



Women & Girls Network

The WGN empowerment model:
Redressing negative individual and social impacts of gendered violence through holistic counselling



Understanding and supporting women and their organisations



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1. Introduction

With the current shift from grant giving to commissioning, women's organisations are operating in the most intense period of competition for funding on record. As public spending contracts funding to women's organisations has decreased and, in the case of smaller specialist services, is increasingly not given at all. This has resulted in an environment of increased pressure to compete for the funding that is available, making it imperative that women's organisations can demonstrate their value.

Women and Girl's Network (WGN) has worked with Women's Resource Centre (WRC) and the new economics foundation (nef) as part of a two year project to examine the costs and long term benefits associated with the work of five frontline women's organisations based in London. Findings from the research presented in this report demonstrate the far-reaching benefits of the services provided by WGN. WGN is a Pan-London women's organisation that offers a diverse range of free counselling services for survivors of gendered violence, irrespective of their geographical location. WGN are currently funded by the Big Lottery Fund, London Councils, London Borough of Ealing and the Greater London Authority (GLA).

The report outlines the important role of the women's voluntary sector and draws attention to the need to fund specialist integrated holistic services for women and support the financial sustainability of women's organisations. The report also calls for recognition of the value of Feminist women's organisations which use an empowerment focused therapeutic and gynocentric approach transforming survivor to thriver and promoting total and sustainable recovery. The strength of these services comes from contextualising gendered violence and moving women from individual shame and blame as well as addressing and challenging societal norms which condone and legitimise gender based violence through innovative training programmes and research.

www.wgn.org.uk

2. Background:

The need for specialist violence against women and girls services

WGN supports those recovering and affected by violence against women and girls (VAWG) in its variety of forms. This can include domestic violence (DV), rape and sexual assault, so called 'honour' crimes, forced marriages, female genital mutilation (FGM), violence against women in prostitution and human trafficking.

*"Each year across the UK three million women experience violence"*¹ and *"two women are killed by a current or former partner, each week"*.² VAWG has an enduring impact on survivors and is detrimental to both their physical and emotional health. VAWG can leave physical scars, broken bones and gynaecological problems and place women at risk of sexually transmitted diseases and unwanted pregnancy.³

Many of the women who access WGN's services who have been affected by VAWG suffer short and long term health issues. The trauma caused by gendered violence can result in post-traumatic stress such as flashbacks and survivors often experience extreme anxiety, depression and low self esteem, symptoms which affect women's capacity to function well on a daily basis. Other more severe outcomes of sexual violence include drug or alcohol problems, self-harm and suicide, as women resort to these mechanisms to cope with the severe anguish they have experienced.⁴ According to the Government's 2007 Sexual Violence and Abuse Action Plan *"over two thirds of women with alcohol and drug addiction problems are survivors of sexual abuse"*.⁵

Whilst the aforementioned examples refer to the extreme impacts of VAWG, studies have also shown the lasting legacy of violence on women's everyday lives. It impairs their ability to form relationships, damages their self esteem and many survivors often experience difficulties in maintaining their jobs.⁶ *"Even when women escape abuse, it takes a long time to recover, and in some instances some women never do"*.⁷

It is impossible to quantify the devastating impact that VAWG has on each individual. The Government has attempted to calculate the long term effects of VAWG to the State and has estimated that VAWG costs British society £37.6 billion each year⁸ and that *"each adult rape costs over £96,000 in its emotional and physical impact on the victims, lost economic output due to convalescence, treatment costs to health services and costs incurred in the criminal justice system"*.⁹

VAWG is both a social and criminal issue, whose repercussions of abuse reverberate across society and negatively impact on communities as a whole.¹⁰ Abuse leaves a lasting legacy on future generations and children exposed to domestic violence are at *"greater risk of substance abuse, juvenile pregnancy and criminal behaviour than those raised in homes without violence"*.¹¹ Men who are violent to their partners are likely to be violent to their children and children are more likely to suffer from poor mental health, experience suicidal tendencies or repeat the cycle of violence that they have seen.¹²

"I can't believe it affected me so much – it had to come out of my system. So many years I'd held it and I erupted like a volcano. Every [counselling] session there was always something new."

Client

Despite the fatal risks of VAWG, instances of gendered violence are often shrouded in secrecy, for example many of the women who access WGN have not divulged their experiences to other people. Less than half of all domestic incidents are reported to the police¹³ and approximately 89% of rapes go unreported.¹⁴ Thirty-eight percent of survivors of serious sexual assault since the age of 16 tell no-one about their experience.¹⁵ Reporting rates are even lower around 'culturally based practices' such as FGM as it is not openly discussed within practicing communities or it is believed to be conducted in a girl's best interest.¹⁶

The issue of sexual violence is often treated as a social taboo. Women are reluctant to speak about their experiences as they are afraid of not being believed and social stigma. These problems can reinforce a sense of isolation and place an inappropriate focus upon the survivor rather than the offender. This can perpetuate survivors' anxiety and encourage women to incorrectly blame themselves for an attack.¹⁷

Whilst gender based violence affects all women, research shows that specific types of violence affect Black, Asian and minority ethnic (BAME) women. BAME women are placed at risk by 'traditional practices' such as forced marriage, FGM and so called 'honour killings' whereby women are subjected to violence in the name of cultural traditions.¹⁸ Women from BAME and refugee communities may often face greater difficulty in accessing support regarding these problems as family violence can be considered a private issue and women may be scared to speak out about their experiences as they fear being ostracised or isolated from their communities.¹⁹

"Women who have insecure immigration status, for example, students, asylum seekers, trafficked women, and women who have come to the UK on their spouses' visas, are particularly vulnerable to violence or its consequences".²⁰ These women often have 'no recourse to public funds' which limits their access to safety.

