



Safe accommodation domestic abuse Consultation analysis

**Report by Consultation & Engagement Team
Bolton Council**

June 2023

Introduction & methodology

Objectives

- To gain feedback from stakeholders, including victims / survivors, their family, friends and colleagues, service providers, agencies who provide support and the general public.
- To establish levels of satisfaction with current provision.
- To understand how people found out about services and access support.
- To gather suggestions for improvements.

Methodology

- An electronic survey [appendix one] was promoted on the council website, sent to our eView residents consultation panel and shared with known stakeholders who were asked to share with their contacts. It was also promoted on social media and to staff. A paper version was available on request.

Consultation responses

Analysis notes

- Results are presented in the questionnaire format, with 'don't know' type responses removed unless otherwise stated. Response options may be abbreviated and / or ranked in order of popularity.
- Verbatim extracts from most comments are included in the report, allocated to themes where feasible. Each comment may fit into multiple categories.
- Results are presented numerically due to low bases. Bases relate to a particular question.

Responses

- 52 valid questionnaires were returned.

The questions

Demographic summary

Demographic tables are given in appendix two.

In summary:

- Out of 52 respondents, 36 lived in Bolton borough, 6 worked here, 6 studied or had children who studied in the borough.
- Only 3 respondents stated that they were submitting an official response [q32], these respondents were not asked subsequent personal demographic questions.
- Respondents were primarily female [q33: 41 female, 7 male], White British [q 37: 39 out of 49 respondents], fluent in English [q38: 46 out of 49] and UK citizens [q39: 23 out of 25].
- 29 respondents were aged 44 or under and 20 aged 45 or over [q34], 15 respondents were carers [q35 base 48], 14 had a life-limiting illness or disability [q36 base 49].

Follow-up panel

- Respondents were given information about a follow-up panel they could join, which would further explore their experiences and views on providing safe accommodation for victims / survivors of domestic violence. They could contact our Community Safety Team direct about this to avoid giving contact details within the questionnaire, however 11 respondents were happy for the team to contact them and these details have been passed to relevant staff.

A little about you

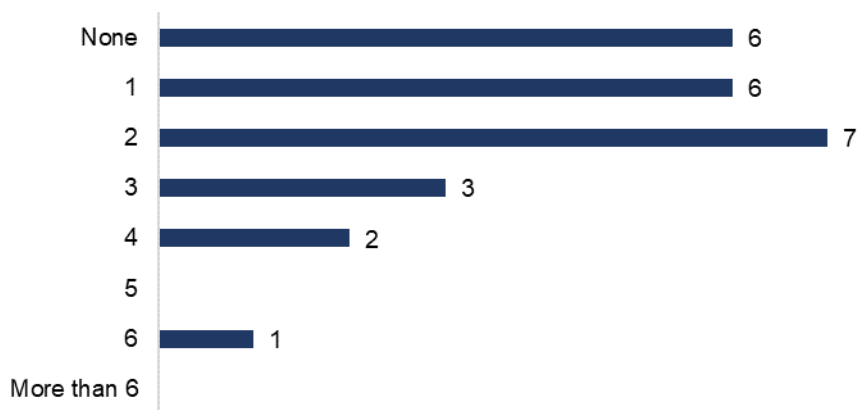
Q1: Are you completing this questionnaire mainly as a ...?

- 25 respondents were victims / survivors of domestic abuse
- 17 provided services for people who had experienced domestic abuse [routed to 'Service provider' section]
- 3 were relatives, friends or colleagues of someone who was the victim / survivor of domestic abuse [routed to 'Getting support when experiencing domestic abuse' section]
- 7 answered 'none of the above' [routed to 'Information & support section']

Q2: How many children [aged 18 or under] were living with you when you experienced domestic abuse?

- 6 respondents had no children living with them,
- 13 had one or two children,
- 5 respondents had three or four children,
- 1 respondent had 6 children.

Q2 How many children [aged 18 or under] were living with you when you experienced domestic abuse?
Safe accomodation survey 2023

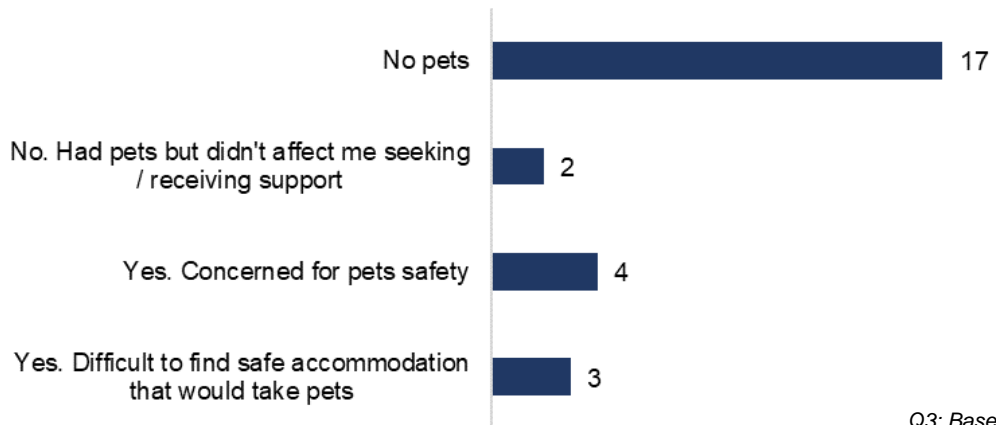


Q2: Base: 25

Q3: Did owning pets whilst experiencing domestic abuse affect you seeking / receiving support?

- 17 respondents had no pets.
- 2 had pets but this didn't affect them seeking / receiving support.
- 4 had pets and were concerned for their safety, with 4 finding it difficult to find safe accommodation that would take pets.

Q3 Did owning pets whilst experiencing domestic abuse affect you seeking / receiving support?
Safe accommodation survey 2023



Q3: Base: 25

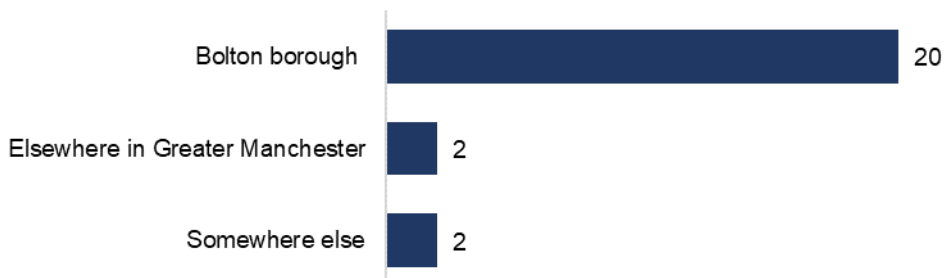
Q4: Which pet[s] were living you when you experienced domestic abuse?

- Only 6 respondents, of which 3 had dog[s] and 4 had cat[s].

Q5: Where were you living when you experienced domestic abuse?

- 20 respondents were within Bolton Borough, 2 were living somewhere else in Greater Manchester and 2 were living outside the area.

Q5 Where were you living when you experienced domestic abuse?
Safe accommodation survey 2023



Q5: Base: 24

Seeking support for domestic abuse

Q6: Who gave you support / advice when you experienced domestic abuse?

25 respondents to this question.

