

November 2013

Dear Viewpoint Member

Welcome to Viewpoint 35 which looks entirely at the subject of domestic abuse. We have chosen this highly sensitive topic because Stockton's "Domestic Abuse Strategy Group" (which includes representatives from the Council (social care, public health, community safety and housing teams) the Police and domestic abuse support services) is reviewing how it:

- Supports the prevention of domestic abuse
- Responds to adults and children who suffer the consequences of domestic abuse
- Responds to those who perpetrate domestic abuse

As part of the review, a new 'Domestic Abuse Strategy' will be produced for the Borough of Stockton-on-Tees and be in place from 1 April 2014. A variety of research and consultation work is being done to help inform the production of the Strategy. This includes, for example, discussions with local victims and perpetrators of domestic abuse as well as anyone else who has a view on the subject. You do not need to have experience of domestic abuse to have a view on it or ideas about how best to tackle it.

Taking the above into account, we're inviting all members of the Viewpoint Panel to complete this questionnaire. By responding, you will help add significant value to the findings that are being generated from the entire package of consultation work that is being carried out to underpin the development of the Strategy for the Borough. Responding is optional though.

Some of the information in this questionnaire may be difficult to think about. Please note, our intention is not to shock or offend. We are simply trying to capture as many views as possible on this highly sensitive subject. **In case it is helpful, information about sources of help, advice and support for domestic violence is provided at the end of the questionnaire.**

Please complete and return your questionnaire to us in the envelope provided by Monday 2nd December 2013. We look forward to hearing from you. If you have any queries about the questionnaire, please do not hesitate to contact us on Tel. 01642 527455 or at: viewpoint@stockton.gov.uk.

With kindest regards,

The Viewpoint Team.

INTRODUCTION

From 31 March 2013, the national definition of domestic abuse was extended to include young people aged 16 and 17 (the previous definition related to individuals aged 18 and above) and wording has been added to capture coercive control. The **new definition of domestic abuse** is:

"Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass but is not limited to the following types of abuse:

- *psychological*
- *physical*
- *sexual*
- *financial*
- *emotional*

Controlling behaviour is: a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

*Coercive behaviour is: an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim."**

*This definition includes so called 'honour' based violence, female genital mutilation (FGM) and forced marriage and is clear that victims are not confined to one gender or ethnic group.

SOME USEFUL DEFINITIONS:

FORCED MARRIAGE: A forced marriage is where one or both people do not (or in cases of people with learning or physical disabilities, cannot) consent to the marriage and pressure or abuse is used. The pressure put on people to marry against their will can be physical (including threats, actual physical violence and sexual violence) or emotional and psychological (for example, when someone is made to feel like they're bringing shame on their family). Financial abuse (taking your wages or not giving you any money) can also be a factor.

FEMALE GENITAL MUTILATION (FGM): Female genital mutilation (sometimes referred to as "female circumcision") refers to procedures that intentionally alter or cause injury to the female genital organs for non medical reasons. The practice is illegal in the UK.

HONOUR BASED VIOLENCE: "Honour based violence" is a crime or incident, which has/may have been committed to protect or defend the honour of a family and/or community. It is a collection of practices, which are used to control behaviour within families or other social groups to protect perceived cultural and religious

beliefs and/or honour. Such violence can occur when perpetrators perceive that a relative has shamed the family and/or community by breaking their honour code. "Honour Based Violence" can be distinguished from other forms of violence, as it is often committed with some degree of approval and/or collusion from family and/or community members.

Q1. Thinking about the definition of domestic abuse, we are keen to know how widely the definition is known. With that in mind, please say if you were or were not aware of the following aspects of the definition of domestic abuse before you received this questionnaire. PLEASE PUT ONE TICK IN EACH ROW BELOW.

	Aware	Unaware
Young People aged 16 and 17	53%	47%
Coercive Behaviour	70%	30%
Female Genital Mutilation	72%	28%
Financial Abuse	76%	24%
Honour Based Violence	79%	21%
Forced Marriage	88%	12%
Controlling Behaviour	91%	9%
Emotional Abuse	92%	8%
Psychological Abuse	95%	5%
Sexual Abuse	95%	5%
Physical Violence	96%	4%

* Results in above table sorted in decreasing order of "unaware" responses

Q2a. Thinking now about who is affected by domestic abuse and how often it can occur, the following information is taken from national data sets about domestic abuse experiences. We're keen to know how much of a surprise it is to you to see these facts. With that in mind, please say to what extent each item of information below surprises you. PLEASE PUT ONE TICK IN EACH ROW OF THE TABLE ON THE NEXT PAGE.

