

North Devon Women's Aid

# Evaluation of Pattern Changing Courses

Autumn 2004

Comissioned by Devon's  
**ADVA**  
**Partnership**

Prepared by  
Angela McTiernan & Sarah Taragon



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<b>Acronyms</b>	
Throughout this report, North Devon Women’s Aid is shortened to NDWA.	

### **Acknowledgements**

We have been amazed by the willingness of the women attendees of the courses to talk to us during this evaluation – their honesty on an often harrowing period of their lives has been paramount to our work and we feel honoured to have heard their stories.

Thanks also go to the Referring Agencies and to the staff at NDWA, particularly Jo Morrish and Ann-Marie Parkin.

We also acknowledge the support of the Against Domestic Violence & Abuse Partnership (ADVA) in Devon for funding the evaluation.

## Executive Summary

The Pattern Changing Course focuses on the woman herself and her own power to change the course of her life. Its goal is for women to begin to understand the problem of abuse and its realities for the entire family, to become aware of their lifelong patterns, to set realistic goals and to learn techniques for developing new patterns of their own choosing. The course has been run by North Devon Women's Aid since 2001. 7 courses have been run, involving over 80 women.

Through this evaluation, NDWA wanted to identify not only the benefits to participants, their families and statutory services, but also the overall cost savings and cost effectiveness of the Pattern Changing Course. Funding was received to enable the use of external evaluators to complete this work.

During the evaluation of this course, the external evaluators chose to use a number of methods with different stakeholders to ensure that the views of all those involved were captured. We carried out:

- postal questionnaires with women who had attended courses
- postal questionnaires with referrers to the courses
- two focus groups/workshops with women who had attended the courses
- one workshop with referrers
- an in-depth interview with staff from NDWA

### Summary of Results

This section provides a summary of the information gained from all the different research methods. Full results can be found later in this document, and further details are available in a separate Appendix from NDWA. Those elements in boxes highlight some of the main points.

In total, we gained the views of:

- 44 women who had attended courses (58%), and gained further in-depth views from 15 of these women
- 15 referrers relating to 26 women, and gained further in-depth views from 4 of these referrers
- 2 members of NDWA staff who have been involved with the course for the past three years

### Impact on Attendees

**Feedback from all stakeholders showed that the course does have a huge impact on the lives of the women attending, and that it does lead to changes in their life choices and patterns, which in turn impacts on their children.**

*importance of improved confidence and raised self esteem for the women leading to their empowerment*

In particular, the benefits that most women attendees identified were: increase in assertiveness, ability to identify abuse, ability to say "no". The benefits the most referrers identified were: *increased assertiveness; ability to say "no" and feelings of control over their lives.* Both mentioned the importance of the confidence and raised self esteem for the women following the course.

Many of the women clearly showed that they had been able to change their life choices and patterns and move out of the cycle of abuse they had previously been part of. The course had also made a

huge difference for many of the women who had depression and a positive impact on the mental and physical health of most of the attendees. The impact of the course was the greatest for those who had attended the longest time ago, showing that breaking the cycles of abuse really does lead to long-term change.

Many of the women mentioned a couple of specific things about the course that they found particularly useful. The most frequently mentioned were: *meeting other women who had been through a similar experience; the Bill of Rights; and becoming linked into an on-going network of support* (through NDWA). The referrers also felt that it was particularly important that women met other women with similar experiences, and also mentioned empowerment as being particularly important.

*particularly important that women met other women with similar experiences*

The most frequently mentioned skills that the women gained from the course were: *the ability to recognise abuse; assertiveness; and setting boundaries.*

### Impact on Others

The majority of the women responding had children at home with them at the time they took the course. The majority felt that attending the course had improved their relationship with their children, and their parenting techniques and many felt their children were happier. Some had found that their children were having some problems coping with the changes in their mother and particularly her setting boundaries. The referrers also gave evidence of improved family relationships, improved parenting and happier children.