- The top five sources of support / advice were: Endeavour project / Paws for kids [10], Friends [6], Fort Alice [6], Family [5] and Greater Manchester Police [5].
- Other sources with at least one response were as follows: Bolton at Home [3], Housing Options [2], GP [2], Colleague [1], Bolton Council - Adult Services / Social Services [1], Bolton Council - Community Safety [1], Someone else at Bolton Council [2], Hospital [1], Health Visitor [1] Independent Domestic Violence Adviser [1], Staffordshire Women's Aid [1].
- 4 respondents had asked for help but didn't get it, 1 hadn't contacted anyone.

Q7: How was your mental health when you asked for help regarding the domestic abuse?

- Out of 24 respondents, none felt that their mental health was good and only 4 felt it was okay. 20 felt that they were in a poor state of mental health.

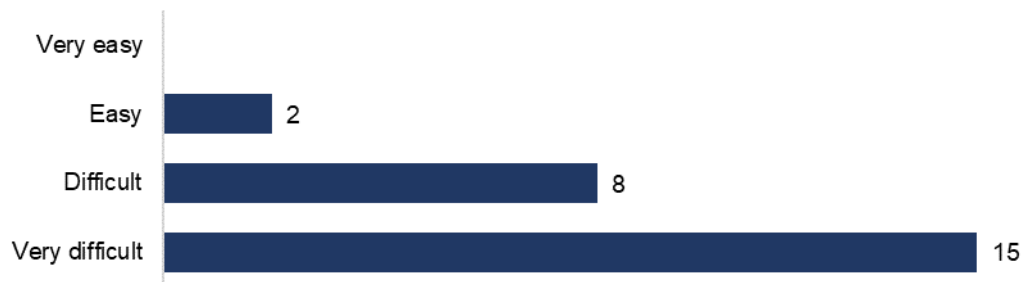
Q7: How was your mental health when you asked for help regarding the domestic abuse?
Safe accomodation survey 2023



Q8: How easy / difficult was it to take that first step and seek help regarding domestic abuse?

- Out of 25 respondents, no-one found this 'Very easy', only 1 'Easy', 8 found it Difficult and 15 'Very difficult'.

Q8: How easy / difficult was it to take that first step and seek help regarding domestic abuse?
Safe accomodation survey 2023

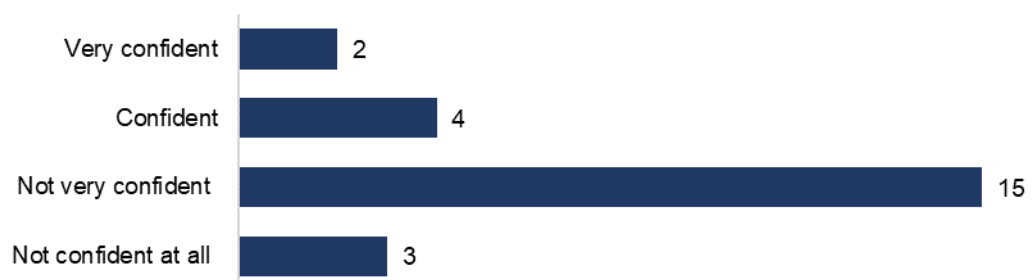


Q8: Base: 25

Q9: After taking that first step, how confident were you that you would actually get help and support?

- 6 respondents out of 24 expressed confidence, [2 'Very confident and 4 'Confident'], however 15 were 'Not very confident' and 3 were 'Not confident at all'.

Q9: After taking that first step, how confident were you that you would actually get help and support?
Safe accomodation survey 2023



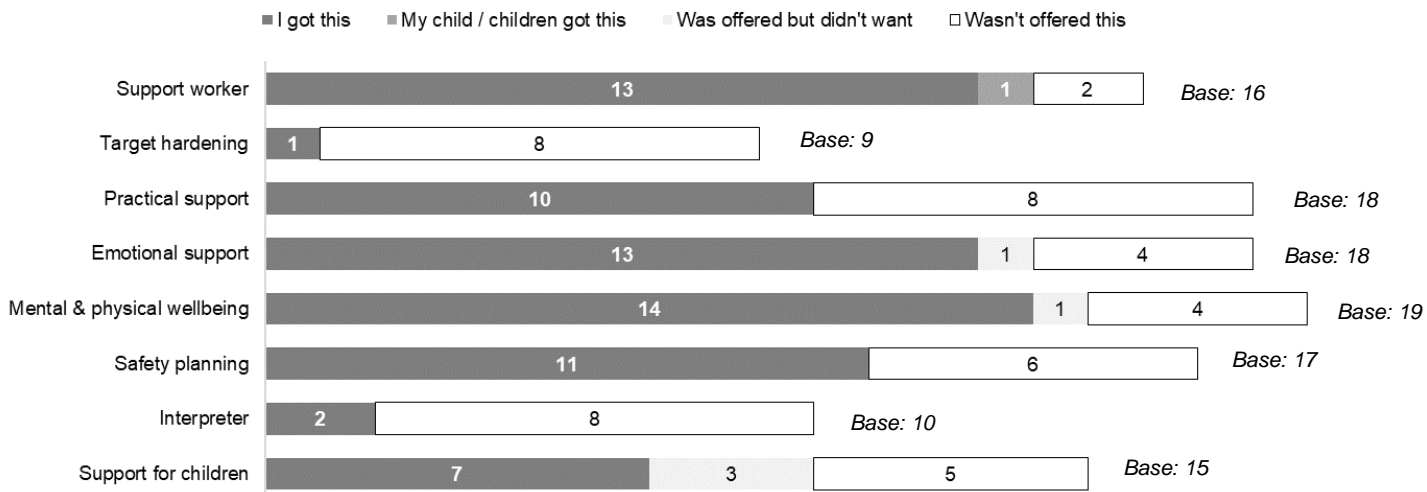
Q9: Base: 24

Type of support

Q10: What sort of support was offered when you experienced domestic abuse?

- When looking at the support respondents received, 14 out of 19 respondents got support for their mental and physical wellbeing, 13 out of 18 were supported with mental & emotional wellbeing and 13 out of 16 were allocated a support worker.
- 8 out of 9 respondents were not offered target hardening to improve the security of their home.

Q10: What sort of support was offered when you experienced domestic abuse? Safe accomodation survey 2023



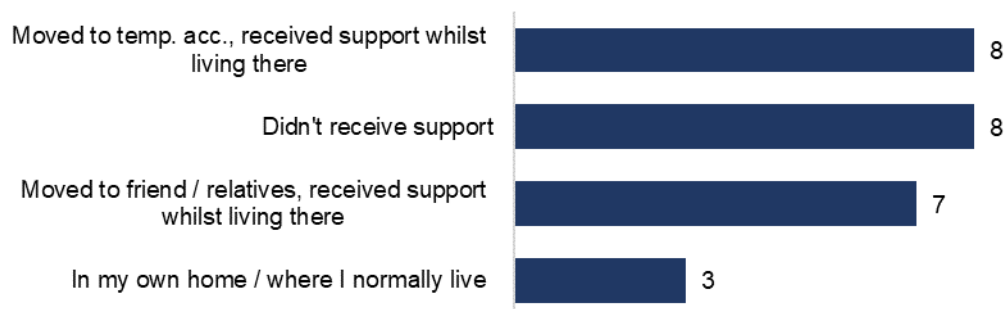
Accommodation

Q11: Where did you receive support regarding domestic abuse?

