

The Big Lottery Fund

Review of Domestic Abuse Outcome Measurement Frameworks

January 2016

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1 Introduction and approach

1.1 Introduction

In April 2015, the Big Lottery Fund (the Fund) commissioned Cordis Bright to deliver a research study. The study explored the grants which the Fund has given to support those affected by domestic abuse. As part of that research (the results of which can be found in the associated report “Domestic Abuse Research January 2016”), Cordis Bright reviewed the outcome measurement frameworks which are available for voluntary sector providers of domestic abuse services.

1.2 Approach

Domestic abuse outcome measurement frameworks were identified via four means:

1. Big Lottery Fund and Cordis Bright’s existing knowledge.
2. “Call for evidence” via the Fund’s blog, twitter feed, facebook and linked-in pages.
3. Questions to the following groups regarding outcome measurement frameworks which they were familiar with or using:
 - Thirteen stakeholders, representing ten organisations which have an interest in domestic abuse policy and practice across the UK.
 - Twenty-one organisations which had received grant funding from the Big Lottery Fund for domestic abuse-related work and who participated in case study research with Cordis Bright.
4. Desk-based research.

This resulted in a list of seven outcome measurement frameworks. The list was incorporated in a survey of 533 domestic abuse grant-holders. They were invited to share information about other relevant frameworks. Seven other frameworks were mentioned as a result of this survey, but none had a specific focus on domestic abuse.¹

¹ These were (1) Soft Outcomes Universal Learning (SOUL) (2) Record (3) Substance’s Views software, (4) The Children’s Society’s Mosaic tool, (5) ASIST, Action for Children’s bespoke tool, (6) Outcome Stars other than the domestic violence Empowerment Star; namely the Homelessness Star and the Young Person’s Star and (7) Leeds Supporting People Outcome Framework.

This approach offers some confidence that the review which follows captures the most commonly used outcome measurement frameworks for domestic abuse.

We then established telephone interviews with each of the seven organisations identified. The form which guided these discussions is presented in the Appendix. Following these interviews, summary information on each tool was developed and then shared with the provider / creator on at least two further occasions to ensure that they were satisfied with the accuracy of the information.

2 Review of outcome measurement frameworks

2.1 Considerations

The information presented in this report is likely to be subject to change. It should not be relied upon as a definitive review of outcome measurement frameworks; rather it offers a basis from which to monitor, update, review and expand our understanding. In its current form, it is intended to clarify the frameworks which are available and how they can be used to their best advantage. It provides information which is accurate (to the best of our knowledge) in January 2016.

During the research period, we were contacted by an organisation which has developed a sexual violence outcome measurement framework who indicated that it would be valuable to carry out a similar exercise which focuses on sexual violence more specifically.²

2.2 Introducing the tools

Figure 1 below introduces the different frameworks providing summary information and an indication of the approach to charging and costs.

² We also became aware of the work that NatCen's is undertaking with the NHS: Responding Effectively to Violence and Abuse (REVA). This project was being developed at the same time as our research, focuses solely on NHS settings and also draws on a wider client group than simply those affected by domestic abuse. For these reasons, it was not included in the table overleaf. However, readers may wish to find out more by following this link [http://www.natcen.ac.uk/our-research/research/responding-effectively-to-long-term-consequences-of-violence-and-abuse-\(reva\)/](http://www.natcen.ac.uk/our-research/research/responding-effectively-to-long-term-consequences-of-violence-and-abuse-(reva)/)

Figure 1 Introducing the Outcome Measurement Frameworks

Tool / provider	Description	Costs
The Empowerment Star (Triangle Consulting Social Enterprise)	The Empowerment Star is an evidence-based tool for both supporting and measuring change. It is intended to be completed collaboratively between workers and service as a helpful, integrated part of support planning.	The Star Online web form starts from £660 a year. The paper based form paper starts from £330 per year for up to 20 workers - £16.50 per worker per year. For information on training options and costs contact Triangle Consulting Social Enterprise. Discounts offered for small organisations.
Insights (SafeLives)	SafeLives' Insights tool is an outcomes measurement service designed specifically for the domestic abuse sector. More than 40 services nationwide use Insights every day to help them show the difference their work makes to adults and children living with abuse. With Insights, services can understand more about the families they help, identify gaps in support and create interventions which better meet their needs.	Base costs are typically around £6,500 per year depending on the roles included and the level of reporting required. However, this is subject to review and may change. SafeLives works with services to ensure commissioners support good outcomes measurement and contribute to the costs.
IMPACT (Refuge)	IMPACT (Refuge trademark) is Refuge's bespoke, active casework management system used to proactively safeguard women and children who have experienced all forms of gender based violence including rape and sexual violence, as well as male victims. IMPACT was designed eight years ago by Refuge's expert practitioners in consultation with service users and contains Refuge's specialist outcomes framework. Validated by the New Economics Foundation and using the latest technologies, IMPACT is a web-based management information tool exclusively developed and owned by Refuge that allows real-time detailed performance reporting, case monitoring as well as national benchmarking evaluation and insightful research information. The website www.impactbyrefuge.org.uk will be live from March 2016 and contains more information.	Refuge is currently seeking marketing advice on revising the price with the objective of making it easily affordable and accessible to even the smallest providers in the sector.