*The majority felt that attending the course had improved their relationship with their children, and their parenting techniques and many felt their children were happier*

Evidence on cost savings was more limited, but both the referrers and the women did identify particular areas in which cost savings to statutory and other agencies were made. Savings were particularly thought to be made in the following areas: social services; police; health services – e.g. emergency and GP. This was further explored in the focus groups, and is further backed up by independent Government research. The referrers group concluded that “Crisis Is Costly”. Costs are not just financial, nor are they only immediate in nature. The effects of domestic abuse are wide reaching, long-term, and waste people’s lives as well as state funds. The women’s focus groups showed that though many were still using services, they were now using them in a proactive way rather than a crisis based reactive way. Many stressed the importance of using the benefits system to enable them to leave their abusive relationships. Some felt they were now better off financially, but many that they weren’t. However, it was stressed that their children were now receiving a much better deal from the household income. Many of the women had returned to work (due to their increased confidence and ability to now look forwards in their lives). Others had begun training, courses or volunteering that was putting them on the road towards employment.

### The Future

In considering the future, referrers thought that raising awareness of domestic abuse was a priority - its prevalence, long-term effects etc could help to make it okay to talk about it, without which it is difficult to break its cycles. The women wanted to stress the importance of providing a course for children so that they can recognise and break patterns at an early age. The NDWA staff wanted to widen access to the course through work with other partner organisations to jointly deliver it, training for other agencies and through making the course accessible to a general audience.

As regards to the future of financial support for similar work, the referrers group concluded that whatever strategies were developed sustainable long-term funding is vital - in order to prevent wasted lives and wasted money both now and in the future. Funding could come from: mainstream funding at local and national level; sharing resources locally; funding filtered via local agencies who are currently picking up a much bigger bill for the long-term effects of domestic abuse; and contributions from referral agencies - payment/contribution for individual course places; or block

contracts, i.e. payment for a specified number of places on the course each year with agencies.

### Conclusions

**The main conclusion we can make from this Evaluation is simply that the Pattern Changing Course, as it is run in North Devon, DOES have a huge impact on the lives of the women who take it. It enables them to break the cycle of abuse and to move on to a better quality of life.**

Other conclusions are as follows:

- In particular the course has an impact on women's self confidence and assertiveness
- The course teaches practical techniques – including assertiveness, the ability to identify abuse and the ability to say “no” which the women continue to use in their day-to-day lives
- The course also has an impact on the children of the women attending, and appears to be enabling them (at least in some cases) to move out of cycles of abuse too
- The course does need to be run alongside other services – i.e. there does need to be other support in place for women taking the course
- Crisis IS costly – this course provides a low cost way of breaking cycles of abuse which have a long-term cost impact for many service providers

### Recommendations

- The long-term funding of the courses in North Devon needs to be put in place – preferably with support from those agencies who make long-term savings by not having to provide crisis services to women in abusive relationships
- NDWA, look at ways to provide the course to more women within their area
- NDWA, alongside other local agencies, look at the opportunities to raise awareness of domestic violence and the support available for those in that situation
- NDWA work with other local agencies to raise capacity both through awareness, and increasing the ability of other organisations to support women in abusive relationships
- NDWA advertise their willingness to provide a short training course for other Women's Aids etc on running the Pattern Changing Course, so that more women can benefit from the course
- Consideration be given, with local education providers, of running a similar course for children/young people and for those not in an abusive relationship (i.e. as a general personal development course)
- NDWA circulate findings from this evaluation as appropriate, so that decision makers know the impact this course makes for women

## Background

### Domestic Abuse and North Devon Women's Aid (NDWA)

Recent research carried out by the DTI's Women and Equality unit has estimated that the total cost of domestic violence to services (Criminal Justice System, Health, Social Services, Housing, Civil Legal) amounts to £3.1 billion per year, while the loss to the economy is £2.7 billion. Additionally domestic violence leads to pain and suffering that is not counted in the cost of services.

NDWA supports women who have been, or are in relationships involving abuse – physical, sexual, emotional or financial. They provide a number of services including a refuge for women leaving such relationships, an outreach service and a number of courses aimed at women and their families. Their funding is mainly from the County Multi-agency Partnership – Against Domestic Violence and Abuse in Devon.

*Domestic violence is a crime that is known to affect 1 in 4 women and their children, and a large number of men and results in the murder of two women in the UK every week by a current or former partner. It is a crime that is generally committed in private, behind closed doors and without witnesses*

### The Pattern Changing Course

The course has been run by NDWA since 2001. 7 courses have been run, involving over 80 women. The course was developed in America by Goodman and Fallon. It provides materials for clients and group leaders with easy to follow scripts for each session. The course focuses on the woman herself and her own power to change the course of her life. Its goal is for women to begin to understand the problem of abuse and its realities for the entire family, to become aware of their lifelong patterns, to set realistic goals and to learn techniques for developing new patterns of their own choosing. Sessions are not intended to function as group therapy and clients who are not already in counselling are frequently referred for this additional help. In reality, the course provides much more than this for the women who attend – including increases in self esteem, social support and learning how to embrace and move on from the reality of their abuse.