	Very surprised	A little surprised	Not surprised at all
In 2007 it was estimated that 66,000 women living in England and Wales had undergone some form of female genital mutilation	66%	22%	11%
20,000 girls under the age of 15 are estimated to be at risk of female genital mutilation within the UK	63%	18%	19%
The UK Government's Forced Marriage Unit gave advice or support in 1,485 suspected forced marriages in 2012	33%	29%	39%
There are 12 reported honour based murders in the UK each year	21%	39%	41%
The British Crime Survey estimates that in 2010/11 only 1.2% of domestic abuse incidents were reported to the police	21%	24%	54%
Pets can be used to control domestic abuse victims, either by threatening to hurt the animal or by hurting the animal	19%	36%	45%
18% of men experience domestic abuse in their lifetime	17%	47%	37%
51% of female murders are committed by a partner or ex-partner	17%	20%	64%
5% of men have experienced domestic abuse in the last year	13%	42%	45%
31% of women experience domestic abuse in their lifetime	12%	31%	57%
70 - 80% of domestic abuse incidents result in physical injury or mental health issues for the victim	10%	26%	65%

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... Q2a CONTINUED

	Very surprised	A little surprised	Not surprised at all
5% of male murders are committed by a partner or ex-partner	10%	37%	53%
7% of women have experienced domestic abuse in the last year	4%	20%	76%
Children can experience both short and long term cognitive, behavioural and emotional effects as a result of witnessing domestic abuse	3%	10%	88%
Children living with domestic abuse are at risk of being victims themselves, particularly of physical abuse	2%	16%	82%

* Results in above table sorted in decreasing order of "very surprised" responses

Q2b. Thinking now about domestic abuse in the Borough of Stockton-on-Tees
The following information is taken from local data sets about domestic abuse experiences. We're keen to know how much of a surprise it is to you to see these facts. With that in mind, please say to what extent each piece of information below surprises you. PLEASE PUT ONE TICK IN EACH ROW BELOW.

	Very surprised	A little surprised	Not surprised at all
Of all violent crimes reported to the Police in 2012/13, 41% of them related to domestic abuse	22%	38%	40%
4,522 incidents of domestic abuse were reported to the Police in 2010/11	16%	40%	44%
In 2012/13 Stockton's Domestic Abuse Support Service received 1,513 requests for support	13%	39%	48%
Between 60 and 70 percent of households where known domestic abuse has taken place more than once in a year have children living in them	10%	21%	69%
8.5% of all referrals to social care services are as a consequence of domestic abuse	6%	27%	67%

* Results in above table sorted in decreasing order of "very surprised" responses

Q3. Stockton’s Domestic Abuse Strategy Group would like to have a ‘vision statement’ in the new Domestic Abuse Strategy. That statement should clearly and briefly set out what the Group wants to achieve in and for the Borough of Stockton-on-Tees. Feedback from consultation to date has identified some possible options for the ‘vision statement’. We’re keen to know what people generally think about the suggestions so far. With that in mind, please consider the options listed below and say to what extent you prefer each statement in comparison with the others listed.

PLEASE PUT ONE TICK IN EACH ROW BELOW. If you feel that none of the 'vision statements' listed would be appropriate, and if you would like to, please provide a suggestion of your own in the space below.

	Prefer this statement	No view on this statement	Do not prefer this statement
<i>"That domestic abuse is socially unacceptable. Everyone deserves to, and should, live without fear. There is no excuse."</i>	87%	10%	4%
<i>"It is our aim to promote zero tolerance of domestic abuse. This is everybody’s business and responsibility. Our aim is to increase awareness across the population, improve signposting and access to appropriate services. Removing barriers to address domestic abuse for victims and their families."</i>	69%	19%	12%
<i>"Early recognition of domestic abuse and recognition of impact on families and the wider community through appropriately trained and skilled professionals across agencies."</i>	53%	33%	14%
<i>"To strive for a community that is free from domestic abuse. Lives and communities free from domestic abuse"</i>	52%	29%	19%
<i>"Whole community needs to take responsibility for preventing/stopping domestic abuse".</i>	38%	30%	32%
<i>"Bespoke packages of care around individual families and their needs".</i>	32%	29%	39%

* Results in above table sorted in decreasing order of "prefer this statement" responses

Your suggested 'vision statement':

In total, 22% of respondents answered this question.

The following categories and themes were raised. Categories are listed alphabetically and themes are listed in order of reducing number of mentions with most frequently mentioned themes are highlighted yellow.

CATEGORY	THEME
ACTIONS	<ul style="list-style-type: none"> • Don't just make statements – take action • Everyone has a right to live without abuse and fear of it • Ensure people are trained to help and support • Schools need to take responsibility for identifying children impacted by domestic abuse • Schools need to take action when they identify children who are impacted by domestic abuse • Police do now take action in domestic situations (this is good) • There's never an excuse • Protect all who need it
AWARENESS	<ul style="list-style-type: none"> • Need to educate people about what domestic abuse is and how it happens. • Abusers hide their behaviour well. • Need to ensure people know how to recognise and act on domestic abuse to support victims
CHILDREN	<ul style="list-style-type: none"> • Take targeted action for children living in abusive homes • Schools need to take responsibility for identifying children impacted by domestic abuse • Schools need to take action when they identify children who are impacted by domestic abuse • Raise awareness of FGM amongst those aged 1 – 15 years • Provide a helpline for children
COLLECTIVE & SUPPORTIVE APPROACH	<ul style="list-style-type: none"> • Everyone should know about domestic abuse, be able to take appropriate action and support and care for those who are affected by it • Should be zero tolerance • Ensure that those affected by domestic abuse feel supported and able to report it •
MISCELLANEOUS	<ul style="list-style-type: none"> • Some respondents expressed concern about the grammar used in the statements in the questionnaire • Need to use facts in the statement • Stress and financial difficulties can increase risk of domestic abuse taking place
PROMOTION OF KEY MESSAGES	<ul style="list-style-type: none"> • Don't take a generic approach (i.e. treat each type of domestic abuse differently). Make sure that messages are in the right format, the right length, include the right information and are placed in the right locations for the specific audiences in question. • Need to generally raise awareness.