Tool / provider	Description	Costs
Domestic Violence Intervention Programme	The Domestic Violence Intervention Programme (DVIP) Evaluation Tool seeks to measure changes in the level of risk (perpetrators) and safety (women & children). It uses a range of tools to gather baseline data at the beginning against which to measure changes in dynamic risk factors during and at the end of a service user's participation on their programme. It also gathers feedback from service-users, referring agencies and DVIP practitioners during the service and at exit point. The Evaluation Framework has been created in line with the Respect Accreditation National Standard for organisations delivering perpetrator programmes and is linked with partner support services. DVIP collates the data themselves	No fee charged
Synthesis Tool (Imkaan)	Drawing on the expertise of practitioners and survivors, Synthesis is a human rights based, survivor-centred resource, capturing survivor identified needs and aspirations. It has been developed by and for services led by and for BME women. The framework is supported by a case management system that has been informed by black feminist approaches to data collection and storage. This has an underlying principle of upholding survivors' rights to safety and autonomy, ensuring that survivors have control over the use of their information and that information is used in ways that strengthen and respect survivors and their individual journeys.	The Synthesis tool suite is free for Imkaan members. The Imkaan-Lamplight Case Management System costs services £180 per year, plus one-off implementation costs of around £1250, depending on the level of support required.
On Track (Women's Aid)	On Track is a bespoke case management system and set of resources to empower local Women's Aid member services to collect robust evidence of impact as part of their everyday work. On Track allows members to gather evidence against the jointly produced Imkaan and Women's Aid National Outcomes Framework and has been developed within the Imkaan and Women's Aid Capacity Building Partnership. The software has been coproduced with members, survivors, academics and commissioners and offers extensive impact reporting at each site in addition to the opportunity to contribute to an anonymised national set of data used to generate national and regional benchmarks. The system includes a number of validated outcome tools (for example, WEMWEBS, Core OM) and is accompanied by a set of template case management forms designed to support needs-based assessment and safe, effective and consistent casework. Participating services also receive support with implementation and data quality, plus access to a rolling programme of	Costs are based on a sliding scale, but begin from £300 per year. Please contact Women's Aid for a quote.

Tool / provider	Description	Costs
	<p>evaluation skills-building workshops to enable them to make the most of the data they collect. National data is collated by Women's Aid, and individual sites are able to use the data to collate and report on their own performance.</p>	
<p>European Domestic Violence Perpetrator Programme Impact Monitoring Toolkit (WWP-EN)³.</p>	<p>Respect member domestic violence perpetrator programmes (and other programmes/interventions by agreement) can sign up to use the Domestic Violence Perpetrator Programme Impact Monitoring toolkit. This was developed by the European Union DAPHNE funded Impact project and is available across Europe as part of the European Network Work with Perpetrators. The monitoring toolkit is designed to be used by perpetrator programmes in order to monitor the results of their work with abusive/violent men. This resource is used with clients and (ex) partners to monitor changes over time. Paper-based resources are provided on the WWP-EN website for self-evaluation purposes. Whereas data collected through the online toolkit is analysed and reports provided by WWP-EN in partnership with the University of Bristol. The toolkit offers instruments to directly evaluate reductions in abusive behaviour and to indirectly evaluate (proxy) variables related to reductions in abuse.</p>	<p>Paper copies free to any European programme. Online toolkit accessible free for UK based programmes http://www.impact.work-with-perpetrators.eu/index.php?id=16</p>

³ From this point onwards, the report will refer to this toolkit as European DVPP Monitoring Toolkit to avoid confusion with the IMPACT tool developed by Refuge.

2.3 Comparing the tools

This section provides more detail on the specialisms of each outcome framework allowing an opportunity to compare and contrast the frameworks.

Legend

- Cells containing ● show that the framework includes this feature.
- Cells containing ◆ show that the framework is developing this feature.
- Cells containing ▲ show that this framework could be applied to this feature.
- Empty cells indicate that the framework does not include this feature, as far as we know.