3. Services provided by specialist women's organisations

Many women's organisations, like WGN, are specialists in the field of VAWG and offer comprehensive needs-led support. VAWG organisations have a unique reach within communities and fill essential gaps in statutory provision. They work with some of the most vulnerable and marginalised women within society and are experts at providing programmes that serve and are sensitive to women's needs. As a result, they are successful in changing women's lives, wider communities and society as a whole.²¹

VAWG organisations have a strong history of working with women with complex needs and provide specialist support to survivors of gendered violence offering holistic and women-led approaches.

"The care is amazing. [WGN] take huge responsibility on themselves. I felt completely safe and spoke about things that were buried for a long time."

Client

VAWG organisations provide an essential safety net beneath statutory provision and offer life saving services. They are able to assist women who may not want to speak with public bodies, for example WGN runs a project for women exiting prostitution and those who have been globally trafficked into the sex industry. WGN provides specialist support tailored to the needs of each individual and addresses other consequences of gender violence such as substance misuse and mental health issues.

Most significantly, VAWG organisations offer a women-only space where women can share

and overcome their experiences. Research has shown that women-only spaces promote women's physical and emotional safety and effectively assist the recovery of those who have experienced gendered violence. Many women are reluctant to access support unless the service is women-only.²² In some instances BAME women will only access VAWG support services if they are offered by women's organisations within their own communities.

Specialist VAWG organisations led by and for minority ethnic groups play an important role in empowering and supporting migrant women. They promote autonomy and self determination and provide a safe space where women can overcome isolation, share their experiences and address issues such as intersectional discrimination (e.g. racial and gender discrimination). BAME women's organisations provide culturally appropriate services and have also played an important role in raising awareness about VAWG issues affecting BAME women within wider society. VAWG organisations have raised the profile of issues such as forced marriage and so called 'honour killing' in the public media and have mobilised community responses. Women's organisations carry out advocacy and training work locally to educate members of their community and promote the well-being and safety of women.

"If women [survivors] knew [this support] was out there, then we would go for it. We have to have places like this because other places are no good."

Client

VAWG organisations address the causes and consequences of gendered violence and provide women with long term support. For example, WGN acknowledges that women may experience repeated instances of abuse throughout their life cycle and recognises gendered violence in relation to the context of an individual's life rather than in relation to each instance of abuse. VAWG organisations, in particular Rape Crisis Centres, focus upon securing justice for survivors rather than securing a conviction and seek to rebuild women's self esteem and equip them with the emotional skills needed to ensure a lasting recovery.²³

Whilst VAWG organisations perform life saving essential work, many organisations experience economic uncertainty and lack sustainable funding. However, more recently there have been positive developments in funding for Rape Crisis Centres with a £10.5m fund introduced by the Ministry of Justice over a three year period and the introduction of new Rape Crisis Centres in London.²⁴ Whilst these government actions have been widely welcomed, VAWG organisations emphasise the need to build upon this progress to ensure long term sustainable funding and continued quality support for all survivors of gender based violence. As decision-making is devolved to a local level it is important that VAWG services are funded locally and that positive working relationships flourish between the women's voluntary sector and local government.

4. About Women and Girls Network

Since its inception 24 years ago, WGN has developed a unique, specialised clinical model of counselling that promotes a range of holistic therapeutic techniques encouraging self-agency and lifelong personal development. This helps women to achieve a total and sustainable recovery from gender based violence and empowers them to overcome the legacy of their experiences. WGN is founded upon the principle of inclusivity and their services are available to all women, regardless of their geographical location or the type of violence they have experienced.

"This place [WGN] saved me and I would recommend it to everyone."

Client

WGN fully supports women who have been affected by gendered violence and are experiencing mental health difficulties (as defined by themselves or their counsellor) throughout their counselling journey. The organisation also offers specialist projects for women at risk (e.g. women who have been trafficked or those exiting prostitution) and it caters for women across all equalities strands in the UK. Additionally, WGN is a powerful advocate and educator on gendered violence and aspires to create social change through public debate and informing social policy.

"They [WGN] made me feel like I was worth something. No one had ever said that. I had 20 years of [being told] I was useless, worthless."

Client

The focus of this report is to evaluate the face-to-face counselling support that Women and Girls Network provides and the added value that this creates.

4.1. Counselling

WGN offers three core counselling services: crisis counselling, short term, and longer term clinical contracts. WGN assesses the needs of each woman and suggests an appropriate form of counselling support and length tailored to meet their needs. The organisation uses the latest innovations in trauma therapy and Cognitive Behavioural Therapy and an integration of person-centred and Feminist counselling practice to provide a safe and empowering space for survivors. WGN provides culturally sensitive and appropriate therapeutic interventions and has a range of counsellors from different multicultural backgrounds. This enables the organisation to provide women with the option of seeking support from someone who speaks their own language or who is from a similar cultural background.

4.2. Telephone Helpline

As well as WGN's core counselling services, the organisation offers telephone support. The service is staffed by women who are specially trained in providing advice, support and information about gendered violence. The organisation also provides satellite counselling with locally based organisations, whereby WGN teams up with them to offer wider support to women.

4.3. Body therapies

WGN offers body therapies to complement the counselling that the women receive on their journey towards recovery. WGN's holistic integrated model includes a range of body therapies to ensure a positive connection with women's bodies, to heal the physical injuries of violent assaults and increase women's confidence and safety by establishing appropriate touch.

4.4. Group programmes

The women who WGN support will receive an 'ending group' subsequent to completing their individual counselling sessions. This is an eight week programme aimed at self-empowerment and self-advocacy. Women are invited to reflect on insights from individual therapy and develop strategies for recovery and moving on. This is also an opportunity for connection with other survivors to help reduce isolation and share strengths.

