

# Jane Keeper, Refuge

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## Client involvement in short-term services

12<sup>th</sup> January, 2010



# Refuge's services

Independent Domestic  
Violence Advocates  
(IDVAs)

Generic refuges

Psychological  
services for  
women & children

Peripatetic staff

**Freephone 24  
Hr National DV  
Helpline**

Pan-London  
Eastern European  
outreach

Floating support  
and Sanctuary

Culturally specific  
floating support

Culturally specific  
refuges

**Refuge**  
  
For women and children.  
Against domestic violence.

# Challenges

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



# Methods of consultation



- Questionnaires
- Meetings
- Suggestion boxes
- House meetings
- Focus groups
- Independent reviews

# Feedback can include...

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



# Examples of feedback

*"The beds are really uncomfortable."*

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

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

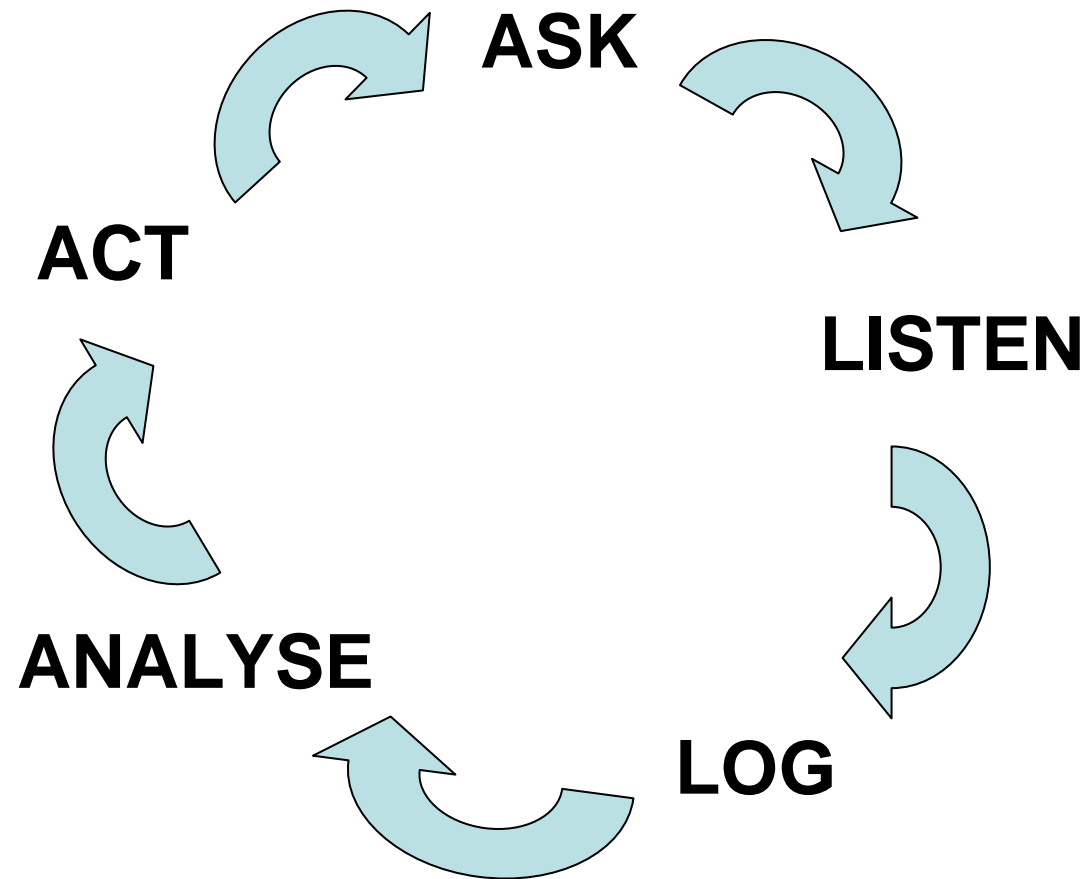
*"There isn't enough storage space in my room. It's hard to keep it tidy."*

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



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# Using feedback to improve



# Logging feedback

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## Illustration of Refuge's logging system



# Logging feedback

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## Illustration of Refuge's logging system



# Power and control



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



For women and children.  
Against domestic violence.

# Financial abuse guide

## You Can Afford To Leave: Contents

- 1. Domestic violence can involve economic abuse**  
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# Financial abuse guide

**‘You Can Afford To Leave’** - available at

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



# “Moments of truth”

## Creating positive “moments of truth”



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