*1 in 3 child protection cases involve Domestic Abuse*

*National Government research has revealed that 50% of women with mental health problems have abuse issues too*

The outline for the Pattern Changing Course is as follows:

- First session is about women's Bill of Rights as a human being (see Appendix 1)
- Women then look at dysfunctional childhoods, and emotional literacy — expression of fear, anger etc, and boundary setting, as a way of protecting their own Bill of Rights.
- This is followed by 4 weeks of assertiveness training, where they learn about setting and keeping boundaries in all their relationships, not just those with an abusive partner. During those weeks they feedback to the other women on the course
- In the latter part of the course the women focus on goal setting and decision-making
- The penultimate session is on healthy relationships
- The final session is a celebration/party.

(for the full course outline see Appendix 2).

When they come on the NDWA Pattern Changing Course, 80% of the women have already left an abusive partner(s). Through the course they are asking themselves why this happens/happened to them, which can be a painful process. The course is a painful but joyous journey for women, and NDWA believe each woman needs support throughout the process. Therefore, NDWA have a key worker system for each woman attending the course, who is told about important issues for the woman, which have been raised during each session. It is also helpful if their referrer is available to support them, e.g. by weekly phone calls. Currently, NDWA only refer women to the course who they have had some general contact with prior to the course – to ensure that the course is suitable and that the woman is able to cope with it. NDWA then provide on-going support to the women who have attended the course through their outreach and other services. Many of the women become involved as volunteers.

Women often say they would like to repeat the course, or some parts of it. Although this does occur, high demand for places and limited resources do make this difficult. NDWA will soon be setting up monthly “reviews” - opportunities for women who have completed the Pattern Changing Course, to meet others in the same situation, exchange experiences, support and reinforce learning.

The Pattern Changing Course itself costs about £1500 in total, (including room hire, travel expenses for attendees and running a crèche) for the 10 weekly sessions. Up to 15 women can attend each course. Therefore, the cost of attendance on the Pattern Changing Course is approximately £100 per woman. However, there are significant additional costs covered by NDWA in the additional support they offer to women going on the course. They also provide a large amount of follow-up support through drop-in and other continued contact with the women.

### Rationale For Evaluation

NDWA have been running these courses for some time. With increasing interest in the Pattern Changing Course and its effectiveness, they now want to identify and illustrate the impacts the Pattern Changing Course has had, i.e.

- how attitudes and behaviour had changed for participants as a result of the course?
- What the wider and longer-term effects of that changed behaviour are, both for the participants, their families, and the statutory services who support them
- what cost savings have resulted from the course
- what the success factors are

Through the evaluation, NDWA wanted to identify not only the benefits to participants, their families and statutory services, but also the overall cost savings and cost effectiveness of the Pattern Changing Course. Funding was received to cover the costs of using external evaluators to complete this work.

### The Evaluators

The external evaluators selected were Angela McTiernan and Sarah Taragon, two freelance evaluators with extensive experience in social research and evaluation, particularly in the voluntary and community sectors. Their ethos is one of active participation for stakeholders in evaluation, and of working with organisations to evaluate, rather than “doing it to them”.

## Methodology

During the evaluation of this course, the external evaluators chose to use a number of methods with different stakeholders to ensure that the views of all those involved were captured. We carried out:

- postal questionnaires with women who had attended courses
- postal questionnaires with referrers to the courses
- two focus groups/workshops with women who had attended the courses
- one workshop with referrers
- an in-depth interview with staff from NDWA.

A brief introduction to each of these methods is covered below. Copies of the tools used can be found in Appendix 3.

### Postal Questionnaires

#### a) With Course Attendees

This short questionnaire was developed through consultation with NDWA staff. It covered women's reasons for attending the course, and the impact attendance had made on their lives. It also asked a few demographic questions, and looked at the impact on their children, and on their use of other support services. The aim of the questionnaire was to capture subjective views of the difference the course made for those attending. The questionnaire was sent to 76 of the 87 women who started the course between April 2001 and September 2004 (all those that NDWA had contact details for). A cover letter (from NDWA) and SAE (to the external evaluators) were sent out and a high street token offered for completed forms. Women were also asked if they would be willing to attend a focus group to discuss their views in more detail.