4.5. Projects

WGN also runs specialist support projects for women at risk. The organisation has developed specifically tailored projects for women who are exiting prostitution and those who have been globally trafficked into the sex industry. The organisation is also involved in training, advocating and educating around gendered violence and is currently developing a nationally recognised counselling training qualification for women from refugee communities to support other women in their community and recover from their experiences of violence. WGN has a specialist Young Women's Advocate working with young women at risk of sexual violence/exploitation.

5. Methodology

The Social Return on Investment (SROI) approach was used to determine the contributions of, and the social value created by, the women's organisations who participated in the project. The SROI approach is a form of cost-benefit analysis that seeks to measure and value the key changes, or outcomes, created by a programme or activity. It not only looks at the economic or financial value created, but also includes social and environmental value, giving a truer reflection of the total value created.

This research used the standardised methodology developed by nef and the Office for Civil Society (then the Office for the Third Sector).²⁵ This involved following specific processes used in SROI evaluation, including an impact map to show positive and negative effects, data collection of investment in activities and their outcomes and impact, and the calculation of outcomes in monetary terms.

5.1. Data collection process

The data collected from this research was used to develop an impact map (figure 1) which reflects the diverse outcomes that WGN's services create for both women and wider society.

5.2. Stakeholder Interviews

In January 2010 WGN conducted 17 stakeholder interviews with ex and current clients, paid staff and counsellors, and volunteers. The objective of the interview process was to identify the outcomes of WGN's support for women using the counselling service. As part of the interviews, WGN staff examined the issues women presented with and explored their mental health and emotional well-being both before and after accessing support.

Staff also interviewed clients about support they had received from other agencies in order to assess levels of attribution (the amount of difference the WGN service had made).

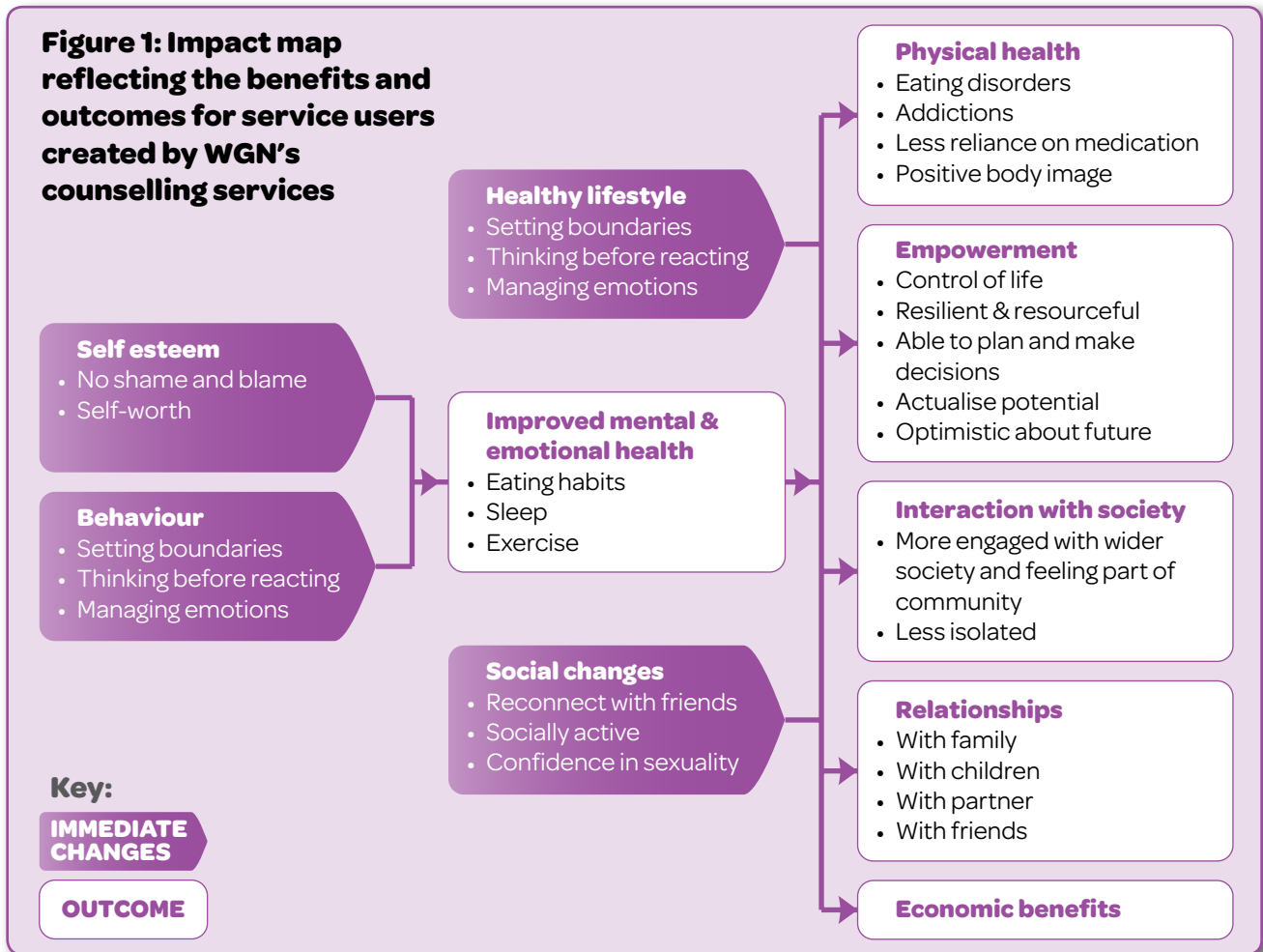
5.3. Impact map

Figure 1 provides a visual illustration of the benefits and outcomes for service users created by WGN's counselling services. The purple arrows signify indicators which illustrate the immediate changes created by WGN's services and contribute towards each final outcome (highlighted in the white boxes).

As part of the data collection process participants identified six key outcomes created by the service:

- Economic benefits (improved ability to engage in education and work)
- Improved relationships (with family, friends, partners and children)
- Improved physical health
- Improved mental and emotional health
- Increased interaction within society (e.g. improved social interaction with men, colleagues and others)
- Increased sense of personal autonomy (empowerment).