- The highest number of responses were from people who hadn't received any support [8], or who had had to move into temporary accommodation [8].
- 7 respondents had received support when they moved to a friend or relatives' home, and only 3 had received support whilst living in their own home.

Q11: Where did you receive support regarding domestic abuse?

Safe accommodation survey 2023



Q11: Base: 25

Respondents who were not living in temporary accommodation were routed to the 'Getting support when experiencing domestic abuse' section.

Q12: What sort of temporary accommodation were you in?

- Of the 7 respondents, 4 were in a refuge, 3 in a B&B / hotel and 2 in a dispersed property [house in the community].

Q13: How long did you stay in temporary accommodation?

- Of the 7 respondents, none were in temporary accommodation for up to a week, 1 was in temporary accommodation for up to a month, 2 for up to six months and 4 were in temporary accommodation for up to a year. None of the respondents were in temporary accommodation for over a year.

Q14: Whilst in temporary accommodation did you feel safe and able to access the support you needed?

- Of the 7 respondents, 6 felt safe and able to access support and 1 felt safe but wasn't able to access all the support they needed.

Q15: How satisfied / dissatisfied were you that the support you received whilst in temporary accommodation met your / your child's needs?

- All 5 respondents expressed satisfaction, with 3 being 'very satisfied'.

Q16: What would improve your experience of being in temporary accommodation and accessing support for domestic abuse?

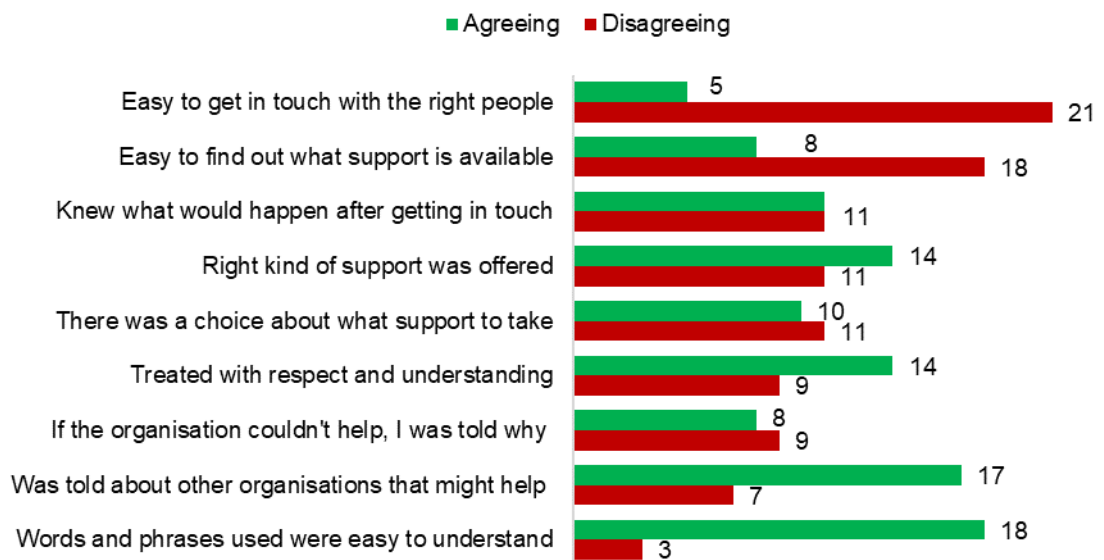
- Only 2 respondents. One said 'no children' the other respondent had had to flee the other had lost everything "*except the clothes on my back*" and felt that abuser had not been held to account "*it was harrowing experience and I felt Bolton at home should have responded more in securing my belongings and personal property*". They went on to say "*I started my new life with nothing age 68yrs old pensioner and disabled but I am alive I believe more should have been done earlier when 1st reported*".

Getting support when experiencing domestic abuse

Q17: When seeking support when experiencing domestic abuse, how strongly do you agree / disagree with the following?

- Respondents found it difficult to get in touch with the right people and to find out what support was available. Only 5 out of 26 respondents found it easy to get in touch with the right people; no-one strongly agreed that this was easy and almost half [12] strongly disagreed. Out of 26 respondents, 8 agreed that it was easy to find out what support was available, again no-one strongly agreed and 11 strongly disagreed.
- Half the respondents knew what would happen after getting in touch, with 5 strongly agreeing, although 4 strongly disagreed with this.
- The other factors were more positive, in particular that words and phrases used were easy to understand which 18 out of 21 agreed with [8 strongly] and being told about other organisations that might help, which 17 out of 24 agreed with [7 strongly].

Q17: When seeking support when experiencing domestic abuse, how strongly do you agree / disagree with the following? Safe accomodation survey 2023



Q17: Bases: 17-26

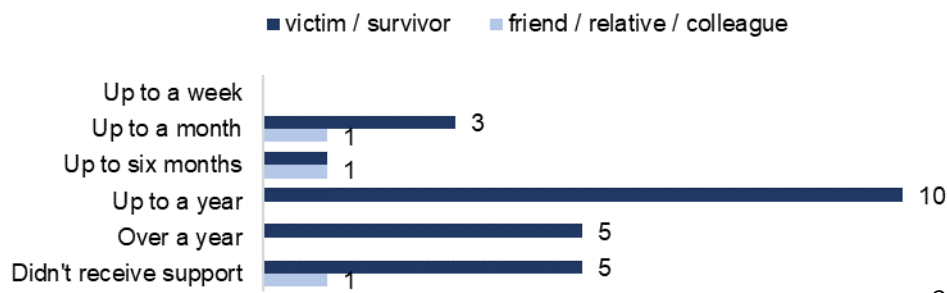
Receiving support / About domestic abuse

Q18 / 20: How long did you [or your friend, relative or colleague] receive support for the domestic abuse they were experiencing?

Questions 18 and 20 are similar and have been combined for analysis.

- 5 respondents said that there had been no support, however 15 out of 27 said that support had been provided for over 6 months.

Q18 /20: How long did you [or your friend, relative or colleague] receive support for the domestic abuse they were experiencing? Safe accomodation survey 2023



Q18 / 20: Base: Victims / survivors 24, Friend / relative / survivors 3

Q19: How did you find out that your friend / relative / colleague was experiencing domestic abuse??


- Only 3 respondents; 2 had witnessed it and 1 had been told by someone else.

Q20: amalgamated with q18

Information and support

Q21: Before today / before you first looked, did you know that support was available to help people experiencing domestic abuse?

- 12 respondents out of 34 were aware that support was available, 18 weren't aware, and 4 weren't sure.

 12
respondents

 18
respondents

 4
respondents

Q21: Base: 34

Q22: When you first tried to get help regarding domestic abuse, did you know who to ask / where to go for help? If you haven't experienced domestic abuse, would you know where get help or support?

- 11 out of 34 respondents knew where to go / who to ask, 21 weren't aware, and 2 weren't sure.

 11
respondents

 21
respondents

 2
respondents

Q22: Base: 34

Q23: Where did you look the first time you wanted to get help regarding domestic abuse? If you haven't tried to get support, where would you look? If you'd search the Internet, what kind of words would you search for?

