good understanding** of the different forms of abuse, including coercive control, stalking and harassment, and economic abuse. This compares to 43% prior to training, an increase of 47%.
- Two learners considered themselves to have **low understanding** in this area, down from 21% prior to training.



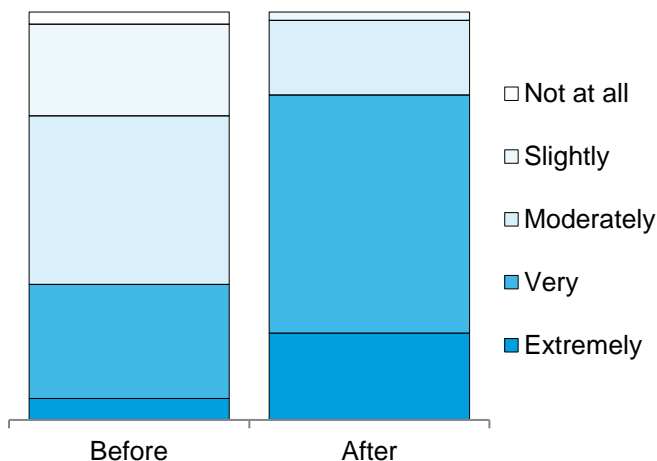
**Understanding of the types of interventions available to frontline workers at every stage of the relationship, and the potential safeguarding options that exist, for both victims and children**

- Following training, the majority (54%) of learners answered that they possessed either a **‘Very’** or **‘Extremely’ good knowledge** of the types of interventions available to frontline workers at every stage of the relationship, and the potential safeguarding options that exist, for both victims and children. This compares to 15% prior to training, an increase of 39%.
- A small number of learners (5.4%) considered that they had a **low understanding** in this area, down from 36% prior to training.



**Understanding of the tactics perpetrators of domestic abuse can use to try to manipulate frontline workers**

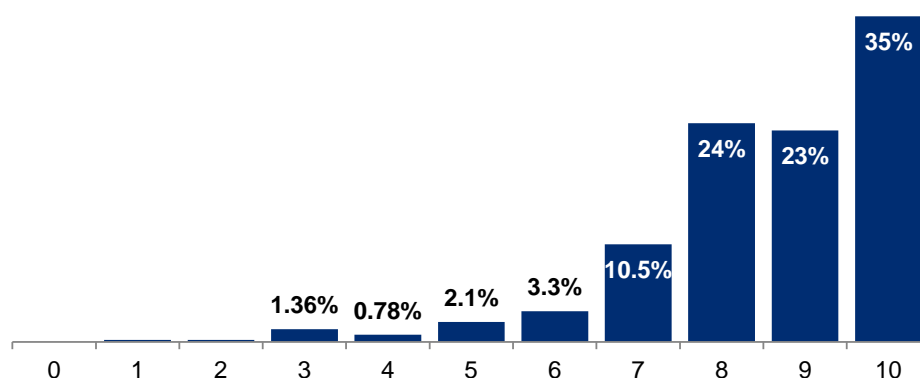
- Following training, the majority (80%) of learners answered that they possessed either a **‘Very’** or **‘Extremely’ good understanding** of the tactics perpetrators of domestic abuse can use to try to manipulate frontline workers. This compares to 33% prior to training, an increase of 46%.
- Very few learners (2.1%) considered that they had a **low understanding** in this area, down from 25% prior to training.





On a scale of 0-10 how likely is it that you would recommend the training to a colleague? (not likely = 0, extremely likely = 10)

### Recommend DA: Whole Picture



- 81% of learners would recommend DA: Whole Picture to a colleague (8 or higher).

## Appendix 2 – Statistical analysis of responses

### Individual differences for frontline workers

Following the observations in the body of the report, the responses of frontline workers were further analysed to test for gender, age and length of service differentials. A correlation grid was constructed, including the Age, Gender, and Length of Service variables, as well as the 'After' responses to the various questions (Appendix 3). As the sample size was small, a similar analysis was not conducted for mentors.

The correlation matrix did suggest any differences across reported outcomes between genders. Across all responding well programmes it is often found that female respondents appear to answer more positively in some areas so further tests (Appendix 4) were run to confirm or refute this. There were no course outcomes in which female respondents were giving a more positive response than their male colleagues.