These outcomes illustrate the extensive impact of WGN's services on multiple aspects of women's lives, such as their self esteem, social interaction, assertiveness and relationships with others. Whilst a broad range of outcomes were identified as part of the mapping exercise, due to limited capacity, WGN decided to focus on outcomes reflected in their existing monitoring and evaluation (M&E) data. These were: autonomy, personal relationships, well-being, day to day functioning and physical safety (risk of self-harm and suicide).



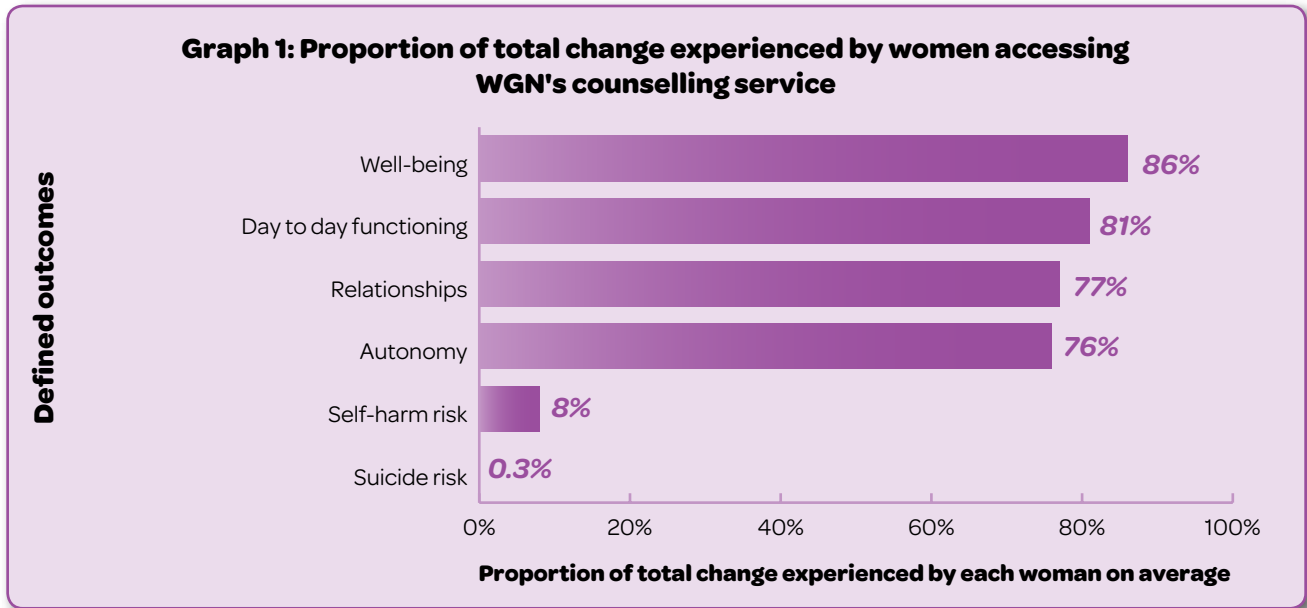
5.4. Measuring outcomes and indicators

WGN used their existing M&E systems to capture the 'distance travelled' by women as part of the therapeutic journey. WGN used a series of CORE forms to identify different indicators of women's progress both before and after accessing their services.

CORE forms are therapy assessment and end of therapy forms which indicate a client's mental health and well-being and 'distance travelled'. This M&E system grades client's well-being and illustrates change management around a series of outcomes using a scoring system. With these forms the client is rating their own experience so that this can be compared with the therapist's experience of the client. They also collect nationally validated clinical information and supplementary 'distance travelled' information to try to capture emerging trends.

Classified according to risk assessments and therapy benefits, the CORE data used by WGN illustrated a range of outcomes including improvements in client's personal autonomy and levels of risk of self-harm.

6. Outcomes



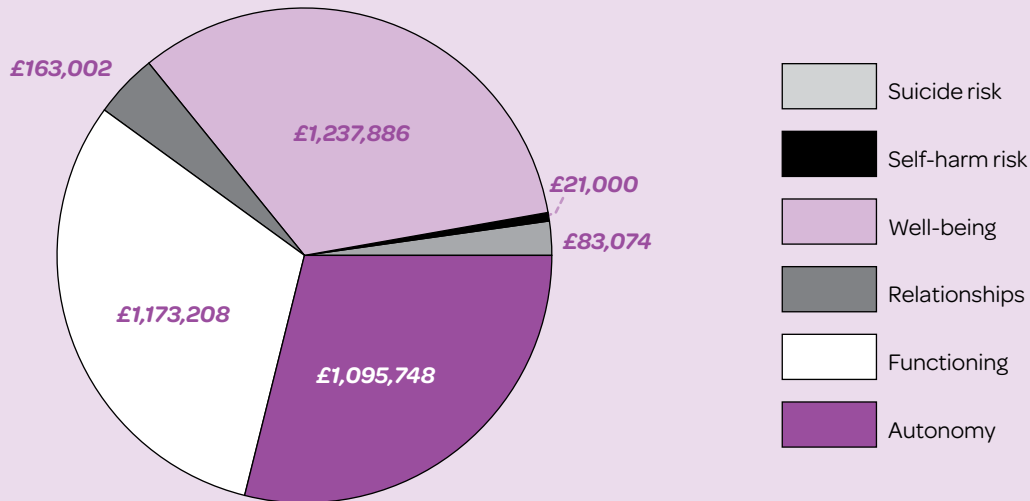
Graph 1 illustrates the outcomes created for women as a result of accessing WGN's face-to-face counselling service. Calculated using primary data collected from CORE monitoring forms, research findings show that face-to-face counselling creates a broad range of positive outcomes for women. On average, 81% of women who received face-to-face counselling reported improved ability to function and perform daily tasks, furthermore, 76% of clients experienced a greater sense of autonomy and self independence. Eighty-six per cent of women reported improvements in their well-being and 77% experienced improvements in their relationships. The improvement in personal relationships as an outcome of accessing the service, as well as an increased sense of autonomy and personal control, interlinks with WGN's ethos of empowering individuals to support their own recovery and shape the direction of their lives.