Outcome Framework → Aspect ↓	Empowerment Star (Triangle Consulting Social Enterprise)	Insights (SafeLives)	IMPACT (Refuge)	Domestic Violence Intervention Programme Evaluation Tool	Synthesis (Imkaan)	On Track (Women's Aid)	European DVPP Monitoring Toolkit
Used in different Geographical areas							
England	●	●	●	●	●	●	●
Wales	●	●	●		▲	●	●
Scotland	●	◆	●		▲		●
Northern Ireland	●	◆	●		▲		●

Outcome Framework → Aspect ↓	Empowerment Star (Triangle Consulting Social Enterprise)	Insights (SafeLives)	IMPACT (Refuge)	Domestic Violence Intervention Programme Evaluation Tool	Synthesis (Imkaan)	On Track (Women's Aid)	European DVPP Monitoring Toolkit
Service users supported							
Female Victims	●	●	●	●	● ⁴	●	●
Male Victims		●	●	●		▲	●
Child Victims		●	●	●	●	●	
Female Perpetrators		◆	●	●			●
Male Perpetrators		◆		●			●

⁴ For self-identifying women and girls

Outcome Framework → Aspect ↓	Empowerment Star (Triangle Consulting Social Enterprise)	Insights (SafeLives)	IMPACT (Refuge)	Domestic Violence Intervention Programme Evaluation Tool	Synthesis (Imkaan)	On Track (Women's Aid)	European DVPP Monitoring Toolkit
Forms of violence or abuse experienced/perpetrated							
Domestic violence	●	●	●	●	●	●	●
Violence against women & girls		●	●	●	●	●	●
Physical Abuse	●	●	●	●	●	●	●
Financial Abuse	●	●	●	●	●	●	●
Sexual violence or abuse	●	● ⁵	●	●	●	●	●
Psychological Abuse	●	●	●	●	●	●	●
Emotional Abuse	●	●	●	●	●	●	●
Coercion and control		●	●	●	●	●	●
Digital abuse		●	●	●	●	●	●
Stalking		●	●	●	●	●	●
Elder abuse		●	●		●	●	●

⁵ This tool is not suitable for cases in which the sexual abuse has been perpetrated by an unknown person.

Outcome Framework → Aspect ↓	Empowerment Star (Triangle Consulting Social Enterprise)	Insights (SafeLives)	IMPACT (Refuge)	Domestic Violence Intervention Programme Evaluation Tool	Synthesis (Imkaan)	On Track (Women's Aid)	European DVPP Monitoring Toolkit
Forms of violence or abuse experienced/perpetrated – Continued...							
Female Genital Mutilation			●	●	●	●	
Forced Marriage		●	●	●	●	●	
Trafficking			●		●	●	
Honour-based violence		●	●	●	●	●	
Prostitution			●		●	●	
Sexual Harassment		●	●		●		
Faith-based abuse			●		●		

Outcome Framework → Aspect ↓	Empowerment Star (Triangle Consulting Social Enterprise)	Insights (SafeLives)	IMPACT (Refuge)	Domestic Violence Intervention Programme Evaluation Tool	Synthesis (Imkaan)	On Track (Women's Aid)	European DVPP Monitoring Toolkit
Includes information from							
Service users (self-completion)		●		● ⁶	●	●	●
Service users (in collaboration with staff)	●	●	●	●	●	●	●
Partners (current/former)				●			●
Perpetrators		◆	●	●			●
Referral agencies		●	●	●	●	●	
Social workers			●	●	●	●	
Emergency services		●	●		●	●	
Other agencies		◆	●	●	●	●	

⁶ Including children, for which the framework has specific reporting and safeguarding elements.

Outcome Framework → Aspect ↓	Empowerment Star (Triangle Consulting Social Enterprise)	Insights (SafeLives)	IMPACT (Refuge)	Domestic Violence Intervention Programme Evaluation Tool	Synthesis (Imkaan)	On Track (Women's Aid)	European DVPP Monitoring Toolkit
Information is collected							
Online	●	●	●		●	●	●
Paper based/offline	●	●		●	●	●	●
App supported	●				◆		
Integrated into case management system	●	◆	●	●	●	●	
Centrally		●	●		●	● ⁷	
As part of a "live" record		●	●	●	●		

⁷ Due to be held centrally in 2016.

Outcome Framework → Aspect ↓	Empowerment Star (Triangle Consulting Social Enterprise)	Insights (SafeLives)	IMPACT (Refuge)	Domestic Violence Intervention Programme Evaluation Tool	Synthesis (Imkaan)	On Track (Women's Aid)	European DVPP Monitoring Toolkit
Time frame							
Short term (> 3 month)		● ⁸	●	●	●	●	●
Medium term (3-12 months)	●	●	●	●	●	●	●
Long term (12+ months)	●	●	●		●	●	●

⁸ Non-engagement form available for such cases.