The correlation grid also suggested some differences based on age and length of service. Further one-way ANOVA testing (Appendix 4) demonstrated some differences in outcomes, with older participants providing a more positive response in the following areas:

- Knowledge of the types of questions and communication techniques that would encourage a victim of domestic abuse to disclose their experiences\*\*<sup>28</sup>
- How it is best to record domestic abuse in their records\*\*
- Understanding of the legal definition of domestic violence and abuse, and relevant legislation to support prosecution and safeguard victims and their children\*
- Understanding of the different forms of abuse, including coercive control, stalking and harassment, and economic abuse\*
- Understanding of the tactics perpetrators of domestic abuse can use to try to manipulate frontline workers\*\*

Overall, the responses given were incredibly positive indicating that the course was accessible and beneficial to all involved. The differences across respondents were small but however it is worth revisiting them during the six-month follow-up evaluation to see if these differences still exist.

<sup>28</sup> \*\*\* = p <.001, \*\* = p<.01, \*=p<.05

## Appendix 3 – Domestic Abuse: The Whole Picture – Frontline Workers – Correlation Matrix

DA: Whole Picture - Frontline Practitioners - Correlation Matrix																		
		Age	Gender	Years of service	After role that frontline workers play	After stages of change	After keeping victims in a relationship	After living with fear	After types of questions	After impact on children	After recording domestic abuse	After legal definition of DVA	After different forms of abuse	After types of interventions	After perpetrator manipulation tactics	After perform your role	After responding to victims	After recommend
Age	Pearson Correlation	1	-0.080	0.570**	0.070	0.080	0.010	0.070	0.120*	0.070	0.150**	-0.020	0.080	0.030	0.140**	-0.130*	-0.050	-0.040
	Sig. (2-tailed)		0.120	0.000	0.211	0.135	0.805	0.154	0.019	0.200	0.005	0.730	0.109	0.557	0.006	0.014	0.377	0.460
	N	378	376	327	370	374	373	373	374	373	366	364	376	363	368	360	361	358
Gender	Pearson Correlation	-0.080	1	-0.090	-0.040	-0.070	-0.050	-0.020	-0.060	-0.010	0.000	-0.100*	-0.060	-0.080	-0.090	0.030	0.120*	0.070
	Sig. (2-tailed)	0.120		0.079	0.348	0.134	0.263	0.732	0.208	0.854	0.934	0.031	0.198	0.106	0.061	0.539	0.013	0.169
	N	376	465	384	454	460	459	458	461	459	452	450	463	446	455	443	443	440
Years service of	Pearson Correlation	0.570**	-0.090	1	0.110*	0.120*	0.080	0.110*	0.120*	0.100*	0.130**	0.060	0.120*	0.030	0.070	-0.130**	-0.060	-0.060
	Sig. (2-tailed)	0.000	0.079		0.022	0.012	0.125	0.025	0.017	0.043	0.009	0.244	0.015	0.524	0.178	0.009	0.240	0.209
	N	327	384	413	403	410	405	405	409	407	400	398	411	399	404	395	395	388
After - role that frontline workers play	Pearson Correlation	0.070	-0.040	0.110*	1	0.570**	0.540**	0.530**	0.480**	0.440**	0.400**	0.410**	0.480**	0.450**	0.410**	0.270**	0.290**	0.210**
	Sig. (2-tailed)	0.211	0.348	0.022		0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
	N	370	454	403	503	497	496	496	499	499	489	489	501	485	492	480	477	473
After - stages of change	Pearson Correlation	0.080	-0.070	0.120*	0.570**	1	0.730**	0.600**	0.480**	0.510**	0.450**	0.360**	0.550**	0.390**	0.460**	0.270**	0.290**	0.230**
	Sig. (2-tailed)	0.135	0.134	0.012	0.000		0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
	N	374	460	410	497	510	503	502	505	505	494	493	507	489	498	486	483	479
After - keeping victims in a relationship	Pearson Correlation	0.010	-0.050	0.080	0.540**	0.730**	1	0.600**	0.460**	0.570**	0.460**	0.390**	0.610**	0.410**	0.500**	0.260**	0.290**	0.230**
	Sig. (2-tailed)	0.805	0.263	0.125	0.000	0.000		0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
	N	373	459	405	496	503	509	501	505	503	493	493	506	488	497	485	482	478
After - living with fear	Pearson Correlation	0.070	-0.020	0.110*	0.530**	0.600**	0.600**	1	0.420**	0.540**	0.420**	0.390**	0.580**	0.450**	0.500**	0.250**	0.290**	0.250**
	Sig. (2-tailed)	0.154	0.732	0.025	0.000	0.000	0.000		0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
	N	373	458	405	496	502	501	508	503	503	492	493	505	488	496	485	482	478
After - types of questions	Pearson Correlation	0.120*	-0.060	0.120*	0.480**	0.480**	0.460**	0.420**	1	0.450**	0.510**	0.460**	0.500**	0.530**	0.560**	0.200**	0.290**	0.170**
	Sig. (2-tailed)	0.019	0.208	0.017	0.000	0.000	0.000	0.000		0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
	N	374	461	409	499	505	505	503	511	506	497	496	509	491	501	488	486	480