An additional outcome linked with WGN's unique counselling therapies is a reduction in the risk of self-harm and suicide. There is a substantial reduction in the risk of self-harm and suicide for clients (for example the proportion of women with mild, moderate or severe risk of suicide drops from 30% to 7.8%). This of course is likely to reduce the number of suicides, and based on this data we have estimated that the overall impact is to prevent one suicide a year. These findings are reflective of WGN's role in supporting the most vulnerable and marginalised women and the essential life saving nature of the services they provide.

"If you have an experience like this [support from WGN], it's a stepping stone. You are responsive to other things because it helps you make sense of things."

Client

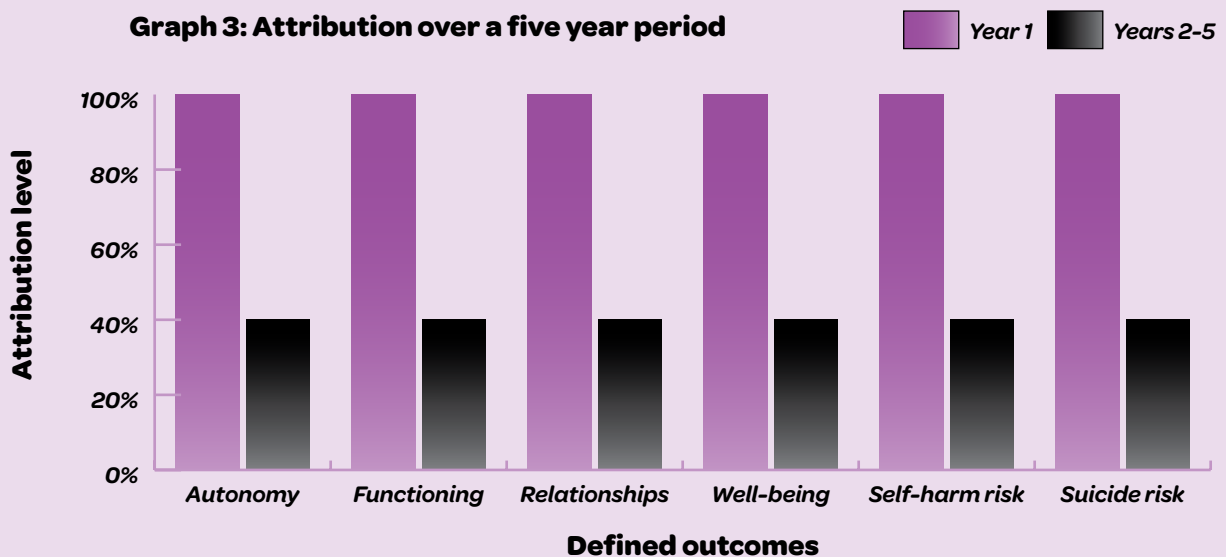
Graph 2: Total impact of violence against women on WGN's clients



Graph 2 shows the present value of the outcomes to clients created by face-to-face counselling. On average this equates to over £10,000 of value per client.

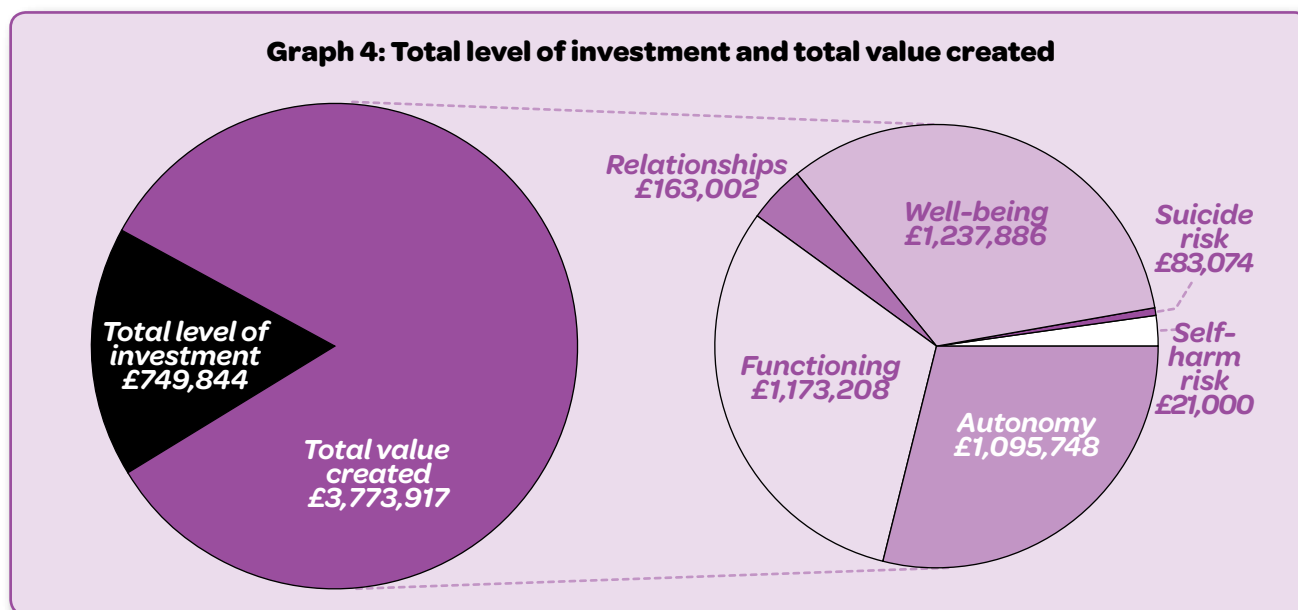
Most of the value (other than reduction in suicide and self-harm) comes through well-being outcomes (well-being, functioning and autonomy). Well-being is harder to value than economic benefits, but the Centre for Mental Health has attempted to put a cost on mental illness through the use of QALYs (Quality Adjusted Life Years).²⁶ Equating well-being with mental health allows a valuation of overall well-being of £10,560.²⁷ The result is divided between the different well-being outcomes. Improved relationships is calculated by looking at the average spend on social activities in a year.²⁸