Q4a. Thinking about what you know about domestic abuse and your preferred 'vision statement', please say if you think each of the following should play a role in helping deliver the domestic abuse 'vision statement' in Stockton on Tees? PLEASE PUT ONE TICK IN EACH ROW BELOW.

	Shouldn't play a role	Not sure if they should play a role	Should play a key role
Police	2%	3%	95%
Mental health counsellors/support services	1%	7%	93%
Health professionals (generally)	2%	6%	92%
Social workers	4%	5%	92%
GPs	2%	8%	90%
Hospital doctors	2%	10%	88%
Nurse at GP surgery	4%	9%	87%
Nurse in hospital	3%	10%	87%
Walk In (medical) centre doctor	3%	12%	86%
District Nurse	3%	12%	85%
Children's Centres	3%	13%	84%
Walk In (medical) centre nurse	3%	14%	83%
School nurse	4%	15%	81%
Teachers	2%	16%	81%
Schools	3%	17%	80%
Borough Council	4%	20%	76%
Healthwatch Stockton	5%	19%	76%

* Results in table Q4a sorted in decreasing order of "should play a key role" responses

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... Q4a CONTINUED

	Shouldn't play a role	Not sure if they should play a role	Should play a key role
Nursery staff	6%	21%	73%
Charities	9%	20%	71%
Citizens' Advice Bureau	5%	27%	68%
Community Groups	7%	29%	65%
Organisations that offer welfare advice	3%	33%	64%
Community Centres	8%	34%	58%
Other (please specify)	20%	24%	56%
Churches	10%	37%	53%
Colleges	11%	36%	53%
Town Councils	16%	32%	52%
Walk In (medical) centre reception staff	15%	33%	52%
Medical centre reception staff	17%	33%	49%
Councillors (i.e. elected Members)	14%	38%	48%
Residents generally	13%	42%	46%
Voluntary groups	6%	48%	46%
Universities	20%	35%	45%
Employers	15%	41%	44%
Housing Associations	18%	40%	42%
Social landlords	18%	49%	33%
Parish Councils	25%	45%	30%
Fire and Rescue Service	25%	47%	28%

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	Shouldn't play a role	Not sure if they should play a role	Should play a key role
Libraries	29%	48%	23%
Organisations that offer financial advice	22%	56%	22%
Pubs/clubs	41%	38%	21%
Leisure centres	31%	50%	19%
Taxi drivers	39%	42%	19%
Sports clubs/associations	38%	44%	18%
Restaurants	53%	35%	11%

Other (please specify):

In total, 19% of respondents answered this question.

The following categories and themes were raised. Categories are listed alphabetically and themes are listed in order of reducing number of mentions with the most frequently mentioned themes are highlighted yellow.

CATEGORY	THEME
COLLECTIVE APPROACHES	<ul style="list-style-type: none"> • Family • Neighbours • Anyone • Everyone • Any friend • Many people and organisations need to work together, not a single person or organisation in isolation • Neighbourhood watch
MISCELLANEOUS	<ul style="list-style-type: none"> • Parents • Websites are helpful • The abused person • None of these
SPECIALIST SERVICES	<ul style="list-style-type: none"> • Education/teachers • Mental health workers (including counsellors) • Ambulance Service • Bus Services • Legal authorities (e.g. Police) • Residential care staff

Q4b. Of those you think should play a role, please identify the one that you believe has the most important role and, if you would like to, please briefly say what you think they might do in the space below.

In total, 83% of respondents answered this question.

The following categories and themes were raised. Categories are listed alphabetically and themes are listed in order of reducing number of mentions with the most frequently mentioned themes highlighted yellow.