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After - impact on children	Pearson Correlation	0.070	-0.010	0.100*	0.440**	0.510**	0.570**	0.540**	0.450**	1	0.500**	0.390**	0.610**	0.380**	0.550**	0.230**	0.280**	0.200**
	Sig. (2-tailed)	0.200	0.854	0.043	0.000	0.000	0.000	0.000	0.000		0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
	N	373	459	407	499	505	503	503	506	510	495	494	508	491	499	487	484	480
After - recording domestic abuse	Pearson Correlation	0.150**	0.000	0.130**	0.400**	0.450**	0.460**	0.420**	0.510**	0.500**	1	0.460**	0.470**	0.480**	0.570**	0.180**	0.270**	0.160**
	Sig. (2-tailed)	0.005	0.934	0.009	0.000	0.000	0.000	0.000	0.000	0.000		0.000	0.000	0.000	0.000	0.000	0.000	0.001
	N	366	452	400	489	494	493	492	497	495	500	487	498	483	491	478	477	471
After - legal definition of DVA	Pearson Correlation	-0.020	-0.100*	0.060	0.410**	0.360**	0.390**	0.390**	0.460**	0.390**	0.460**	1	0.520**	0.550**	0.490**	0.220**	0.230**	0.230**
	Sig. (2-tailed)	0.730	0.031	0.244	0.000	0.000	0.000	0.000	0.000	0.000	0.000		0.000	0.000	0.000	0.000	0.000	0.000
	N	364	450	398	489	493	493	493	496	494	487	499	497	483	491	477	474	468
After - different forms of abuse	Pearson Correlation	0.080	-0.060	0.120*	0.480**	0.550**	0.610**	0.580**	0.500**	0.610**	0.470**	0.520**	1	0.460**	0.590**	0.240**	0.290**	0.210**
	Sig. (2-tailed)	0.109	0.198	0.015	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000		0.000	0.000	0.000	0.000	0.000
	N	376	463	411	501	507	506	505	509	508	498	497	513	493	502	490	487	482
After - types of interventions	Pearson Correlation	0.030	-0.080	0.030	0.450**	0.390**	0.410**	0.450**	0.530**	0.380**	0.480**	0.550**	0.460**	1	0.550**	0.270**	0.360**	0.210**
	Sig. (2-tailed)	0.557	0.106	0.524	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000		0.000	0.000	0.000	0.000
	N	363	446	399	485	489	488	488	491	491	483	483	493	495	494	477	473	468
After - perpetrator manipulation tactics	Pearson Correlation	0.140**	-0.090	0.070	0.410**	0.460**	0.500**	0.500**	0.560**	0.550**	0.570**	0.490**	0.590**	0.550**	1	0.230**	0.320**	0.210**
	Sig. (2-tailed)	0.006	0.061	0.178	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000		0.000	0.000	0.000
	N	368	455	404	492	498	497	496	501	499	491	491	502	494	504	484	481	475
After - how you perform your role	Pearson Correlation	-0.130*	0.030	-0.130**	0.270**	0.270**	0.260**	0.250**	0.200**	0.230**	0.180**	0.220**	0.240**	0.270**	0.230**	1	0.730**	0.580**
	Sig. (2-tailed)	0.014	0.539	0.009	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000		0.000	0.000
	N	360	443	395	480	486	485	485	488	487	478	477	490	477	484	492	477	465
After - responding to victims	Pearson Correlation	-0.050	0.120*	-0.060	0.290**	0.290**	0.290**	0.290**	0.290**	0.280**	0.270**	0.230**	0.290**	0.360**	0.320**	0.730**	1	0.550**
	Sig. (2-tailed)	0.377	0.013	0.240	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000		0.000
	N	361	443	395	477	483	482	482	486	484	477	474	487	473	481	477	489	466
After - recommend training	Pearson Correlation	-0.040	0.070	-0.060	0.210**	0.230**	0.230**	0.250**	0.170**	0.200**	0.160**	0.230**	0.210**	0.210**	0.210**	0.580**	0.550**	1
	Sig. (2-tailed)	0.460	0.169	0.209	0.000	0.000	0.000	0.000	0.000	0.000	0.001	0.000	0.000	0.000	0.000	0.000	0.000	
	N	358	440	388	473	479	478	478	480	480	471	468	482	468	475	465	466	486

\*\* . Correlation is significant at the 0.01 level (2-tailed).