Graph 3: Attribution over a five year period



Graph 3 highlights the level of attribution awarded to WGN for creating outcomes for clients over a five year period. One hundred per cent of the outcomes illustrated in year one in the graph have been attributed to WGN, as during this period women will receive ongoing face-to-face counselling or telephone support. The level of attribution is then estimated to significantly reduce in years two to five, as this is when women often exit the service and take the lead in their own personal recovery.

Graph 4 illustrates the high social return on investment ratio created by WGN's services. For every pound invested in face-to-face counselling services, five pounds worth of social value is created to clients, their families, wider society and the State. As indicated by the statistics, a comparatively small level of investment yields significant results. Investment in WGN's counselling and helpline services creates significant benefits for clients which can mitigate the high financial, physical and emotional costs to the State and to individuals of gender based violence.



7. Conclusion

The total value created by Women and Girls Network has been calculated as £3,773,917. The total investment into these services has been calculated as £749,844. Therefore the final SROI ratio shows that for every £1 invested into WGN, £5 of social value is generated to clients, their families, wider society and the State over five years.

Key outcomes include:

- Improved physical health and less reliance on medication
- More engaged with wider society and feeling part of community
- Increased empowerment and control of life
- Improved relationships with others.

Through their involvement in the SROI project WGN have been able to place values on the outcomes that their services create for individual women and the impact that this has on their lives.

Key messages:

1. WGN provides a lifesaving service by reducing suicide and self-harm and transforming survivor to thriver, promoting total and sustainable recovery
2. WGN uses a clinical model based on a strengths-based approach to therapeutic services
3. A gynocentric approach is used featuring and inspired by ancient world healing models and contemporary innovations in evidence based treatment protocols
4. WGN has empowerment focused therapeutic aims which provide women with individualised choices and considers women as active and responsible partners in the therapeutic journey/ experience
5. The organisation uses Feminist constructs to contextualise gendered violence moving women from individual shame and blame and addressing and challenging societal norms which condone and legitimise gender based violence. This is achieved through innovative training programmes and research.

8. Looking ahead

WGN will continue to stay alert to changing populations and the ways women present with gender based violence. WGN is a dynamic organisation with regular reviews and an awareness of staff learning needs and service provision. For example, different languages spoken by clients and the shift in trafficked women from Eastern European to African. Therefore WGN is able to offer different outreach approaches such as workshops as well as ongoing groups in response to gathering data.

WGN hopes to use this report as a fundraising tool which will raise awareness about their organisation amongst potential funders and other stakeholders. They intend to use the document to demonstrate their impact at a local level and support national research regarding the importance of specialist VAWG services.

WGN intend to share their learnings from the SROI project with other women's organisations and plan to use this opportunity to further build upon and improve their M&E systems.

Women and Girls Network case study:

Merissa presented with a history of child sexual abuse from her father which began at age seven and continued until she was 17 years old. She had a childhood plagued by illnesses, some of these were intentional caused by the repetition of self-harming behaviours that wounded her body but relieved her mind. Other physical illnesses were caused by the assaults on her body creating Irritable Bowel Syndrome (IBS), chronic infections and eczema. By 12 years old Merissa decided life was not worth living and set a self destructive trajectory that moved her into the world of prostitution and a series of violent relationships.

Merissa was referred to WGN by her G.P, at 27 years old she had a cascade of symptoms that for her merged into a tormented and distressing existence. WGN's initial assessment identified the following chronic and acute conditions: complex traumatic stress, severe depression, sleep/eating disorder, self-harming behaviour and suicidal ideation.

Working with WGN's Clinical Empowerment Model Merissa's clinical work began with defining and enhancing internal and external safety, this was a novel concept for her as she realised that she had never felt safe. As Merissa began feeling safer the support she received from WGN altered to meet her needs and progressed to introducing self nurturing techniques and interventions aimed at stabilisation of emotional and behavioural symptoms.

As Merissa progressed through each of the stages of therapeutic work she showed improvements in her well-being and reported a reduced impact of the legacy of violence on her every day life. She reached a point in therapy where she felt able to talk in detail about her experiences of abuse, recounting her childhood traumas to current relationships. Although, a painful process she felt empowered to share her story and have her experiences acknowledged and validated by another person.

Merissa attended body therapies and was able for the first time to develop a sense of her own body whilst establishing and negotiating boundaries. This work enabled her to connect with her body in a more positive and nurturing way. As the individual work concluded Merissa joined WGN's ending group called Transformations - a space for women to connect with each other and develop strategies to move their life on.

When Merissa left WGN's services she had an understanding of the myriad of ways that trauma has impacted on her life and how she could address and overcome her experiences. She describes her journey through WGN as an opportunity to regain the life she was meant to have, and shed the burden of her past. She describes herself as being in control of her future and able to take on life's challenges but most importantly she has found a voice to laugh.

Glossary

Attribution

When a benefit is assigned to a particular cause or source.

BAME

The term refers to Black, Asian and minority ethnic groups and communities. Both this term and BAMER have been used throughout the report as sometimes this group does not include refugee women.

Body therapies

Treating a disorder through the use of physical rehabilitative methods, such as massage, yoga or acupuncture.