#### b) With Referrers

This short questionnaire was developed through consultation with NDWA staff. It covered the reasons why the referral was made, the impact the referrer had seen on the woman/en they had referred (ie an objective view), general views on the course and the potential savings to themselves and other agencies through the women attending the course. Of the 87 women on the list, contact was made with referrers for 39 of them. The following referrers were not contacted:

- 17 where the women did not complete the course
- 3 where women were referred by friends or family
- 8 where women were referred from out of the area and so their referrer would not have any contact with them
- 11 of the women were self referrals
- 1 referrer we were unable to trace
- 2 women repeated the course so we only sent to their initial referrer

*NB In addition, forms were sent concerning three women in error because they started the course in April 04 – after the period this evaluation covered.*

A cover letter (from NDWA) and SAE (to the external evaluators) were sent out. The Referrers were also asked if they would be willing to attend a focus group to discuss their views in more detail.

### Focus Groups with Women who Attended the Courses

Using a range of self-recording individual and group activities, followed by group discussion, we addressed the following:

- Where they would have been if not for the Pattern Changing Course, and where they were now because of it, i.e. how had it changed their course in life?
- How going on the course had helped other members of their family, i.e. what had been the wider benefits to others of their attendance? (Focus group 1 only)
- How their use of support services had changed since coming on the Pattern Changing Course, i.e. were they using support services more or less now, and/or more appropriately?
- How their household income and outgoings had changed since coming on the course, i.e. were they more or less financially dependent on benefits, had they moved towards financial independence?

*NB. Focus group 2 did not do activity 2, instead we spent more time on activities 3 and 4, looking in more depth at financial costs and benefits.*

The methods used were mainly based on Participatory Appraisal techniques which involve self-recording, active participation by those involved. The tools used included: a pictorial roadmap with the Pattern Changing Course as a Changing Junction (to capture where women would have been without the course); body maps for themselves and other family members (to capture physical and mental changes); and a mind map of support services used before and after the Pattern Changing Course.

### Focus Groups with Referrers to the Course

Using a range of self-recording individual and group activities, followed by group discussion, we addressed the following:

- The impact of Domestic Violence on family members and future generations
- The impact of Domestic Violence on services
- Who else could/should be funding Pattern Changing Course
- Gaps and Changes needed in the course and more generally.

Again a range of self-recording, participatory techniques were used, including body maps, individual brainstorming and group discussions.

### Interview with Staff

An interview/discussion was held with Jo Morrish and Ann-Marie Parkin – staff at NDWA - as the other major stakeholders in the course. The aim of this interview was to build on gaps we had identified through the other methods, and to check information/feedback already gained as well as to build on our understanding of the background to the courses etc (already gained through informal conversations with the staff). An outline interview schedule was drawn up, but the interview was kept fairly unstructured so as to allow discussions to develop naturally. We covered a number of general areas including how the course fits with the other work of NDWA, adaptations they have made to the course and where they would like to take the course in the future.