CATEGORY	THEME
CHARITIES	<ul style="list-style-type: none"> • Are unbiased • Seen as less threatening than some options listed in question
CLOSE FAMILY	<ul style="list-style-type: none"> • See what is happening
EVERYBODY	<ul style="list-style-type: none"> • Simply a moral duty for us all to help others if and where we can • It's a responsibility for everyone, not just specialist organisations and agencies • Residents are eyes and ears on the ground • Residents can report what they see
HEALTH PROFESSIONALS	<ul style="list-style-type: none"> • Any medical professional would be suitable because they are on the frontline and can identify effects of abuse • "They are in a position to listen" • They are best qualified to help • People trust their GP and/or Practice Nurse • Medical Centre receptionists can offer advice • Can influence families • They don't currently encourage reporting
INTEGRATED ACTION REQUIRED	<ul style="list-style-type: none"> • Need to involve health, police, education and social care • Council is best placed to lead any collective action • All organisations listed should be involved, especially school teachers who are often best placed to identify changes and differences in behaviours • Need to raise awareness • Need a pathway for all relevant professionals to follow to ensure they do the right thing and pass the message on to the right next step in the process
MENTAL HEALTH SERVICE PROVIDERS	<ul style="list-style-type: none"> • Often have contact with victims • They are/should be on call to GPs in such situations
MISCELLANEOUS	<ul style="list-style-type: none"> • Just don't know • Need to provide help 24/7, a telephone helpline can work well • Victims should be encouraged and supported to report any and all abuse • The degree/severity of abuse would determine what action to take for the best
NURSERY STAFF (INCL. STAFF AT	<ul style="list-style-type: none"> • See what is happening day to day • Can deliver interventions if required

CHILDREN'S CENTRE)	
POLICE	<ul style="list-style-type: none"> • Trained to deal with domestic abuse • Have power to intervene if necessary • Particularly if physical harm caused • They are supportive • Some respondents are uncertain about what powers police have in domestic situations
SCHOOLS/TEACHERS	<ul style="list-style-type: none"> • Particularly important if it is child abuse • See what is happening day to day/notice physical and emotional changes • Can deliver interventions if required • Especially in FGM situations
SOCIAL CARE PROFESSIONALS	<ul style="list-style-type: none"> • Can support and take action • Already work with health professionals • Take a whole family view and approach • Need more powers to be able to intervene • Need smaller workloads/more time to allow them to better assess situations
TRAINING	<ul style="list-style-type: none"> • Any and all involved staff require appropriate training

Q5a. At the moment, what do you know (if anything) about the information, advice and support that is available in Stockton-on-Tees for (i) victims of domestic abuse and (ii) those who commit domestic abuse? PLEASE BRIEFLY STATE WHAT YOU KNOW IN EACH BOX BELOW.

Victims of domestic abuse	In total, 75% of respondents answered this question.	
	<p>The following themes were raised in response and are listed in order of reducing number of mentions with the most frequently mentioned themes issues highlighted yellow.</p> <table border="1"> <thead> <tr> <th>THEME</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> • Don't know (overall most frequent response) • Nothing • Not much • Harbour • There are women's refuges • GPs • Not enough information available in the right places about what is available (e.g. "I have seen some leaflets lying about in forgotten corners of libraries ... or stuck on the doors of female toilets") – including a statement to this effect based on first hand experience • Leaflets • Police liaison • Council (including Website) • Social workers • Media plays a key role in terms of raising awareness that support is available • Domestic Violence Unit • Dedicated charities </td> </tr> </tbody> </table>	THEME
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	<ul style="list-style-type: none"> • Expect information to be available in CAB, hospitals and GP surgeries • Abusers appear to get more support than victims (speaking from personal experience) • Not enough support for male victims of domestic abuse • Those who witness domestic abuse don't always report it • Know from experience only • Group support is available 																	
Those who commit domestic abuse	<p>In total, 71% of respondents answered this question.</p> <p>The following themes were raised in response and are listed in order of reducing number of mentions with the most frequently mentioned themes highlighted yellow.</p> <table border="1" data-bbox="459 647 1474 1391"> <thead> <tr> <th data-bbox="459 647 1474 689">THEME</th> </tr> </thead> <tbody> <tr> <td data-bbox="459 689 1474 732"> <ul style="list-style-type: none"> • Don't know (overall most frequent response) </td> </tr> <tr> <td data-bbox="459 732 1474 775"> <ul style="list-style-type: none"> • Nothing </td> </tr> <tr> <td data-bbox="459 775 1474 817"> <ul style="list-style-type: none"> • Very little </td> </tr> <tr> <td data-bbox="459 817 1474 860"> <ul style="list-style-type: none"> • Police </td> </tr> <tr> <td data-bbox="459 860 1474 925"> <ul style="list-style-type: none"> • Alcohol and drugs (unclear whether as a way to deal with own behaviour or as a cause of own behaviour) </td> </tr> <tr> <td data-bbox="459 925 1474 967"> <ul style="list-style-type: none"> • Counselling </td> </tr> <tr> <td data-bbox="459 967 1474 1010"> <ul style="list-style-type: none"> • Community information (including leaflets) </td> </tr> <tr> <td data-bbox="459 1010 1474 1052"> <ul style="list-style-type: none"> • Probation Service </td> </tr> <tr> <td data-bbox="459 1052 1474 1095"> <ul style="list-style-type: none"> • Court Service </td> </tr> <tr> <td data-bbox="459 1095 1474 1137"> <ul style="list-style-type: none"> • Doctors (GPs) </td> </tr> <tr> <td data-bbox="459 1137 1474 1202"> <ul style="list-style-type: none"> • Males are not believed when they report they are victims of domestic abuse </td> </tr> <tr> <td data-bbox="459 1202 1474 1245"> <ul style="list-style-type: none"> • Social workers </td> </tr> <tr> <td data-bbox="459 1245 1474 1288"> <ul style="list-style-type: none"> • NHS (generally) </td> </tr> <tr> <td data-bbox="459 1288 1474 1330"> <ul style="list-style-type: none"> • Citizen's Advice Bureau (CAB) </td> </tr> <tr> <td data-bbox="459 1330 1474 1373"> <ul style="list-style-type: none"> • Such individuals are insecure </td> </tr> <tr> <td data-bbox="459 1373 1474 1391"> <ul style="list-style-type: none"> • "... I imagine very few seek help" </td> </tr> </tbody> </table>	THEME	<ul style="list-style-type: none"> • Don't know (overall most frequent response) 	<ul style="list-style-type: none"> • Nothing 	<ul style="list-style-type: none"> • Very little 	<ul style="list-style-type: none"> • Police 	<ul style="list-style-type: none"> • Alcohol and drugs (unclear whether as a way to deal with own behaviour or as a cause of own behaviour) 	<ul style="list-style-type: none"> • Counselling 	<ul style="list-style-type: none"> • Community information (including leaflets) 	<ul style="list-style-type: none"> • Probation Service 	<ul style="list-style-type: none"> • Court Service 	<ul style="list-style-type: none"> • Doctors (GPs) 	<ul style="list-style-type: none"> • Males are not believed when they report they are victims of domestic abuse 	<ul style="list-style-type: none"> • Social workers 	<ul style="list-style-type: none"> • NHS (generally) 	<ul style="list-style-type: none"> • Citizen's Advice Bureau (CAB) 	<ul style="list-style-type: none"> • Such individuals are insecure 	<ul style="list-style-type: none"> • "... I imagine very few seek help"
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Q5b. If someone you know asked for your advice on how to get help for domestic abuse, or you were ever to be a victim of domestic abuse yourself, where would you suggest they go, or prefer to go yourself, for help and support?