Cognitive Behavioural Therapy

A talking therapy that concentrates on thought processes and behaviour.

CORE forms

CORE forms are therapy assessment and end of therapy forms which indicate a survivor's mental health and well-being and 'distance travelled' while engaging with the service.

Cost-benefit analysis

A method of reaching economic decisions by comparing the cost of doing something with its benefits. The concept is relatively simple, but difficulty often arises in decisions about which costs and which benefits to include in the analysis. This is especially so when relevant costs and benefits do not have a price. Cost-benefit analysis usually looks at returns to one stakeholder – the State.

'Distance travelled'

'Distance travelled' is a measurement term that refers to the progress that a person makes towards harder outcomes like employment or ceasing reoffending. This can include differences in feelings, attitudes, perceptions or skills over time, using self-reporting and observation methods.

Domestic violence (DV)

Domestic violence is defined as physical, sexual, psychological or financial violence that takes place within an intimate or family-type relationship and that forms a pattern of coercive and controlling behaviour. This can include forced marriage and so called 'honour crimes'. Domestic violence may include a range of abusive behaviours, not all of which are in themselves inherently 'violent'.²⁹

Female genital mutilation (FGM)

Female genital mutilation also known as female circumcision, describes *"the partial or complete removal or modification of the female genitalia for cultural or religious reasons"*.³⁰ It includes all other injuries to the female genital organs for non-medical reasons.

Forced marriage

The Home Office defines forced marriage as *"a marriage conducted without the valid consent of two parties, where duress is a factor"*.³¹ Duress is considered to be where *"the mind of the [victim] has in fact been overborne, howsoever that was caused,"*³² which can include physical, psychological, financial, sexual and emotional pressure.

Gender awareness

A comprehensive understanding of the differences between men and women, the influence of prescribed gender roles and the forms of discrimination both genders face.

Gynocentric

An approach that places women's rights, views and victimisation as its primary focus.

Human trafficking

The recruitment or transportation of persons, by means of the threat or use of force or other forms of coercion, for the purpose of exploitation. Exploitation includes prostitution of others or other forms of sexual exploitation, forced labour or services and the removal of organs.³³

Impact map

A tool that can be used to illustrate the work that a person or organisation does and help them to think about how these activities bring about social, economic or environmental change.

Indicators

An indicator is a piece of information that helps to determine whether or not change has taken place. Indicators matter because they are a way of knowing if an outcome has taken place. There can be indicators of outcomes and outputs but only outcomes indicators are appropriate to measure change.

Inputs

The resources that an intervention uses to carry out its activities and operations. These include: funding, premises, goods-in-kind and time donated by volunteers.

Intersectionality

The term has no definitive definition and its meaning is contested across various sites and disciplines. For this report, intersectionality refers to the meeting point of a variety of overlapping identities (such as being a black, lesbian, woman) where multiple types of discrimination occurs simultaneously.

Monitoring and evaluation (M&E)

A process of systematically collecting data that is relevant to a project or activity, then analysing this data to make judgements on the success of the project and make changes or improvements.

Outcomes

The change that results from an organisation's activity – for people, communities, the economy, or aspects of the natural or built environment. They come either wholly or in part as a result of the organisation's actions. Outcomes can be negative as well as positive and measuring them is the only way that you can be certain that the change has taken place.

Outputs

A policy intervention that usually results in something demonstrable or countable right afterwards. Outputs are usually finite; items created (such as jobs) or people trained. While outputs are often the first step in creating the longer term change at which policy is aimed, they are not enough by themselves to create that change.

Outreach service

A service that provides support to women who are not resident at the service, for example, providing support for abused women who have chosen to stay at home or have moved to new accommodation rather than staying at a refuge. Outreach services also provide support within their local community, such as through training for statutory services or awareness raising activities in schools.

Proxies

In selecting indicators there is a trade-off between data availability and accuracy. When data is unavailable or difficult to obtain, proxies can be used. A proxy is a value that is deemed to be close to the desired indicator. For example, the overall regional unemployment rate may be used as a proxy for the local unemployment rate if the required data is unavailable.

Public body

An organisation that carries out an area of Government policy. Public bodies can include local authorities and primary care trusts in the NHS.

So called 'honour'-based violence

So called 'honour'-based violence is a crime or incident, which has or may have been committed to protect or defend the perceived honour of the family and/or community.

Social Return on Investment (SROI)

A method which measures the social, environmental and economic value created by an activity or intervention. This measurement is made in relation to the resources invested into the activity or organisation.

Stakeholders

Those people or groups who are either affected by or who can affect policy. This can include customers, service users, trustees, community groups, employees, funders/ investors, statutory bodies, suppliers, staff, or volunteers.

Statutory provision

Support services provided by public bodies, such as counsellors provided by the NHS.

'Theory of change'

Defines all building blocks required to bring about a given long term goal. This set of connected building blocks interchangeably referred to as outcomes, results, accomplishments, or preconditions – is depicted on a map sometimes referred to as an impact map. This is a graphic representation of the journey of change, and the model has been developed by the Aspen Institute.³⁴

Trauma therapy

Using therapeutic methods to address the after-effects of a traumatic experience.

Violence Against Women and Girls (VAWG)

The term violence against women and girls describes: *"any act of gender based violence that results in, or is likely to result in, physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life"*.³⁵

Voluntary and community organisation (VCOs)

A voluntary and community organisation is one whose main focus is to deliver social benefit in a variety of forms to the community, rather than to generate profit for distribution to its members. It will usually be independent of Government.