## The Results

### Questionnaire with Course Attendees

#### The Respondents

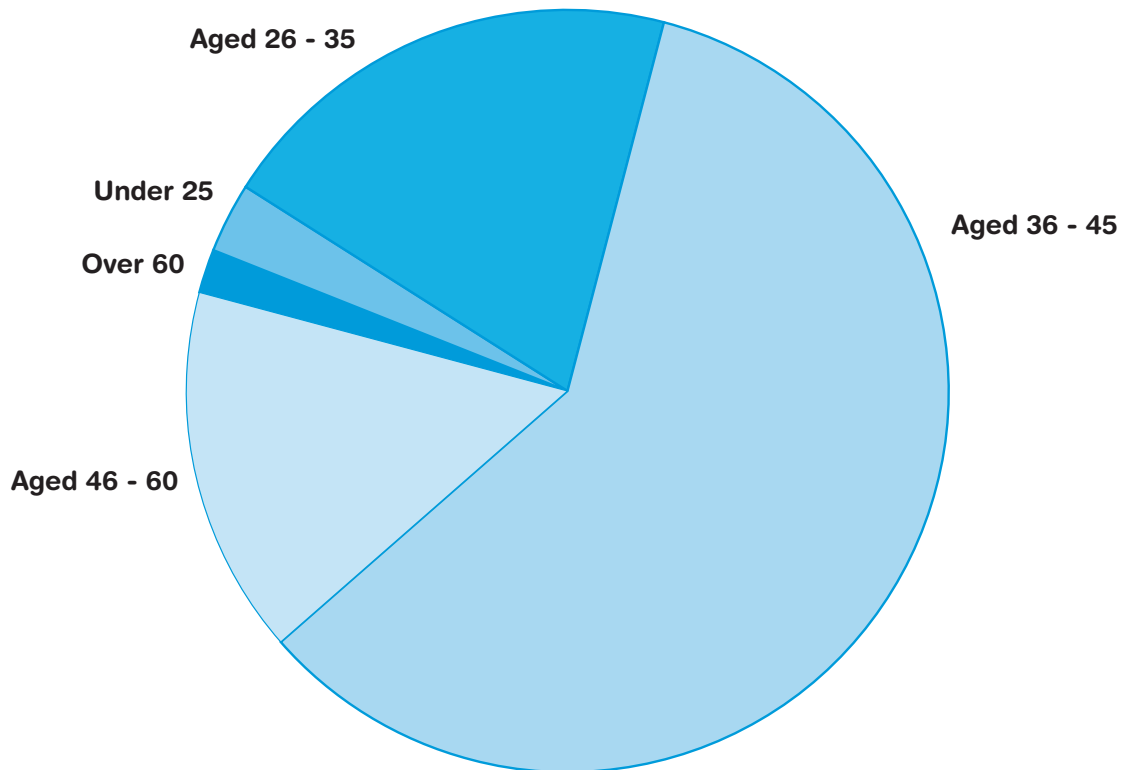
A total of 87 women started Pattern Changing courses between April 2001 and September 2004. Questionnaires were sent out to 76 of these women as the other eleven NDWA did not have current contact details for. Responses were received from 44 women – 58%.

Responses were received from women on each of the courses – see the table below, with the bulk of responses (50%) being received from those on the courses in 2003 (ie the most recent ones).

Apr01	Sep01	Apr02	Sep02	Apr03	Sep03	Apr04	Unsure
4	2	4	4	10	12	3	5

55% of the women responding were aged 36-45 with a further 25% being aged between 26 and 35. See the Chart below for more details.

#### Age of Attendees



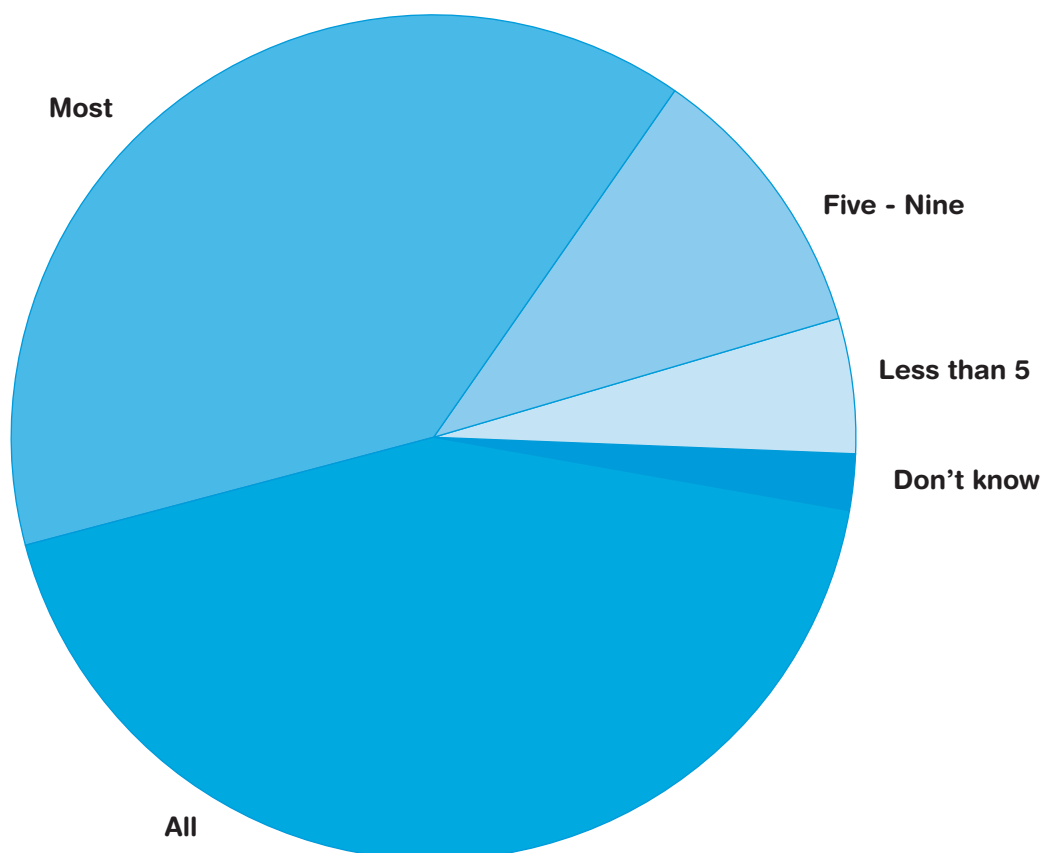
All but four of the women had at least one child living with them when they did the course. Between them, they had more than 86 children within their families (living with their mother at the time of the course). We cannot give a precise number as some women ticked the age groups rather than indicating the number of children within the age group. The Table below shows the ages of the children of the women responding.