Please provide brief details in the space below, saying as much or as little as you would like to. All answers will be considered, so please do not feel that any response you give could be wrong or unhelpful.

In total, 87% of respondents answered this question.

The following themes were raised in response and are listed in order of reducing number of mentions with the most frequently mentioned themes highlighted yellow.

THEME
<ul style="list-style-type: none"> • Police • Medical professionals (including, primarily, GP, Practice Nurse, Health Visitor and receptionist at medical centre/GP Practice) • Social Worker/ Social Services • A dedicated charity (e.g. "A Way Out" (mentioned three separate times)) • Citizen's Advice Bureau (CAB) • Women's refuge • Harbour • Don't know – there is not enough easily accessible information on this subject • Internet • Would try to help them myself • The library • School/a teacher/college tutor • Accident and Emergency • A dedicated telephone helpline which was hosted by the Council (e.g. like the one set up for young people in Durham) • Don't now of any support groups • Victim support group • The Council (including the website) • Friends • Housing Association • "A trusted professional" • "I know what is available because of my job" • "I would go straight to a solicitor"

One respondent also offered the following extremely insightful statement (provided verbatim here) in support of their response:

"I am one of the lucky ones and escaped with my life (only just), but many women (and men) are not so lucky. They do not speak out, not because they are weak, but because they are scared that they won't be believed. They are scared their children will be taken away, that they will be rendered homeless, that they will no longer be able to financially support themselves. Faced with those types of fears, we must accept that very few, if any, will ever truly speak out. Hence, I think it is much more important that others – the public, public services and so on – speak

out for them".

Q5c. In your opinion, what might be the best way to provide information, advice and support to people in the following groups in society which research identifies as being at risk of domestic abuse? PLEASE TICK ALL APPROPRIATE OPTIONS IN EACH ROW BELOW.

	Face to face drop in facility	Internet	Telephone helpline	Text message help service	Other
Carers	74%	44%	64%	30%	2%
Children and young People (aged 11-16 years)	53%	62%	59%	56%	5%
Children and young People (aged 17-19 years)	54%	69%	62%	58%	2%
Children and young people who are in foster care	64%	53%	62%	47%	5%
Females at risk of, or who have been subjected to, 'Female Genital Mutilation' (FGM)	64%	55%	70%	44%	6%
Older people (aged 50+)	84%	28%	75%	21%	5%
People at risk of, or who have been subjected to, forced marriage	60%	56%	74%	40%	8%
People at risk of, or who have been subjected to, honour based violence	56%	52%	73%	41%	7%
People who are cared for by another person	41%	42%	78%	36%	7%

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	Face to face drop in facility	Internet	Telephone helpline	Text message help service	Other
People who are lesbian, gay, bisexual or transgender (LGBT)	61%	64%	76%	46%	6%
People with a learning difficulty (aged over 25)	86%	27%	47%	23%	12%
People with a physical disability (aged over 25)	64%	56%	69%	40%	10%
Young people with a physical disability (aged up to 25 years)	65%	57%	68%	44%	10%
Young people with learning difficulties (aged over 25 years)	78%	34%	56%	26%	12%

Other (please specify):

In total, 12% of respondents answered this question.