\* . Correlation is significant at the 0.05 level (2-tailed).

## Appendix 4 – Domestic Abuse: The Whole Picture – Frontline Workers – T-test and ANOVA Test

Independent Samples Test – Gender										
		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	Df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
After - role that frontline workers play	Equal variances assumed	0.150	0.700	0.460	451	0.643	0.050	0.100	-0.150	0.240
	Equal variances not assumed			0.460	63.200	0.646	0.050	0.100	-0.150	0.250
After - stages of change	Equal variances assumed	0.870	0.351	0.900	457	0.371	0.080	0.080	-0.090	0.240
	Equal variances not assumed			0.880	62.530	0.382	0.080	0.090	-0.100	0.250
After - keeping victims in a relationship	Equal variances assumed	0.000	0.979	0.540	456	0.592	0.050	0.090	-0.130	0.230
	Equal variances not assumed			0.560	64.550	0.580	0.050	0.090	-0.130	0.220
After - living with fear	Equal variances assumed	0.470	0.494	-0.260	455	0.798	-0.020	0.090	-0.200	0.160
	Equal variances not assumed			-0.240	61.340	0.810	-0.020	0.100	-0.220	0.170
After - types of questions	Equal variances assumed	0.550	0.459	0.580	458	0.564	0.060	0.100	-0.140	0.260
	Equal variances not assumed			0.530	58.920	0.599	0.060	0.110	-0.160	0.280
After - impact on children	Equal variances assumed	0.010	0.922	-0.450	456	0.654	-0.040	0.090	-0.220	0.140
	Equal variances not assumed			-0.440	62.790	0.659	-0.040	0.090	-0.220	0.140
After - recording domestic abuse	Equal variances assumed	0.730	0.393	-0.560	449	0.574	-0.060	0.110	-0.280	0.160
	Equal variances not assumed			-0.540	61.940	0.592	-0.060	0.120	-0.300	0.170
After - legal definition of DVA	Equal variances assumed	4.670	0.031	1.720	447	0.086	0.230	0.130	-0.030	0.490
	Equal variances not assumed			1.920	64.690	0.059	0.230	0.120	-0.010	0.470
After - different forms of abuse	Equal variances assumed	0.760	0.384	0.730	460	0.466	0.070	0.090	-0.120	0.250
	Equal variances not assumed			0.710	62.120	0.481	0.070	0.100	-0.120	0.260
After - types of interventions	Equal variances assumed	1.070	0.303	1.090	443	0.278	0.120	0.110	-0.100	0.340
	Equal variances not assumed			1.150	64.120	0.256	0.120	0.110	-0.090	0.340
After - perpetrator manipulation tactics	Equal variances assumed	2.050	0.153	1.440	452	0.150	0.150	0.110	-0.060	0.360
	Equal variances not assumed			1.330	57.970	0.187	0.150	0.110	-0.080	0.380
After - how you perform your role	Equal variances assumed	0.120	0.734	-0.610	440	0.544	-0.080	0.130	-0.340	0.180
	Equal variances not assumed			-0.610	57.520	0.546	-0.080	0.130	-0.350	0.180
After - responding to victims	Equal variances assumed	0.320	0.569	-2.500	441	0.013*	-0.300	0.120	-0.540	-0.070
	Equal variances not assumed			-2.570	58.260	0.013	-0.300	0.120	-0.540	-0.070
After - recommend training	Equal variances assumed	0.020	0.883	-1.380	438	0.169	-0.300	0.220	-0.740	0.130
	Equal variances not assumed			-1.390	59.400	0.170	-0.300	0.220	-0.740	0.130