Well-being

A positive state of existence characterised by happiness, satisfaction, personal development, fulfilment and engagement with the 'community'.³⁶

Women with no recourse to public funds/insecure immigration status

If a woman comes to the UK on a Spousal Visa, she becomes dependent on her husband for her right to remain in the UK. She is also reliant on her husband as her 'sponsor' to apply within two years for her own right to remain. At this time she has 'no recourse to public funds' and she is completely financially dependent on him. Women who enter the UK on student and work visas, or those who have become over-stayers, also have no recourse to public funds and so are vulnerable if they experience violence but are not yet covered by the Home Office funded Sojourner Project scheme.³⁷

Notes

1. **The Facts.** Taken from End Violence Against Women 27/09/2011: http://www.endviolenceagainstwomen.org.uk/pages/the_facts.html
2. **Domestic Violence - The Facts.** Take from Refuge 27/09/2011: <http://refuge.org.uk/get-help-now/what-is-domestic-violence/domestic-violence-the-facts/>
3. **Justine Järvinen et al. (2008) Hard Knock Life: Violence against women, a guide for donors and funders.** New Philanthropy Capital: London.
4. *ibid.*
5. **HM Government (2007) Cross Government Action Plan on Sexual Violence and Abuse.** Home Office: London.
6. **Justine Järvinen et al. (2008) Hard Knock Life: Violence against women, a guide for donors and funders.** New Philanthropy Capital: London.
7. *ibid.*
8. **HM Government (2007) Cross Government Action Plan on Sexual Violence and Abuse.** Home Office: London.
9. **The economic and social costs of crime against individuals and households 2003/04.** Taken from the Home Office 20/09/2011: <http://webarchive.nationalarchives.gov.uk/20100413151441/http://crimereduction.homeoffice.gov.uk/statistics/statistics39.htm>. Figures from this report were up-rated to 2009 prices as follows: The physical and emotional cost component of this estimate was up-rated to account for growth in nominal income - this reflects changes in prices and evidence that health quality is a normal good and hence the costs of negative health impacts rise with real income. Other costs were up-rated for inflation only using the GDP deflator series published by HMT.
10. **Justine Järvinen et al. (2008) Hard Knock Life: Violence against women, a guide for donors and funders.** New Philanthropy Capital: London.
11. **UNICEF (2006) The Impact of Domestic Violence Behind Closed Doors.** UNICEF: New York.
12. **Justine Järvinen et al. (2008) Hard Knock Life: Violence against women, a guide for donors and funders.** New Philanthropy Capital: London.
13. Taken from **Women's Aid 27/09/11:** http://www.womensaid.org.uk/domestic_violence_topic.asp?section=0001000100220041
14. **Table 3.12 cited in Kathryn Coleman, K. et al. (2007) Homicides, Firearm Offences and Intimate Violence 2005/2006. Supplementary Volume 1 to Crime in England and Wales 2005/2006.** Home Office: London.
15. *ibid.*
16. *ibid.*
17. **Justine Järvinen et al. (2008) Hard Knock Life: Violence against women, a guide for donors and funders.** New Philanthropy Capital: London.
18. *ibid.*
19. *Ibid.*
20. *ibid.*
21. **Women's Resource Centre (2007) Why women-only? The value and benefits of by women, for women services.** WRC: London.
22. *ibid.*
23. **Women's Resource Centre and Rape Crisis (England & Wales) (2008) The Crisis in Rape Crisis: A survey of Rape Crisis (England and Wales) Centres.** WRC: London.
24. See <http://webarchive.nationalarchives.gov.uk/+http://www.justice.gov.uk/news/newsrelease280111a.htm>
25. **Office of the Third Sector (2009) A Guide to Social Return on Investment.** Cabinet Office: London
26. **Centre for Mental Health (2003) The economic and social costs of mental illness, Policy Paper 3, updated October 2010.** The Sainsbury Centre for Mental Health: London.
27. The report looks at the average loss of health status in QALYs from a level 3 mental health problem, i.e. severe problem, (0.352 QALYs) and values this by using the NICE (National Institute for Health and Clinical Excellence) cost effectiveness threshold of £30,000 per QALY.
28. **Family Spending 2009 - A report on the 2008 Living Costs and Food Survey 2008.** Taken from: <http://thesroidatabase.org.websserver2.ukdnp.com/proxy-information.aspx?id=2326&from=1609>
29. **Women's Aid definition** available online at: <http://www.womensaid.org.uk/domestic-violence-articles.asp?section=00010001002200410001&itemid=1272>
30. **James Brandon and Salem Halfez (2010) Crimes of the Community: Honour Based Violence in the UK.** Centre for Social Cohesion/The Cromwell Press: Towbridge.
31. **Home Office (2000) A Choice by Right: The Report of the Working Group on Forced Marriage in Refuge (2010) Forced Marriage in the UK: A scoping study on the experience of women from Middle Eastern and North East African communities.** Refuge: London.
32. *ibid.*
33. **Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children, Supplementing the United Nations Convention Against Transnational Organised Crime (2000).** Taken from United Nations Office on Drugs and Crime, 03/10/2011: <http://www.unodc.org/documents/treaties/UNTOC/Publications/TOC%20Convention/TOCebook-e.pdf>
34. www.theoryofchange.org
35. **UN Declaration on Violence Against Women (1993)** Taken from United Nations 27/09/2011: <http://www.un.org/documents/ga/res/48/a48r104.htm>
36. For more on well-being see: <http://www.neweconomics.org/programmes/well-being>
37. **The Sojourner Project.** Taken from Eaves Housing for Women 26/09/2011: <http://www.eaves4women.co.uk/Sojourner/Sojourner.php>



The Women's Resource Centre (WRC) is a charity which supports women's organisations to be more effective and sustainable. We provide training, information, resources and one-to-one support on a range of organisational development issues. We also lobby decision-makers on behalf of the women's not-for-profit sector for improved representation and funding.

Our members work in a wide range of fields including violence against women, employment, education, rights and equality, the criminal justice system and the environment. They deliver services to and campaign on behalf of some of the most marginalised communities of women.

There are over ten thousand people working or volunteering for our members who support almost half a million individuals each year

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