

You Deserve Better: Domestic Abuse & Improving Victims' Services

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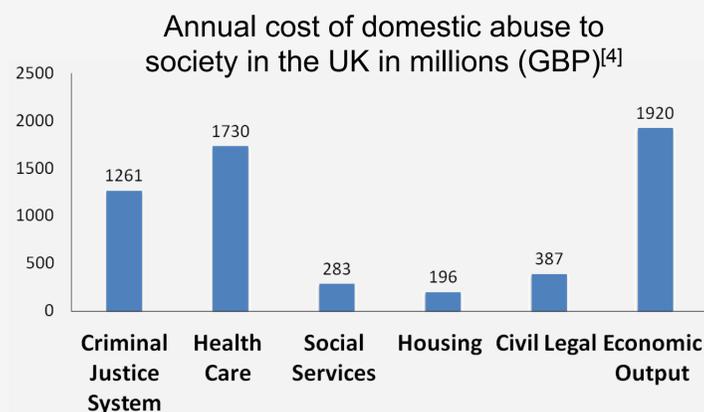
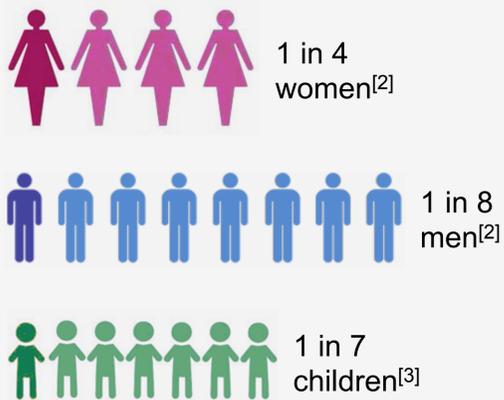
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Introduction

The Home Office recently conducted a survey in which they explored whether domestic abuse victims are satisfied with the services they received within six police forces. This demonstrated that domestic abuse victims are dissatisfied with the services that they are receiving. A consortium of the Police and their domestic violence support organisations (in a Midlands city) have decided to conduct this study to explore satisfaction with their services in greater detail and to use these findings to improve services

Objective: We aim to investigate how services can be improved for persons who have experienced domestic abuse.

Domestic Abuse in Numbers



[5]

Research Design

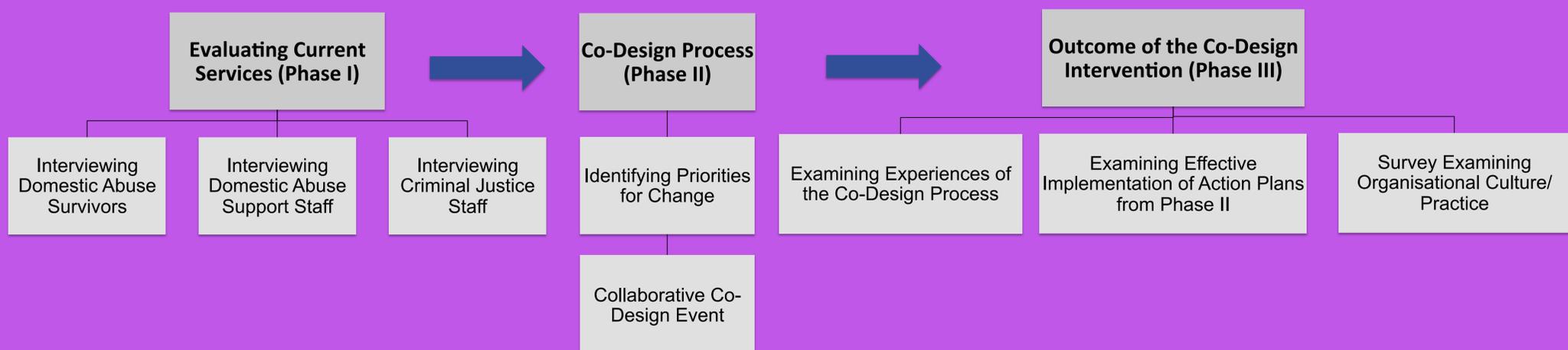
The study will be conducted in three phases:

Phase I: The study will evaluate experiences of current services. We will include participants from three stakeholder groups: domestic abuse survivors, domestic abuse support staff, and criminal justice staff. Semi-structured interviews will be conducted with representatives from each group.

Phase II: During this phase we will firstly discuss the Phase I findings with each of the three stakeholder groups, in order to *identify priorities* for change. The group representatives then come together for a collaborative co-design event, in order to *plan improvements*. Co-design is an approach to service improvement which involves service-users contributing as equal partners with professionals and managers, to produce more acceptable, equitable and effective service^[6].

Phase III: We will study the process and outcome of the co-design intervention.

Research Design Flowchart:



Impact

The study will:

- increase our understanding of the experiences of domestic abuse victims.
- enhance our knowledge about the psychological and social needs of domestic abuse victims.
- provide a mechanism to direct service improvements.
- co-design has never before been used in policing or social care contexts. Therefore this study will not only be filling this gap in knowledge, but it will also comprise internationally ground-breaking work.

References

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- [6] Larkin, M., Boden, Z.V.R., Newton, E. (2015). On the brink of genuinely collaborative care: experience-based co-design in mental health. *Qualitative Health Research*, 25 (11), 1463-1476.