

Jane Keeper, Refuge

Listening to women and children to shape specialist services

21st October, 2010



Jane Keeper, Director of Operations, Refuge

Challenges

- Short-term stay
- Crisis situation
- Language barriers
- Silencing effects of trauma
- Feeling of exclusion



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Refuge's services

Independent Domestic
Violence Advocates
(IDVAs)

Generic refuges

Psychological
services for
women & children

Peripatetic staff

**Freephone 24
Hr National DV
Helpline**

Pan-London
Eastern European
outreach

Floating support
and Sanctuary

Culturally specific
floating support

Culturally specific
refuges



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Methods of consultation



- **Refuge's Women's Panel**
- **Questionnaires**
- **Suggestion boxes**
- **House meetings**
- **Focus groups**
- **Independent reviews**



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Feedback can include...

- **Suggestions**
- **Compliments**
- **Comments**
- **Complaints**



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Examples of feedback

"The beds are really uncomfortable."

"It was nice to talk to someone who didn't judge me."

"I would've like more of a coaching activity in preparation for the questioning in court."

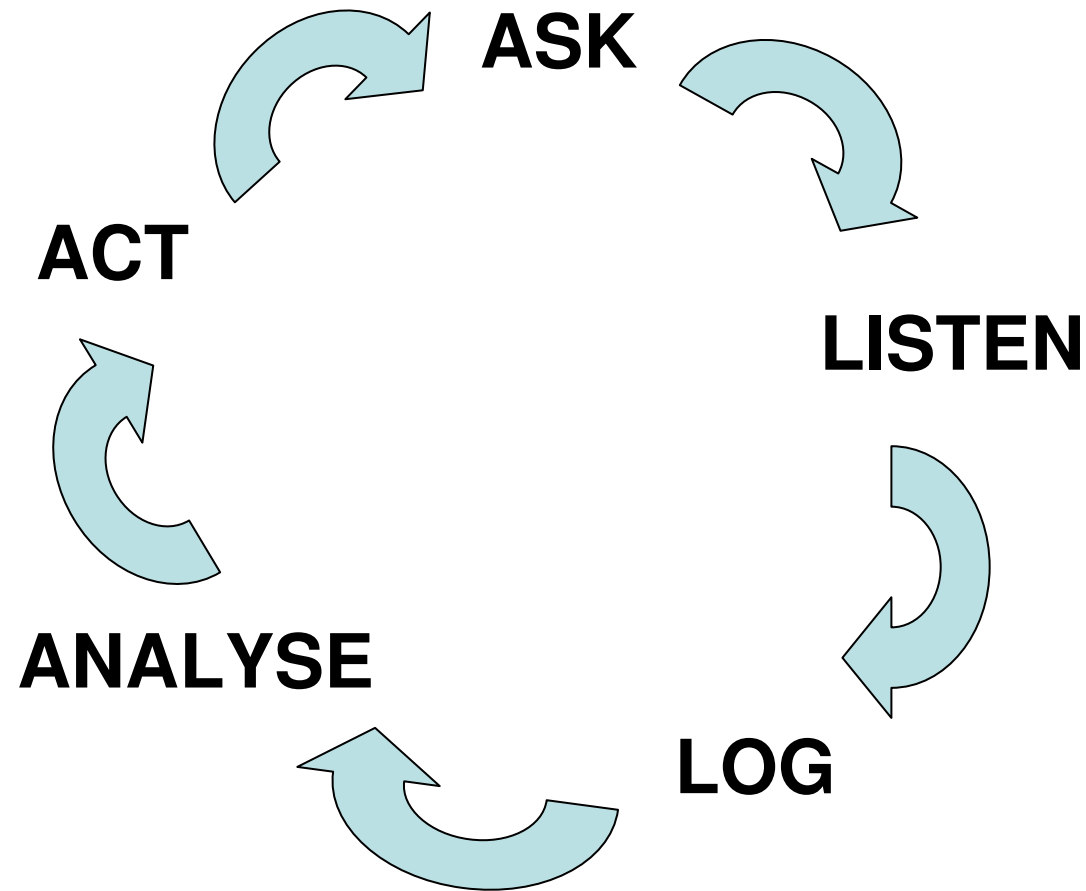
"There isn't enough storage space in my room. It's hard to keep it tidy."

"You put my mind at rest. You gave me information in minutes."