- 21 people responded. 6 respondents would seek / sought help from the police The most common search term was domestic abuse [5 respondents], 4 respondents would contact the council / social services, 3 a health professional eg midwife, health visitor GP or school nurse. 2 respondents would contact Fortalice, 2 would Google but didn't specify what for and 2 would approach a housing provider.
- Other sources / terms were mentioned by 1 respondent each; Angel email, Citizen's Advice, Claire's Law, Domestic violence, Endeavour, family, posters in ladies toilets, Staffordshire Women's Aid.

- One respondent suggested “*information at doctors surgeries or places where everyone needs to go at some point would be useful, with a codeword you can say to a receptionist to get to a private space where you can disclose and seek help.*” Another respondent who had first experienced domestic violence as a teenager said “*I don't think there is much directed at that age range*”.

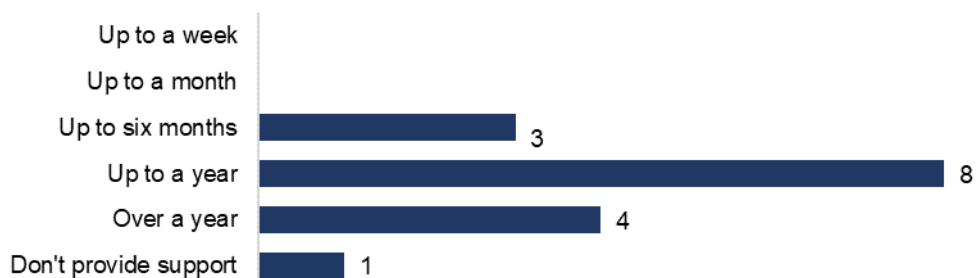
Service providers

This section was only asked of those who provided services to victims / survivors of domestic abuse.

Q24: On average, how long do you provide support for victims / survivors of domestic abuse?

- Of the 16 respondents one said that they didn't provide support. Of those that did, all provided support for between a month and over a year, with 3 providing support for up to six months, 8 for up to a year and 4 for over a year.

Q24: On average, how long do you provide support for victims / survivors of domestic abuse?
Safe accomodation survey 2023



Q24: Base: 16

Q25: Which agencies do you work with or signpost to?

- From the 17 respondents, the top agencies were Endeavour Project / Paws for kids [14 respondents], Bolton Council Adult Services / Social Services [13], GMP [13], Bolton at Home [11], Fort Alice [11] and Housing Options [10].
- They also worked with: GPs [9], Nurseries, schools, colleges, universities [9], Hospitals [8], Independent Domestic Violence Advisers [7], LGBT Foundation [7], Greater Manchester Victims Service / Bolton Victims Service [6], Bolton Council Community Safety [5], Independent Choices / Greater Manchester Domestic Abuse Helpline [5], Greater Manchester Rape Crisis [5], Irwell Valley Housing

Association [4], TRC Sexual Abuse & Rape Support Greater Manchester [3], Olive Pathway [2], Probation [2], Urban Outreach / Eves Space / Reach Out [2]

- Respondents also worked with: Achieve, Backup, BRASS, Citizen's Advice, Cat's Protection, Community Nurses / Midwives, Destitution Project, Dog's Trust, GMMH, MySpace, Onward Homes, Parallel, Someone else at Bolton Council [1 respondent per agency]

Q26: How do you find out that people are experiencing domestic abuse?

- All but one of the 17 respondents received a professional referral.
- 15 respondents received self-referrals [who had sought help knowing they were the victim / survivor of domestic abuse]. 8 respondents were contacted by concerned friends, relatives or colleagues, and 6 said that domestic abuse only came to light when someone sought support for another matter.

Q27: Please briefly outline the common themes that come through when your service is trying to support someone experiencing domestic abuse? For example, what concerns do they have, any difficulties finding out about / getting support etc?

Summary and sample verbatim quote extracts

- Respondents outlined the difficulties victims / survivors faced regarding housing. Suitable accommodation was not readily available, victims / survivors were the ones who usually had to move, losing their home, belongings and community.
"Having somewhere safe to live. Losing their accommodation. Being forced to leave their local networks."
"Joint tenancies are an issue. Finding emergency accommodation can take time"
"Largely around housing and wanting to move however options are very limited due to lack of housing, strict criteria for priority or internal moves and lack of refuge spaces in the area."
"Recently there were no refuge places available in the whole North of England. A lady who came to my team to flee DV was placed in to a hotel. She was very reluctant about this. I believe that the lack of safe accommodation leaves victims returning to the perpetrator."
"Worried about losing their home and having to move"
"Secure housing... The availability of housing is a primary concern for a number of clients."

“For people going into temporary accommodation, there is usually a bed and a chair - very basic. Local Welfare Provision is taking 12 weeks and is an online form. There is no internet provision in the accommodation and so invariably needs the support of a worker from an agency to complete. To ensure clients are able to manage, we are providing clients with Home Emergency packs when they move in... through fundraising activities as this is not funded elsewhere.

- Difficulty trusting the police and others, being believed and that action would be taken. The delay in bringing cases to court was a further barrier.
“Fear of being believed- lack of trust in services due to negative experiences”
“Police not acting soon enough”
“Lack of police updates, crimes being NFA by police or dropped by cps, long time scale before offender is charged and goes to court,”
“Difficulty contacting the police due to feeling let down and not believed they find it difficult to make that call in the first place when nothing gets sorted they lose confidence in the services”.
“Police evidence and Court support ... The delays in cases coming to court is seeing an increasing number of people withdraw their support for a prosecution.”
- Victims / survivors were concerned that the abuser would find them or continue to harm them.
“Afraid of the perpetrator finding them”
“Too scared to report to Police or apply for civil orders”
“Will the perpetrator find them”
“The abuse won't stop or they can't escape the perpetrator”
“Trying to rebuild from abuse and still being harassed”
“Fearful for their lives”
- Concerns for children / pets who may be hurt by the perpetrator, have their life disrupted or potentially be removed.
“They may lose their children or they will suffer further harm”
“Concern for their pets”
“Concerns re information being shared with Children Services”.
“Children being dislocated from school.”

- Difficulties accessing support / lack of choice / uncertainties about next steps
“Being pushed from pillar to post”
“Told they need to work with us by children's services when they don't really want to”
“Often unaware what support is available”
“Where will they live Who will support them What will happen once they leave”
- There were financial barriers. Those who were working may be unable to afford to move especially when still contributing to a mortgage, and couldn't access legal aid, or financial planning could be difficult.
“Not able to afford to move to a refuge or safe temporary accommodation due to the cost implications”.
“Finances/benefits will be too difficult to sort out”
“Increasing household income / stabilising a family's financial situation.”
- Uncertainties from clients around what constituted abuse, and how to try to deal with it.
“Aren't clear what DAV consists off eg emotional, coercive control, abuse between family members.”
“Most of our work is with survivors supporting their mental health, building self esteem and confidence, supporting them to understand red flags and green flags”
- Fears of reaction from community
“Fear of being ostracised by their family or community.”
“Will people judge me”
- It could be difficult to leave the perpetrator, and not to return
“Victim retracts statements and returns to the perp.”
“Difficulty leaving the perpetrator”
- Language barriers / asylum
“Ask if an interpreter is available ...how will it effect their asylum case”
- Respondents were unable to provide support in some cases:
“We have victims of domestic abuse and professionals who contact us asking for

support because they don't feel supported by other agencies, we are not able to pick these case up due to it being a commissioned service with another provider.”