One-way ANOVA testing – Age						
		Sum of Squares	df	Mean Square	F	Sig.
After - role that frontline workers play	Between Groups	0.890	2	0.440	0.960	0.383
	Within Groups	169.780	367	0.460		
	Total	170.670	369			
After - stages of change	Between Groups	0.900	2	0.450	1.370	0.255
	Within Groups	120.930	371	0.330		
	Total	121.820	373			
After - keeping victims in a relationship	Between Groups	0.270	2	0.140	0.380	0.686
	Within Groups	132.730	370	0.360		
	Total	133.000	372			
After - living with fear	Between Groups	0.890	2	0.440	1.170	0.310
	Within Groups	140.110	370	0.380		
	Total	141.000	372			
After - types of questions	Between Groups	4.300	2	2.150	4.720	0.009**
	Within Groups	168.750	371	0.450		
	Total	173.050	373			
After - impact on children	Between Groups	1.730	2	0.860	2.240	0.108
	Within Groups	142.570	370	0.390		
	Total	144.300	372			
After - recording domestic abuse	Between Groups	6.820	2	3.410	5.820	0.003**
	Within Groups	212.900	363	0.590		
	Total	219.730	365			
After - legal definition of DVA	Between Groups	4.650	2	2.330	3.120	0.046*
	Within Groups	269.710	361	0.750		
	Total	274.360	363			
After - different forms of abuse	Between Groups	2.840	2	1.420	3.510	0.031*
	Within Groups	150.650	373	0.400		
	Total	153.490	375			
After - types of interventions	Between Groups	1.090	2	0.550	0.950	0.387
	Within Groups	206.190	360	0.570		
	Total	207.280	362			
After - perpetrator manipulation tactics	Between Groups	5.150	2	2.570	5.220	0.006**
	Within Groups	179.850	365	0.490		
	Total	185.000	367			
After - how you perform your role	Between Groups	5.370	2	2.690	3.810	0.023*
	Within Groups	251.730	357	0.710		
	Total	257.100	359			
After - responding to victims	Between Groups	0.570	2	0.290	0.460	0.631
	Within Groups	223.030	358	0.620		
	Total	223.610	360			
After - recommend training	Between Groups	5.710	2	2.860	1.540	0.215
	Within Groups	656.580	355	1.850		
	Total	662.290	357			

## Appendix 5 – Feedback from frontline workers and trainers

At the start of their *Domestic Abuse: The Whole Picture* training sessions, learners are asked what could help them do their best job dealing with domestic abuse. Some of the suggestions and concerns are summarised below.

The area highlighted most frequently was the need for appropriate interventions for victims, children and young people and perpetrators including a need for therapeutic support:

***“Therapeutic support – young people – trauma-based therapy”***

***“Gaps in therapeutic support for perps and victims”***

The need for access to appropriate interventions was discussed including a disparity across local areas and a postcode lottery for services. It was felt that there are barriers due to waiting times for access as well as appropriate services not existing, such as longer-term support for victims. Some additional barriers for hidden groups were highlighted by learners including those who require a translator and male victims.

***“Better access to services for those fleeing, for perps and male victims”***

***“they [learners] did not have adequate resources to respond to the scale of the problem”***

Questions around using the whole family approach when tackling domestic abuse was raised. There was a discussion for the need for and a culture change around group work programs working with multiple members from one family. There was a feeling that the best interests of the child is not always considered and a lack of clarity around how to work with perpetrators and whose role that is.

***“Change of culture around benefits of group programmes”***

Additional resource was discussed in terms of training, time as well as the need for holistic investment in practitioners. Training for social care including managers and for wider professionals. There was a sense that training would help ensure that families receive the support they require.

***“Mandatory training for all professionals so they understand risk”***

***“Provide more training DA assessments”***

A lack of awareness was the final topic that was repeated across sessions. This included the need for awareness raising materials across the community and a better understanding of domestic abuse in schools.

***“A need for “Practical toolkits”***

Mirroring the evaluation findings learners were asking for practical tools to help them in their roles, in particular when attempting to engage with perpetrators. This was something we picked up in the first two areas we delivered in and made amendments to the training programme in response. However, given the time limitations of a one-day training course it was challenging to cover the important attitudinal change aspects with the addition of time spent on practical tools.

***“Times were very tight”***

***“It is challenging to complete the package in time”***

Feedback from trainers highlighted the need to support social workers to reflect on the materials and consider how they would put changes into practice. This is clearly an area for development for a further pilot.

***“Only few in the room know what a DASH was”***

Several trainers commented on the lack of basic DA awareness of those attending the training which highlights the need to develop a longer programme which includes this as well as the tools to support social workers respond to domestic abuse.

***“[LA] used Signs of Safety and asked that the training be more relevant to the tools they were familiar with”***

We received feedback from trainers and observers suggesting there was a need to tailor the programme more to the individual local area. To ensure the tools and messages covered are specifically related to tools social workers were already using such as signs of safety framework. This is something that would need to be picked up with a further pilot spending more time exploring tools and how to embed any change in responding to DA across the organisation.