The following categories and themes were raised. Categories are listed alphabetically and themes are listed in order of reducing number of mentions with the most frequently mentioned themes highlighted yellow.

CATEGORY	THEME
FACE TO FACE	<ul style="list-style-type: none"> • Police • Medical professionals • School • Care providers: a check on this situation should be part of routine checks on people living in residential care homes and in receipt of care from others (e.g. elderly people, people with a disability) • Carers (if they are not the actual or potential abuser) • Citizens Advice Bureau (CAB) • Samaritans • Manager/boss • Friend • Family members

MISCELLANEOUS	<ul style="list-style-type: none"> All people with a disability should have a dedicated social worker who could be contacted in such circumstances
NON FACE TO FACE	<ul style="list-style-type: none"> WRITTEN INFORMATION: <ul style="list-style-type: none"> Provide information in places where everyone can see it, so that abusers don't know that the victim is looking at it (e.g. back of toilet door, local newspapers) Need easy read leaflets for some people Social media NON WRITTEN INFORMATION (E.G. TELEPHONE): <ul style="list-style-type: none"> Citizens Advice Bureau (CAB) Don't print the information – it can “fall into the wrong hands” sometimes Samaritans

Q5d. Please briefly say why you have answered question 5c as you have.

In total, 82% of respondents answered this question.

The following categories and themes were raised. Categories are listed alphabetically and themes are listed in order of reducing number of mentions with the most frequently mentioned themes highlighted yellow.

CATEGORY	THEME
ACCESSIBILITY	<ul style="list-style-type: none"> Internet is not accessible for everyone Most people are used to using the phone Vulnerable people may not have skills to access some information formats Don't make victims struggle or travel to get help Face to face allows body language to be read and this can aid understanding Face to face can be embarrassing Children can struggle with face to face but find text and internet easy Some people cannot use the Internet Websites need to be well designed to be helpful Consider ease of use Take age of person into account (suggestion that older people would prefer face to face and younger would prefer technology based options)
APPROPRIATENESS	<ul style="list-style-type: none"> Internet is good to provide information/raise awareness but not necessarily advice Internet can be monitored by abuser and this is not good Needs to be confidential Face to face often gets the best results/outcome Telephone can be impersonal Texting can be misunderstood

MISCELLANEOUS	<ul style="list-style-type: none"> • “As a community we should be looking for victims not waiting for the incident to appear on the telly and then saying tut-tut” • Based on experience • Based on common sense
TRUST/CONFIDENCE	<ul style="list-style-type: none"> • Internet browser history can be monitored by abuser and this is not good • Needs to be confidential • Needs to be discrete • Would help to have ‘community champions’ for FGM “... educate from the inside out”
VARIETY	<ul style="list-style-type: none"> • People who need help may need/prefer information in a particular format to not be seen to be getting help • Provide 24 hour cover 7 days per week if possible • Take age of person into account (suggestion that older people would prefer face to face and younger would prefer technology based options) • Take account of ethnicity and how that may impact communication preferences and options

Q6a. If you suspected domestic abuse was happening to the following people/in the following situations, what would you do? PLEASE TICK ALL APPROPRIATE OPTIONS IN EACH ROW BELOW.

	Ask the suspected victim if they were being abused	Provide the suspected victim with information/ advice	Report the suspected abuse to the Council	Report the suspected abuse to the Police	Report the suspected abuse to a medical professional	Nothing. It's not my place to get involved in other	Don't know	Other
A close relative (i.e. grandparent, parent, brother/ sister, son/daughter)	80%	60%	12%	45%	22%	0.4%	7%	1%
A close friend	80%	62%	9%	32%	8%	0.2%	5%	1%
A close workmate	72%	63%	6%	18%	5%	3%	10%	1%
Your next door neighbour	46%	44%	11%	29%	4%	7%	15%	2%
A teenager who you know, but who is not a relative, and who is in a relationship with another teenager	41%	38%	10%	23%	8%	5%	16%	5%

CONTINUED ...

	Ask the suspected victim if they were being abused	Provide the suspected victim with information/ advice	Report the suspected abuse to the Council	Report the suspected abuse to the Police	Report the suspected abuse to a medical professional	Nothing. It's not my place to get involved in other	Don't know	Other
A distant relative (i.e. cousin, uncle/ aunt)	50%	57%	11%	27%	12%	6%	12%	2%
A distant friend (i.e. a friend of a friend or a member of your extended network of friends)	31%	50%	7%	17%	6%	13%	22%	3%
A person you speak to occasionally at work	21%	49%	4%	8%	3%	15%	25%	4%
An older (i.e. aged 50+) person you know but who is not a relative	38%	40%	18%	32%	12%	3%	16%	2%
A person you see at work but rarely or never speak to	16%	33%	4%	11%	4%	22%	31%	6%
In the home of a child you know	32%	27%	21%	52%	17%	1%	12%	4%
In the home of any child	25%	22%	22%	50%	15%	2%	19%	2%
A person you know who is being cared for by someone else	37%	28%	24%	38%	18%	3%	11%	2%
A person who is being cared for by someone else but whom you don't know very well	19%	16%	23%	32%	11%	10%	24%	3%
A person who lives on your street, but you don't know them to speak to	10%	15%	14%	25%	3%	18%	32%	3%

CONTINUED ...