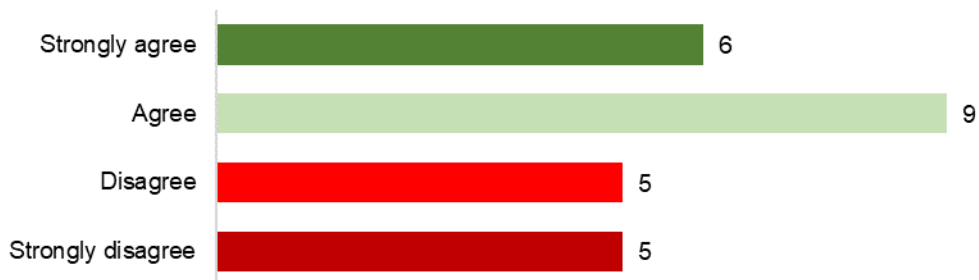
Overall

Q28: How far do you agree / disagree that the support met your needs [or the needs of the victim / survivor of domestic abuse]?

This question was only asked of victims / survivors and their friends, relatives or colleagues.

- 15 out of 25 respondents agreed that support met the needs of the victim / survivor, with 6 strongly agreeing. 10 were dissatisfied.

Q28: How far do you agree / disagree that the support met your needs [or the needs of the victim / survivor of domestic abuse]?
Safe accomodation survey 2023

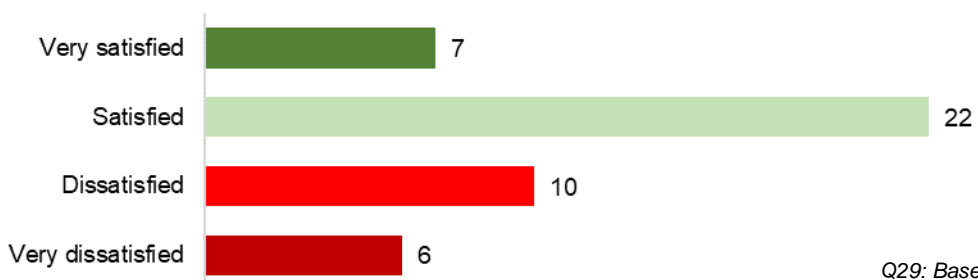


Q28: Base:25

Q29: How satisfied / dissatisfied are you with the support available to victims / survivors of domestic abuse?

- Over half the respondents expressed satisfaction, with 7 being 'very satisfied', however 16 out of 45 respondents expressed dissatisfaction.

Q29: How satisfied / dissatisfied are you with the support available to victims / survivors of domestic abuse?
Safe accomodation survey 2023



Q29: Base:45

Q30. How could we make it easier for people to get support when they are experiencing domestic abuse?

Themes and sample verbatim quote extracts

Improve the way victims / survivors are treated when they seek help

Improving the way victims / survivors are treated could encourage people to seek support. Respondents mentioned empathy, treating people with respect, believing them and keeping trust by following up on any promises, together with a supportive environment.

- *Build trust*
- *Being believed, receiving empathy and understanding from professional services.*
- *For them to feel listened*
- *Sensitivity and understanding are essential, but also the ability to re-assure with tact those in need of support. I am sure this is already in practice, but I believe it is essential individuals in need of help are re-assured and helped sympathetically and with kindness.*
- *Don't judge*
- *Some victims feel very dissatisfied with Police response, lose faith in the system and then stop reporting.*
- *Follow up from the police would have been beneficial - i felt that if they didnt care then noone else would so didnt seek further help.*
- *Act more quickly after police had been called several times I was told my abuser had rights under the mental health act but I was the Tennant.*
- *A less formal approach would help those that are maybe more deterred by formalities.*
- *A private space and a phone / the internet*

Promote services / improve information

More could be done to promote services and support, for example by putting posters and leaflets in place that people visit routinely. Information should be up-to date and relevant for those seeking support. Education was key.

- *On the Council Domestic Abuse and Violence page there is a summary of domestic abuse definitions and details of Clare's Law, but there are no contact details for local services. For those fleeing the page takes you to Housing Options but the advice is still referring to government covid restrictions and needs updating. ...*

There's no link or contact details for any local domestic abuse services and no mention of male clients needing support.

- *Make information more readily available.*
- *Education in schools*
- *Posters and leaflets around colleges and universities around domestic abuse.*
- *More information on display everywhere*
- *Posters and advertisements on local community notice boards, health centres and supermarkets*
- *For any lady/young person to be informed there are agencies out there that can help you to become a survivor & to live a safe & happier way of life with out fear... Unfortunately there's not enough info or education provided for ladies to realise they are victims of such an horrendous crime against them.*
- *Events in the town centre to raise awareness.*

Single access point

There could be a single access point or support hub, from which people were sign-posted to services that could help.

- *One point of contact - we have a lot of services in Bolton and sometimes it can get confusing where people should get the help from.*
- *One stop shop or online Hub full of all the information and support available*

Accommodation / facilities

It could be difficult to find suitable, safe accommodation at a reasonable cost.

- *More options for accommodation.*
- *More safe houses*
- *More refuges available in locality*
- *Bolton didn't want to help me as I was from out of area when they finally did help me they housed me & my children in a crack den then moved us totally out of area 50 miles away of area then used this as a reason not to help with the priority banding.*
- *Ensure adequate funding for refuges/ places of safety*
- *By providing accommodation for those who are working as currently the cost of Refuge and temporary accommodation is a huge barrier.*
- *More access to temp accommodation*
- *Having access to immediate accommodation is crucial. But maybe the victims shouldn't always be the one that has to move.*

Providing funding support

As well as the cost of accommodation, there were other financial constraints that should be overcome

- *Fast track ways women and their children can access money to feed and clothe themselves, waiting for benefit money to come through can result in women returning to the abuser.*
- *Grants for people to leave domestic abusive relationships - when they are living in poverty and abuser is controlling finances...More funding for survivors and charities/organisations that support survivors.*

Make it easier for children / minorities to access support

Children and those who weren't fluent in English may need particular support, as might those without digital access.

- *Making it easy for children who witness domestic abuse to come forward.*
- *Accessing help is very difficult, I'm sure if it's only for non English speaking but it was so depressing for me.*
- *Ensuring clients from racially minoritised communities are appropriately represented and have same accessibility to support. It is important to recognise cultural elements.*
- *We work with a number of clients who are digitally excluded or for whom english is not their language.*

Training / joint working

More could be done to promote services and support, for example by putting posters and leaflets in place that people visit routinely.

- *More joined up working would be beneficial.*
- *Increase training for workplaces.*
- *Make it easier for staff to refer to services. Better training for staff regarding MARAC*
- *Partnership working / info sharing.*
- *invite asylum seekers caseworkers to do a talk with support workers so they have more knowledge*

Removing time limits on support

More could be done to promote services and support, for example by putting posters and leaflets in place that people visit routinely.

- *Endeavour provides an inclusive package of support and do not have a time limit on the support offered.*

Q31. Please use this space if you'd like to make any overall comments about support offered to victims and survivors of domestic abuse

Themes and sample verbatim quote extracts

Local services were praised

Respondents took the opportunity to praise support that was offered locally.

