

# Scottish Women's Aid

## Evidencing Outcomes for Domestic Abuse Services

Presented by  
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# Scottish Context

- **Value for money** = cost of providing DA services results in a *measurable* difference (“Prove it or Lose it”)
- **Single outcome agreements** = LA need to show they are meeting targets, DA services need to show how they contribute to LA objectives
- **Efficiency savings** = DA services need to make informed decisions about where to develop/cut services and show impact of those decisions

# Scottish Context

Existing outcome evaluation models few and far between. Most evaluation is designed to:

- **Monitor use of services**
  - How many?
  - What/when delivered?
- **Ensure service of good quality**
  - Satisfaction surveys
  - Exit interviews
  - Feedback questionnaires

# The Challenge

Develop an outcome evaluation approach that was:

- **Woman-centred** – based on women's experiences of services and change
- **Appreciative** – values women's strength, determination and resilience
- **Relevant** – grounded within the unique work of domestic abuse services

# The International Team

- **Portugal** - CESIS (Centro de Estudos para a Intervencao Social)
- **Ireland** – NNWRSS (National Network of Women's Refuges and Support Services)
- **Scotland** – SWA (Scottish Women's Aid)

# The Project

## Our Goal:

To develop a model for evaluating the effectiveness of women's refuges in the European Union

Funded by the  programme of the European Commission

# Shared Principles

- Strengths-based approach
- Women's experience central
- Experiential knowledge of women and workers is vital

# Developing the Model

## Five phases

1. Country-focused analysis
2. Construction of outcome indicators
3. Initial creation of model
4. 10-week Pilot
5. Modification of model

# Developing the Model

- Self-administered questionnaires
- Focus groups
- Exploratory interviews
- Advisory groups

# The Model

## Outcomes

- Safety (immediate physical safety and safety planning)
- Information (knowledge and awareness)
- Empowerment (taking own decisions and having control over changes in personal restoration and emotional healing)

# The Model

## Design

- Pre and post
- Self-complete questionnaires
  - Form 1 (give within 1<sup>st</sup> week)
  - Form 2 (give when woman preparing to leave)

# The Model

## Form 1

- ♣ **Section 1** – things women need help or support with when they enter refuge
- ♣ **Section 2** – demographic and general information about themselves and any previous experience using women's aid refuges

# The Model

## Form 2

- **Section 1** – extent to which women got the help and support they needed
- **Section 2** – changes women experienced as a result of the help and support they received while in refuge
- **Section 3** – how women felt they were treated by workers while in refuge
- **Section 4** - demographic and general information about themselves and any previous experience using women's aid refuges

# What does it tell you?

- The kinds of help and support women need
  - When they 1<sup>st</sup> enter refuge
  - After they've been in refuge a while
- How much help and support women got to address the needs they had
- How much women's lives changed while they were living in refuge
- How women felt they were treated by workers
- Who is using the services (age, ethnicity, prior use of refuge)

# Pilot Findings

## Did the forms work?

- Instructions were clear and good support provided
- Women willingly agreed to participate
- Women said questionnaires were easy to fill in

# Pilot Findings

**Was the information gathered useful and relevant for service development?**

- Workers said it was relevant
- In-depth understanding of women's needs and opportunity to reflect on work
- Greater awareness of service improvements
- Potential for future national roll-out

# Latest Developments

- **Scotland**

- Expanding Model to evaluate other services (outreach, follow-on, visiting support),
- Exploring feasibility of national roll-out
- Exploring feasibility of national evaluation

- **Ireland** (Sarah will explain)

# For More Information

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