	Ask the suspected victim if they were being abused	Provide the suspected victim with information/ advice	Report the suspected abuse to the Council	Report the suspected abuse to the Police	Report the suspected abuse to a medical professional	Nothing. It's not my place to get involved in other	Don't know	Other
An older (i.e. aged 50+) person who you don't know to speak to, and who is not a relative, but who you may for example pass on the street	14%	15%	16%	24%	8%	15%	30%	2%
A teenager who you don't know to speak to, and who is not a relative, but who you may for example pass on the street and who appears to be in a relationship with another teenager	11%	14%	10%	22%	6%	19%	33%	4%

Other (please specify):

In total, 9% of respondents answered this question.

The following categories and themes were raised. Categories are listed alphabetically and themes are listed in order of reducing number of mentions with the most frequently mentioned themes highlighted yellow.

CATEGORY	THEME
DO THE RIGHT THING	<ul style="list-style-type: none"> What you do may depend on the severity of abuse taking place
KNOW YOUR STUFF	<ul style="list-style-type: none"> Gather information about what is happening to be certain before doing anything Get advice to help understand what to do There are protocols and chains of command to be followed Take care not to create problems "If I'm not sure of the facts, I'd leave well alone"
TAKE ACTION	<ul style="list-style-type: none"> Challenge the abuser Ask if abuse is taking place Report it Signpost suspected victims to help

Q6b. Please briefly say why, overall, you have answered the above question as you have.

In total, 79% of respondents answered this question.

The following categories and themes were raised. Categories are listed alphabetically and themes are listed in order of reducing number of mentions with the most frequently mentioned themes highlighted yellow.

CATEGORY	THEME
CONCERN FOR OTHERS	<ul style="list-style-type: none"> • Need to report and stop all abuse • Wouldn't know what to do for the best but would feel should do something • Would want to help people to help themselves • If children are involved then report it immediately • Would report <u>any</u> suspicions to the police • Would feel guilty if did nothing • "No one should be abused"
FAMILIARITY WITH VICTIM	<ul style="list-style-type: none"> • Action taken would depend on how well the person taking action knows them • Easier to speak to and help those you know • More difficult to speak to those you know in such circumstances
MISCELLANEOUS	<ul style="list-style-type: none"> • Common sense/instinct applies – do what feels right • Know your facts before doing anything • Would help to have a central coordinating agency for domestic abuse reporting (e.g. Council could take such calls and delegate action) • Difficult to answer – this is a tough and broad subject • Don't believe the Council has the necessary expertise to deal with domestic abuse • Draw on personal experience • People over 16 can help themselves • Report to safeguarding teams who are specialists in such matters • Police would be a good starting point if taking any action • Need training to do this properly • "I'd want help if I was being abused"
UNCERTAINTY	<ul style="list-style-type: none"> • Need to know that abuse is actually happening before doing anything • Would only help those I know/ wouldn't intervene if didn't know the person • Wouldn't know what to do for the best • Circumstances could make a big difference to understanding what is happening –wouldn't want to create problems for anyone • Have no experience of this and don't know what to do

Q7a. If you have said that you would report suspected domestic abuse to the Council, please say which department you would think of calling first? PLEASE TICK ONE OPTION BELOW.

Community Engagement (including Community Cohesion)	0%
Community Safety	3%
Customer Services	2%
Education Services	1%
Housing	1%
Main switchboard	11%
School (if Council run)	0%
Social Services	78%
Other	4%

Other (please specify):

In total, 4% of respondents answered this question.

The following themes were raised and are listed below in order of reducing number of mentions with the most frequently mentioned themes highlighted yellow.

THEME
<ul style="list-style-type: none"> Police Anti-Social Behaviour Team Community Safety

Q7b. Please briefly say why, overall, you have answered the above question as you have.

In total, 54% of respondents answered this question.

The following categories and themes were raised. Categories are listed alphabetically and themes are listed in order of reducing number of mentions with most frequently mentioned themes the highlighted yellow.