- *Bolton is fortunate to have dedicated organisations who provide services for victims and survivors of domestic abuse, and strong local partnerships.*
- *Endeavour where amazing if it was not fir the support I received I prob would have gone back to my abusive partner*
- *My worker at Endeavour was fantastic. .they fostered my cat because where I was staying had a dog. they made me feel safe and really listened to what I was saying. I was given a mobile so I could make contact with the police if my ex found me. I will never forget how much they helped me.*
- *Endeavour do brilliant work. the women who have lived experience of working with Fort Alice also speak highly of the service.*
- *Bolton offer a really good service to individuals and we are lucky to have three specialist teams within Bolton that support is focused solely around DAV.*
- *Good offers of support in Bolton for Victim of Domestic Abuse with various services offering different options for support.*

More support was required, in safe spaces

Respondents felt that more could be done, and that it was important for victims and survivors to feel safe to report abuse and be believed.

- *Shockingly bad support but I suppose that's why men continually hide what's happening.*
- *Bolton council should help.*
- *There is not enough.*
- *Services should be available for everyone, however, survivors should be able to access safe spaces that are sex specific. There should not be trans-women in*

women only safe spaces. For women & children to feel safe, they need space that is sex specific - safe space should not be based on how someone feels or presents.

- *The only support I really received was moving from Blackburn back to Bolton where my family was.*
- *The trauma caused by domestic abuse is huge and especially for children. I'm not sure we are as well resourced to support them.*
- *A lot are full and there are certain criteria for instance you have to be recommended by police or doctor or housing some people can't wait for that time.*
- *More investment in local services will enable the much needed expansion of services and further support.*
- *Better support for children and reduce waiting times.*
- *Culprits get away with abusing their victims and the justice system make that easier for them by being lenient*
- *Sending male officers to deal with emotionally mentally or physically abused ladies...Just one Officer advised me to seek support from Woman's Aid...That feeling of being totally alone & no one listening or believing what was going on behind closed doors still to do this day causes anxiety beyond words.*
- *[Police] had my phone for a month, leaving me without a phone and struggling to communicate, pay bills etc as I had no internet access. ...wanted help to make my new home secure and to have a marker put on address ... but I was told this would be difficult to do... As my child was under four when she suffered effects of trauma, there was no assistance for her, as the youth workers start from 4.*

Early intervention / awareness-raising / support for perpetrators

Raising awareness generally could help prevent abuse taking place or improve the way victims / survivors were treated.

- *Make men go on courses for a start.*
- *Not everyone can leave, early intervention could prevent escalation.*
- *Perpetrators need as much help as the victims to change their behaviour. Help such as self-control techniques and in some case medication.*
- *My neighbours were aware and never offered any help. Took me a long time to seek help from friends as everybody thought my husband was a lovely man and i felt a failure.*

Safe accommodation - domestic abuse consultation 2023

Consultation closes 5th June 2023

Please take part in this consultation about services and support available in Bolton borough for people experiencing domestic abuse. Your views will help us to improve future services.

If you are a victim / survivor of domestic abuse [or a friend or family member] your answers will be completely anonymous and you can miss out any questions that you prefer not to answer.

Your response - keeping your data safe

The results of this consultation may be made public, however if you're responding as an individual you won't be identified in any report as your responses will be anonymised and grouped with those from other people.

If you're responding in an official capacity your response may be published but no personal details will be included.

Any personal data you provide will be held securely, in line with our retention schedule and privacy policy www.bolton.gov.uk/data-protection-freedom-information/privacy-notice

We use Snap Surveys professional software to collect and process your data. Their privacy policy can be found here www.snapsurveys.com/survey-software/privacy-policy-uk/. Snap Surveys Ltd. follow the UK General Data Protection Regulation.

A little about you

1. **Are you completing this questionnaire mainly as a ...?**

- | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| <input type="checkbox"/> A victim / survivor of domestic abuse | <input type="checkbox"/> Provide services for people who have experienced domestic abuse |
| <input type="checkbox"/> Family / friend / colleague of a victim / survivor of domestic abuse. [When completing the questionnaire, please think about the support offered to your friend, relative or colleague]. | <input type="checkbox"/> None of the above |

If you've experienced more than one period of domestic abuse, please answer for the most recent period.

2. **How many children [aged 18 or under] were living with you when you experienced domestic abuse?**

- | | |
|-------------------------------|--------------------------------------|
| <input type="checkbox"/> None | <input type="checkbox"/> 4 |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 5 |
| <input type="checkbox"/> 2 | <input type="checkbox"/> 6 |
| <input type="checkbox"/> 3 | <input type="checkbox"/> More than 6 |

3. **Did owning pets whilst experiencing domestic abuse affect you seeking / receiving support?**

- | | |
|----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
| <input type="checkbox"/> No pets | <input type="checkbox"/> Yes. Concerned for pets safety |
| <input type="checkbox"/> No. Had pets but didn't affect me seeking / receiving support | <input type="checkbox"/> Yes. Difficult to find safe accommodation that would take pets |

4. **Which pet[s] were living you when you experienced domestic abuse?**

- | | |
|----------------------------------|---------------------------------------------------------------------------|
| <input type="checkbox"/> No pets | <input type="checkbox"/> Small furry animal [rabbit, hamster, gerbil etc] |
| <input type="checkbox"/> Dog | <input type="checkbox"/> Fish |
| <input type="checkbox"/> Cat | <input type="checkbox"/> Horse / donkey |
| <input type="checkbox"/> Reptile | <input type="checkbox"/> Other pet - please state below |

Please say what kind of pet

5. **Where were you living when you experienced domestic abuse?**

- | | |
|----------------------------------------------------------|-----------------------------------------|
| <input type="checkbox"/> Bolton borough | <input type="checkbox"/> Somewhere else |
| <input type="checkbox"/> Elsewhere in Greater Manchester | |

Seeking support for domestic abuse

6. **Who gave you support / advice when you experienced domestic abuse?**

- | | |
|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| <input type="checkbox"/> Friend | <input type="checkbox"/> Bolton at Home |
| <input type="checkbox"/> Family | <input type="checkbox"/> Housing Options |
| <input type="checkbox"/> Colleague | <input type="checkbox"/> Irwell Valley Housing Association |
| <input type="checkbox"/> Bolton Council - Adult Services / Social Services | <input type="checkbox"/> Independent Domestic Violence Adviser |
| <input type="checkbox"/> Bolton Council - Community Safety | <input type="checkbox"/> Fort Alice |
| <input type="checkbox"/> Someone else at Bolton Council | <input type="checkbox"/> Olive Pathway |
| <input type="checkbox"/> Greater Manchester Police | <input type="checkbox"/> LGBT Foundation |
| <input type="checkbox"/> Independent Choices / Greater Manchester Domestic Abuse Helpline | <input type="checkbox"/> Nursery / School / college / university |
| <input type="checkbox"/> Greater Manchester Rape Crisis | <input type="checkbox"/> Endeavour Project / Paws for Kids |
| <input type="checkbox"/> TRC Sexual Abuse & Rape Support Greater Manchester | <input type="checkbox"/> Another animal charity - please state below |
| <input type="checkbox"/> Greater Manchester Victims Services / Bolton Victim Services | <input type="checkbox"/> Another kind of charity - please state below |
| <input type="checkbox"/> Hospital | <input type="checkbox"/> Someone else - please state below |
| <input type="checkbox"/> GP [family doctor] | <input type="checkbox"/> I asked for help but didn't get it |
| | <input type="checkbox"/> I didn't contact anyone |