Outcome Framework → Aspect ↓	Empowerment Star (Triangle Consulting Social Enterprise)	Insights (SafeLives)	IMPACT (Refuge)	Domestic Violence Intervention Programme Evaluation Tool	Synthesis (Imkaan)	On Track (Women's Aid)	European DVPP Monitoring Toolkit
Recommended frequency of data collection							
On entry	●	● ⁹	●	●	●	●	●
On exit	●	●	●	●	●	●	●
Follow up					●		
Multiple/ongoing/flexible	●		●		●	●	●

⁹ Within the first three contacts.

Outcome Framework → Aspect ↓	Empowerment Star (Triangle Consulting Social Enterprise)	Insights (SafeLives)	IMPACT (Refuge)	Domestic Violence Intervention Programme Evaluation Tool	Synthesis (Imkaan)	On Track (Women's Aid)	European DVPP Monitoring Toolkit
Outcomes measured							
Physical health	●	●	●	● ¹⁰	●	●	●
Mental health and wellbeing	●	●	●	● ¹¹	●	●	●
Safety	●	●	●	●	●	●	●
Criminal justice	●	●	●	●	●	●	●
Accommodation	●	●	●		●	●	
Finances	●	●	●		●	●	●
Employment and training	●	● ¹²	●		●	●	●
Children	●	●	●	●	●	●	●
Determined by service user		●	●		●	●	●
For perpetrators: behaviour towards others		●		●			●

¹⁰ Looking to develop this in future.

¹¹ Wellbeing is already being measured. Planning to add mental health in the future.

¹² Employment, but not training.

Outcome Framework → Aspect ↓	Empowerment Star (Triangle Consulting Social Enterprise)	Insights (SafeLives)	IMPACT (Refuge)	Domestic Violence Intervention Programme Evaluation Tool	Synthesis (Imkaan)	On Track (Women's Aid)	European DVPP Monitoring Toolkit
Data used by/provided to							
Organisation collecting the data	●	●	●	●	●	●	●
Membership organisations for bench marking purposes	●	●	●		●	●	● ¹³
Funders	●	●	●	●	●	●	
Service users	●	● ¹⁴	●		●	●	

¹³ Bench marking is taking place across Europe.

¹⁴ Case level data only.

Appendix: Stakeholder Interview Guide

Introduction

Thank you for agreeing to take part in this interview.

Big Lottery Fund has commissioned Cordis Bright (an independent research organisation) to conduct a research study which will explore what has been funded in terms of addressing domestic abuse. In particular, we are interested to explore what has been funded, what can be learnt from supporting those affected by domestic abuse, and how things can be improved for the future. As part of this work, we are keen to clarify and share the range of outcome measurement frameworks (OMF) which are available for demonstrating outcomes in the field of domestic abuse. We appreciate you talking to us today about your outcome measurement framework, and hope that you will feel able to share materials with us afterwards, so that we can include your work in our overall profile of domestic abuse outcome frameworks.

Questions

1. Name:
2. Role:
3. What is the name of the outcome measurement framework which your organisation produces? What aspect of Domestic Abuse work does it seek to measure?
4. In your opinion, what are the most useful features of this framework?
5. Are you able to comment on its drawbacks or limitations?
6. Can you comment on how widely your outcome measurement framework has been adopted? How long has it been in existence?
7. Do you gather the results or data centrally? If yes, how is this data used?
8. Are you aware of any differences in approaches to measuring outcomes across the four nations? *Prompts: explore differences between England, Wales, Scotland and Northern Ireland.*
9. What other outcome frameworks are you aware of? How does yours differ or complement other outcome measurement frameworks which are available? *Prompts: e.g. Focuses on children, or perpetrators? Focuses on intervention vs early intervention? Different client groups? Different types of services?*

10. Are there any other comments which you would like to share regarding the measurement of outcomes in the field of domestic abuse?
11. Will you be able to share a copy of your outcome measurement framework with us, purely for research purposes, so that we can include it in our review? This will allow Big Lottery grantees and others who are interested in this area of work to understand which outcome measurement frameworks are available and hopefully encourage greater take up of these frameworks.
12. In your opinion, what are the gaps / improvement areas where the Third sector can add most value in relation to domestic abuse do you think?
Use prompts below if necessary:
 - a. *Accessing certain groups (e.g. LGBT, BME, Disability, Male Victims, Child Victims, Perpetrators etc).*
 - b. *Specialism (e.g. specialist training or knowledge around domestic abuse)*
 - c. *Independence (i.e. not a statutory service, seen as more approachable than police, social workers?)*
 - d. *Types of service (training, advocacy, counselling, secure housing, criminal proceedings, building resilience etc).*
 - e. *Types of outcomes?*
13. What does sustainability look like, for third sector organisations tackling domestic abuse? *Prompts: continued grant funding? Local authority commissioning? Other income? Something else?*
14. What role do OMF's have in improving sustainability?
15. How can the BLF help to ensure there is a lasting legacy in relation to the investments it makes concerning Domestic Abuse?



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