CATEGORY	THEME
CONTACT HOUSING	<ul style="list-style-type: none"> Only if the person lives in a Council House
CONTACT SOCIAL SERVICES	<ul style="list-style-type: none"> Domestic abuse is a social care issue Most relevant Most qualified to help Social care deal with adults and children

	<ul style="list-style-type: none"> • Social workers would investigate and take action if necessary • Involve social services particularly if children are involved • Makes sense to contact Social Services
CONTACT THE COUNCIL'S MAIN SWITCHBOARD	<ul style="list-style-type: none"> • They would pass the call on to the most appropriate place • Wouldn't really know where else to call • Don't know of some of the departments in the Council that are listed in the question • It's a good starting point • Would want to contact Safeguarding team but don't know how to • Easier to telephone them than use the (Council) website
CONTACT THE POLICE	<ul style="list-style-type: none"> • More likely to take action • It's not a Council issue – call the Police instead • May need to speak to Police too
MISCELLANEOUS	<ul style="list-style-type: none"> • It's common sense • Would want to do something • Need to safeguard the victim's welfare

Q8a. If you have said that you would report suspected domestic abuse to a medical professional, please say which type of medical professional you would think of contacting first? PLEASE TICK ONE OPTION BELOW.

Accident and Emergency doctor or nurse	9%
Ambulance Service	0%
District nurse	2%
GP	57%
Hospital doctor (any)	7%
Mental health counsellor	3%
Mental health nurse	0%
Nurse at GP Practice	13%
Walk in centre doctor or nurse	4%
Other	5%

Other (please specify):

In total, 37% of respondents answered this question.

The following themes were raised and are listed below in order of reducing number

of mentions with the most frequently mentioned themes highlighted yellow.

THEME
<ul style="list-style-type: none"> • Mental Health Counsellor • Police • GP Surgery • Would depend on relationship with victim • Best qualified to help • Call a specific emergency line - but not 999

Q8b. Please briefly say why, overall, you have answered the above question as you have.

In total, 40% of respondents answered this question.

The following categories and themes were raised. Categories are listed alphabetically and themes are listed in order of reducing number of mentions with the most frequently mentioned themes highlighted yellow.

CATEGORY	THEME
GP PRACTICE NURSE	<ul style="list-style-type: none"> • Easy to approach • Easy to access • Would do what is required • Would know what to do • Would know the person • Everyone knows them/who they are
GP	<ul style="list-style-type: none"> • Would do something about the situation • Can monitor the situation • Have trusting relationship with patients • Would know the person • Would know what to do • Would be confidential • Easy to access • Would advise what to do • Depends on whether the person reporting knows victim or not • Depends on whether person reporting knows the doctor of the victim or not • Should know what to look for – “the tell tale signs”
HOSPITAL	<ul style="list-style-type: none"> • Accident and Emergency is open 24/7 – always there to help • Would be able to treat (the wounds of) a victim of physical abuse • Easier to access than a GP • Would contact the Police
MENTAL HEALTH COUNSELLOR	<ul style="list-style-type: none"> • It's a mental health issue • Domestic abuse impacts mental health and wellbeing
MISCELLANEOUS	<ul style="list-style-type: none"> • Victim should report the situation themselves • Need to speak to someone first for advice about

	what to do
SOCIAL CARE	<ul style="list-style-type: none"> • Would take necessary action

Q9. Do you own or rent your home? We are asking this question in this particular questionnaire because answers to it will help inform housing policy in relation to domestic abuse. PLEASE TICK ONE OPTION BELOW.

Own outright	34%
Own with mortgage	36%
Renting from private landlord	7%
Renting from Housing Association	12%
Lodging/staying with a friend/friends	0%
Lodging/staying with family	10%
Other	2%

Other (please specify):

In total, 3% of respondents answered this question.

The following themes were raised and are listed below in order of reducing number of mentions with the most frequently mentioned themes highlighted yellow.

THEME
<ul style="list-style-type: none"> • Renting from Tristar Homes • Living with others (e.g. parents, partner) • Accommodation is part of business • Unhappy to provide information - "the above question ... is a form of snooping"

Q10. Please tell us if someone you know has ever experienced any of the following by choosing one option in each row below. Whilst this question explores sensitive issues, please be assured that all information shared with us will be stored and used anonymously and solely to help us produce the new Domestic Abuse Strategy for Stockton-on-Tees. PLEASE PUT ONE TICK IN EACH ROW BELOW.

	Yes	No	Don't know	Prefer not to say
As a child been the victim of domestic abuse	26%	60%	9%	5%
As a child witnessed (i.e. seen or heard) domestic abuse	32%	56%	7%	5%
As an adult been the victim of domestic abuse	37%	56%	5%	3%
As an adult witnessed (i.e. seen or heard) domestic abuse	37%	54%	7%	3%

Q11. Finally, thinking about this questionnaire overall, to what extent would you agree with the following statements? PLEASE PUT A TICK IN EACH ROW BELOW.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
I found this questionnaire easy to complete	17%	48%	17%	16%	2%
I am happy with the length of time it took to complete this questionnaire	21%	55%	15%	10%	0%
I found this questionnaire interesting	26%	45%	25%	4%	1%
I will tell my friends/family/colleagues about this Viewpoint questionnaire	17%	34%	26%	18%	4%
After completing this questionnaire I will encourage friends/family/colleagues who live in Stockton-on-Tees to join Viewpoint	15%	32%	41%	9%	4%
Overall, based on my experience of completing this questionnaire, I am keen to receive the next Viewpoint questionnaire	31%	47%	15%	6%	1%