Please say who else you contacted

7. **How was your mental health when you asked for help regarding the domestic abuse?**

- | | |
|-------------------------------|-------------------------------|
| <input type="checkbox"/> Poor | <input type="checkbox"/> Good |
| <input type="checkbox"/> Okay | |

8. **How easy / difficult was it to take that first step and seek help regarding domestic abuse?**

- | | |
|------------------------------------|-----------------------------------------|
| <input type="checkbox"/> Very easy | <input type="checkbox"/> Difficult |
| <input type="checkbox"/> Easy | <input type="checkbox"/> Very difficult |

9. **After taking that first step, how confident were you that you would actually get help and support?**

- Very confident
 Confident

- Not very confident
 Not confident at all

Type of support

10. What sort of support was offered when you experienced domestic abuse?

| | I got this | My child / children got this | Was offered but didn't want | Wasn't offered this |
|----------------------------------------------------|--------------------------|------------------------------|-----------------------------|--------------------------|
| Support worker | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Target hardening [improving security of your home] | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Practical support | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Emotional support | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Mental and physical wellbeing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Safety planning | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Interpreter | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Support for children | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Accommodation

11. **Where did you receive support regarding domestic abuse?**

- In my own home / where I normally lived
 I moved to a friend or relatives home because of domestic abuse and received support whilst living there
 I moved to temporary accommodation because of the domestic abuse and received support whilst living there
 I didn't receive support

12. **What sort of temporary accommodation were you in?**

- Refuge
 Dispersed properties [house in the community]
 B&B / hotel
 Own home
 Stayed with a friend / family
 Other - please state below

If 'other' please state

13. **How long did you stay in temporary accommodation?**

- Up to a week
 Up to a month
 Up to six months
 Up to a year
 Over a year

14. **Whilst in temporary accommodation did you feel safe and able to access the support you needed?**

- I felt safe and able to access support
 I didn't feel safe and wasn't able to access the support I needed
 I felt safe but wasn't able to access all the support I needed
 Other - please state below
 I didn't feel safe but was able to access support

If 'other' please state

15. **How satisfied / dissatisfied were you that the support you received whilst in temporary accommodation met your / your child's needs?**

- Very satisfied
 Very dissatisfied
 Satisfied
 No opinion
 Dissatisfied

16. **What would improve your experience of being in temporary accommodation and accessing support for domestic abuse?**

Getting support when experiencing domestic abuse

17. When seeking support when experiencing domestic abuse, how strongly do you agree / disagree with the following?

| | Strongly agree | Agree | Disagree | Strongly disagree | No opinion / Not applicable |
|------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-----------------------------|
| It's easy to find out what support is available | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| It's easy to get in touch with the right people | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I was treated with respect and understanding | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I knew what would happen after getting in touch | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| If the organisation couldn't help, I was told why | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The right kind of support was offered | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I was told about other organisations that might help | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| There was a choice about what support to take | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The words and phrases used were easy to understand | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Receiving support

18. How long did you [or your friend, relative or colleague] receive support for the domestic abuse they were experiencing?

- | | |
|-------------------------------------------|-------------------------------------------------|
| <input type="checkbox"/> Up to a week | <input type="checkbox"/> Over a year |
| <input type="checkbox"/> Up to a month | <input type="checkbox"/> Didn't receive support |
| <input type="checkbox"/> Up to six months | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Up to a year | |

About domestic abuse

19. How did you find out that your friend / relative / colleague was experiencing domestic abuse?

- | | |
|--------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> I witnessed it | <input type="checkbox"/> They told me what was happening to them and I thought it was domestic abuse |
| <input type="checkbox"/> They asked for help | <input type="checkbox"/> Someone else told me |
| <input type="checkbox"/> They told me they were being abused | <input type="checkbox"/> I didn't realise |

20. How long did you [or your friend, relative or colleague] receive support for the domestic abuse they were experiencing?

- | | |
|-------------------------------------------|-------------------------------------------------|
| <input type="checkbox"/> Up to a week | <input type="checkbox"/> Over a year |
| <input type="checkbox"/> Up to a month | <input type="checkbox"/> Didn't receive support |
| <input type="checkbox"/> Up to six months | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Up to a year | |

Information and support

21. Before today / before you first looked, did you know that support was available to help people experiencing domestic abuse?

- | | |
|------------------------------|-----------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> Not sure |
| <input type="checkbox"/> No | |

22. When you first tried to get help regarding domestic abuse, did you know who to ask / where to go for help?

If you haven't experienced domestic abuse, would you know where get help or support?

- | | |
|------------------------------|-----------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> Not sure |
| <input type="checkbox"/> No | |

23. Where did you look the first time you wanted to get help regarding domestic abuse? If you haven't tried to get support, where would you look?

If you'd search the Internet, what kind of words would you search for?

Service providers

24. **On average, how long do you provide support for victims / survivors of domestic abuse?**

- | | |
|-------------------------------------------|------------------------------------------------|
| <input type="checkbox"/> Up to a week | <input type="checkbox"/> Up to a year |
| <input type="checkbox"/> Up to a month | <input type="checkbox"/> Over a year |
| <input type="checkbox"/> Up to six months | <input type="checkbox"/> Don't provide support |

25. **Which agencies do you work with or signpost to?**

- | | |
|-------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| <input type="checkbox"/> Bolton Council - Adult Services / Social Services | <input type="checkbox"/> Housing Options |
| <input type="checkbox"/> Bolton Council - Community Safety | <input type="checkbox"/> Irwell Valley Housing Association |
| <input type="checkbox"/> Someone else at Bolton Council | <input type="checkbox"/> Independent Domestic Violence Adviser |
| <input type="checkbox"/> Greater Manchester Police | <input type="checkbox"/> Fort Alice |
| <input type="checkbox"/> Independent Choices / Greater Manchester Domestic Abuse Helpline | <input type="checkbox"/> Olive Pathway |
| <input type="checkbox"/> Greater Manchester Rape Crisis | <input type="checkbox"/> LGBT Foundation |
| <input type="checkbox"/> TRC Sexual Abuse & Rape Support Greater Manchester | <input type="checkbox"/> Nursery / School / college / university |
| <input type="checkbox"/> Greater Manchester Victims Services / Bolton Victim Services | <input type="checkbox"/> Endeavour Project / Paws for Kids |
| <input type="checkbox"/> Hospital | <input type="checkbox"/> Another animal charity - please state below |
| <input type="checkbox"/> GP [family doctor] | <input type="checkbox"/> Another charity - please state below |
| <input type="checkbox"/> Bolton at Home | <input type="checkbox"/> Someone else - please state below |
| | <input type="checkbox"/> Don't work with / signpost to any other agency |

Please say who else you work with or signpost to

26. **How do you find out that people are experiencing domestic abuse?**

- | | |
|---------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> The victim / survivor know they are experiencing domestic abuse and asks for support | <input type="checkbox"/> Domestic abuse only comes to light when someone seeks support for another matter, such as health issues, housing, concerns about children's behaviour, money worries |
| <input type="checkbox"/> A concerned friend / relative / colleague seeks help | <input type="checkbox"/> Referral from another service / agency / professional |
| | <input type="checkbox"/> Another way - please state below |

Please explain how you find out

27. **Please briefly outline the common themes that come through when your service is trying to support someone experiencing domestic abuse? For example, what concerns do they have, any difficulties finding out about / getting support etc**

Overall

28. **How far do you agree / disagree that the support met your needs [or the needs of the victim / survivor of domestic abuse]?**

Strongly agree

Agree

Disagree

Strongly disagree

No opinion

29. **How satisfied / dissatisfied are you with the support available to victims / survivors of domestic abuse?**

Very satisfied

Satisfied

Dissatisfied

Very dissatisfied

No opinion

30. **How could we make it easier for people to get support when they are experiencing domestic abuse?**

31. **Please use this space if you'd like to make any overall comments about support offered to victims and survivors of domestic abuse**

Your interest

32. Which of the following describes you / your family's interest in this consultation?

- Live in Bolton borough
- Work in Bolton borough
- Study / have children at school in Bolton borough
- Visitor to Bolton
- Official response from Parish / Bolton borough Councillor / Elected Member
- Official response from a business / organisation / community group. You must have their permission to submit an official response on their behalf
- None of the above - please explain below

Please say what your interest is

Please say which ward, business organisation or community group you represent

Please say what your role is - in what official capacity do you represent the business, organisation or community group?