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Using feedback to improve and shape services



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Refuge's Casework System

1 - Jenny Owen

Main Details
Secondary Details
Children
Cases (2)
Complaints
Money History
Rent Payments
Finance Contact

ID: 1 First Name: Jenny Last Name: Owen Date Of Birth: 09/10/1986
REPEAT CASE Other Name: Other Name: NI Number: NW930199B ☐ No SP

Risk Score: 20 **HIGH RISK PLEASE PRIORITISE THIS CASE ACCORDINGLY** Marac: ☒ Recourse: Recourse

Address at point of Referral: 24 High Street
 Eastbourne
Town:
Postcode: BN12 5TT

Contact Landline: 01323 ***** ☐ Safe
Contact Mobile: 07888 ***** ☒ Safe
Safe Arrangements for Contacting: Ring mobile as Jenny is at A&E with daughter. Perp is in custody but due to be released to home address today.

Ethnicity: White British
Danger Areas: Eastbourne and Hastings in East Sussex

Key Worker: jo_sparkes Service: LEWISHAM R1
Referral Taken By: norma_bland SST Location:

☐ No Children

CHILDREN

First Name	Last Name	Date Of Birth	On CP Register
<input type="text"/> Robert	<input type="text"/> Owen	<input type="text"/> 01/01/2004	<input type="text"/> M <input type="checkbox"/>
<input type="text"/> Donna	<input type="text"/> Owen	<input type="text"/> 06/04/2006	<input type="text"/> F <input type="checkbox"/>

DISABILITY (WOMAN ONLY)

Disability	Details
<input type="text"/> Mental Health	<input type="text"/> Anxiety and Depression
<input type="text"/> None	<input type="text"/>

COURT ORDERS

Court	Court Order	Issue Date	Expiry Date
<input type="text"/> Eastbourne	<input type="text"/> Non Molestation	<input type="text"/> 01/01/2007	<input type="text"/> 01/01/2008
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

OTHER REFUGEE SERVICES USED

	OPEN	CLOSED
Refuge Service:	<input type="text"/> 2	<input type="text"/> 0
IDVA Service:	<input type="text"/> 0	<input type="text"/> 0
Outreach Service:	<input type="text"/> 0	<input type="text"/> 0
Specialist Support Service:	<input type="text"/> 1	<input type="text"/> 0

Print

Date Created: 18/06/2008 Last Reviewed: 19/10/2010 Reviewed By: alan_owe Womens Name: Jenny Owen


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Logging feedback

Casework Management

REFUGE

Refuge Electronic casework Management Information Tool (REMIT)

 (c) Copyright Refuge 2008	Complaints Add and Edit Complaints	Evictions Add and Edit Evictions	Accommodation Add and Edit Weekly Accommodation
	Protection from Abuse Maintain Protection from Abuse Logs	Staffing Hours Add and Edit Staffing Hours	Staff Supervision Add and Edit Staff Supervision
	Out of Hrs Add and Edit Out of Hrs Calls	Dip Sampling Add and Edit Dip Sampling Results	Feedback Add and Edit Client Feedback
	Reports Produce Reports	Accidents Add and Edit Accidents	Health & Safety Health & Safety Checks
	Weekly Banking Record Banking Details	Multi Agency Work Record Multi Agency Involvement	SHIP SHIP returns
	Weekly Returns to HQ Generate Weekly Returns to Head Office	PI Workbooks PI Workbooks	

Logging feedback

feedback : Form					
Service	Week	Source of Feedback	Suggestion/Compliment	Client/Stakeholder/Staff	Name
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Details	<input type="text"/>				
Action to be Completed	<input type="text"/>				
Action Date	<input type="text"/>				
How has the service improved as a result of the feedback?			<input type="text"/>		
Details of the improvement:			<input type="text"/>		
Date improvements implemented:			<input type="text"/>		
If Suggestion, was it implemented?			<input type="text"/>		
If Suggestion and not implemented, why not?			<input type="text"/>		
If suggestion, Date person told of the outcome:			<input type="text"/>		
Compliment - Date Staff/Team informed (within 5 working days of feedback)			<input type="text"/>		
Compliment & Suggestion - Response Date (within 10 working days):			<input type="text"/>		

Power and control



**89% women
said they had
experienced
financial
abuse**

Refuge

For women and children.
Against domestic violence.

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Financial abuse guide

You Can Afford To Leave: Contents

- 1. Domestic violence can involve economic abuse**
The ways in which your partner may use money and finances to maintain control over you5
- 2. Separating from your partner**
How you might prepare financially to separate from a partner.....9
- 3. Investigating your housing options**
How you can access safe accommodation and financial support.....13
- 4. Breathing space**
How to deal with priority financial concerns once you are safe.....23
- 5. Starting again**
How you can take control over your own finance in the longer term....49
- 6. Other sources of support and information**
Places you can go and people you can contact for more information and support63

Financial abuse guide

‘You Can Afford To Leave’ - available at

<http://www.refuge.org.uk>



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“Moments of truth”

Creating positive
“moments of truth”



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