About you

Your answers in this section help us to make sure we are getting views from different types of people. They won't be used to contact or identify you.

33. **Are you...?**

- Female
- Male
- Identify in another way

34. **Which age group are you in?**

- Under18
- 18 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 - 74
- 75 - 84
- 85 or over

35. **Do you look after, or give any help of support to family members, friends, neighbours or others who need help because they have a long-term physical or mental ill-health / disability, or have problems relating to old age?**

Please don't count anything you do as part of paid employment.

- No Yes, 20 - 49 hours a week
 Yes, 1-19 hours a week Yes, 50 or more hours a week

36. **Are your day-to-day activities limited because of a long-term physical or mental health condition / illness?**

- Yes, limited a lot No
 Yes, limited a little

37. **What is your ethnic group?**

- White British Asian or Asian British
 White other Black, Black British, Caribbean or African
 Mixed or Multiple ethnic group Other ethnic group

38. **Are you fluent in English?**
By this we mean that English is the language you normally use, or that you speak, read and write it well enough to get by in everyday life

- Yes No

39. **What's your resident status?**

- UK citizen Family / spousal visa
 Working Visa Other - please tell us more below

If 'other' please tell us about your residency status

40. **Have you applied for / been granted a Destitution Domestic Violence concession [DDV]?**

- I've been awarded DDV I was turned down for DDV
 I've applied for DDV and am waiting to hear I haven't applied yet but intend to
 I don't intend to apply

Are you able to help in future?

By taking part in this consultation you've already given us a lot of help to make sure we provide the best support around accommodation for people fleeing domestic abuse.

If you feel able to help us further, we're setting up a panel of people who can help us test out ideas we have in future. This could be in person, online meetings, telephone calls or by email. It could be as part of a group or just on your own.

If you're interested in getting involved, you can ring Bolton Council's Community Safety Team on 01204 331051 or email us community.safety.services@bolton.gov.uk

Or if your comfortable doing so, give your contact details below and we'll be in touch when we have more information.

You can change your mind at any time by getting in touch or replying when we contact you.

If you choose to give your details, we will ONLY use them to tell you more about the panel.

41. **Would you like us to contact you with more information about joining the panel?**

Yes please

No thanks

42. **How can we contact you about the panel?**

| | Yes | No |
|-------|--------------------------|--------------------------|
| Email | <input type="checkbox"/> | <input type="checkbox"/> |
| Post | <input type="checkbox"/> | <input type="checkbox"/> |
| Phone | <input type="checkbox"/> | <input type="checkbox"/> |
| Text | <input type="checkbox"/> | <input type="checkbox"/> |

43. **First name**

44. **Email address**

45. **Postal address**

46. **Telephone number**

Thanks! Please click 'submit' to send your response through to us

Demographic tables

| Q32: Which of the following describes you / your family's interest in this consultation? | |
|-------------------------------------------------------------------------------------------------|---------------------------|
| Response | No. of respondents |
| Live in Bolton borough | 36 |
| Work in Bolton borough | 26 |
| Study / have children at school in Bolton borough | 6 |
| Visitor to Bolton | - |
| Official response from Parish / Bolton borough Councillor / Elected Member | - |
| Official response from a business / organisation / community group. | 3 |
| None of the above | 2 |
| <i>Base</i> | <i>52</i> |

- Official responses received from Chief Executive of Endeavour, Director of Stand Up Sisters CIC and one who didn't give their details.
Official respondents were not asked the subsequent personal demographic questions.

| Q33: Are you? | |
|-------------------------|---------------------------|
| Response | No. of respondents |
| Female | 41 |
| Male | 7 |
| Identify in another way | - |
| <i>Base</i> | <i>48</i> |

| Q34: Which age group are you in? | |
|-----------------------------------------|---------------------------|
| Response | No. of respondents |
| Under 18 | - |
| 18-24 | 1 |
| 25-34 | 12 |
| 35-44 | 16 |
| 45-54 | 6 |
| 55-64 | 3 |
| 65-74 | 3 |
| 75-84 | 1 |
| 85 or over | 1 |
| <i>Base</i> | <i>49</i> |

Q35: Do you look after, or give any help of support to family members, friends, neighbours or others who need help because they have a long-term physical or mental ill-health / disability, or have problems relating to old age? Please don't count anything you do as part of paid employment.

| Response | No. of respondents |
|------------------------------|---------------------------|
| No | 33 |
| Yes, 1-19 hours a week | 8 |
| Yes, 20-49 hours a week | 5 |
| Yes, 50 or more hours a week | 2 |
| <i>Base</i> | 48 |

Q36: Are your day-to-day activities limited because of a long-term physical or mental health condition / illness?

| Response | No. of respondents |
|-----------------------|---------------------------|
| Yes, limited a lot | 5 |
| Yes, limited a little | 9 |
| No | 35 |
| <i>Base</i> | 49 |

Q37: What is your ethnic group?

| Response | No. of respondents |
|--------------------------------------------|---------------------------|
| White British | 39 |
| White other | 1 |
| Mixed or Multiple ethnic group | 2 |
| Asian or Asian British | 2 |
| Black, Black British, Caribbean or African | 1 |
| Other ethnic group | 4 |
| <i>Base</i> | 49 |

Q38: Are you fluent in English?

By this we mean that English is the language you normally use, or that you speak, read and write it well enough to get by in everyday life?

| Response | No. of respondents |
|-----------------|---------------------------|
| Yes | 46 |
| No | 3 |
| <i>Base</i> | 49 |

Q39–40 were only asked of victims / survivors.

| Q39: What is your resident status? | |
|-------------------------------------------|---------------------------|
| Response | No. of respondents |
| UK citizen | 23 |
| Other - indefinite leave | 1 |
| Other – not explained | 1 |
| Working Visa | - |
| <i>Base</i> | 25 |

Q40 was only asked of respondents who weren't UK citizens.

| Q40: Have you applied for / been granted a Destitution Domestic Violence concession [DDV]? | |
|---------------------------------------------------------------------------------------------------|---------------------------|
| Response | No. of respondents |
| I've been awarded DDV | 1 |
| I was turned down for DDV | 1 |
| I've applied for DDV and am waiting to hear | - |
| I haven't applied yet but intend to | - |
| I don't intend to apply | - |
| <i>Base</i> | 2 |