Age of Children	Number Women*
Under 5	12+
5 – 10	25+
11- 16	25+
16 – 25	19+
Over 25	1

\* (+ indicates a “yes” response with no number – we have assumed 1, but could be more).

### Course Attendance

Almost all the women responding had attended the majority of the sessions (82%) although some responses were received from women who attended much less of the course.



Reasons given for non-completion of the course included health, work commitments and depression.

“ I had bad health and in and out of hospital ”

“ the course made me aware of how abusive the relationships I’ve had were, and I found myself at times overwhelmed and became depressed ”

The majority of women (68%) reported that they found out about the course through NDWA Refuge.

Found Out From	Number Women
Women’s Aid Refuge/Workers	30
Police	4
Community Psychiatric Nurse/ Mental Health Worker	4
Other	3
Friend/Neighbour	1
Health Visitor	1
Solicitor	1

The women gave a number of reasons as to why they decided to go on the course. These have been grouped into types of reasons, and are shown in the table over page – some women mentioned a number of reasons, each of which has been recorded separately.

Reason	Number Women
To change – their behaviour, or patterns	16
To understand abuse/cycles	12
To increase confidence	11
Direct response to abuse	3
Other	8

Other reasons given included: health; meeting other women with a similar experience; and other more general reasons. A couple of quotes are also shown to give a flavour of responses.

“to change my behaviour, for the better and to meet other women who have had similar experiences”

“to learn about abuse why it happened to me and how to prevent it happening to me again”

“Because I’ve been pushed about all my life and wanted to be more in control of it”

“to help me understand it wasn’t my fault and to be able to say no and stand up for myself”

“to re-establish who I am and learn how to progress without making the same mistakes – be more aware.”

“to learn about healthy relationships why I was in an abusive relationship. To become more assertive and confident”

“to find out who I am and to give me more assertiveness and to be stronger as a woman”

### Impact of the Course – on Women Attendees

The women felt that the course had made a huge difference to them in a number of different areas of their lives, as can be seen from the table below. The patterns that had been affected for the most women (89% or more) were assertiveness, ability to identify abuse and ability to say “no”.

Pattern	More	Same	Less	Don't know	Not applicable
Assertiveness	39	2	2	0	0
Depression	0	7	36	1	7
Ability to identify abuse	40	0	2	0	0
Able to put self first	33	7	2	1	0
Able to say “no”	39	2	2	0	0
Able to ask for what I want/need	35	5	2	1	0
Control over my life	35	5	2	2	0

42 (95%) of the women reported that their life patterns and choices had changed following the course. Most of the women then went on to give details about the changes they had made – these have been analysed into types of changes – see the Table below. Many of the women mentioned feeling more in control, stronger, valuing themselves more and being more assertive. Many women mentioned more than one change, so each has been listed separately. Some example quotes are also shown to give a flavour of responses.

Changes in Life Patterns and Choices	Number Women
Increased confidence	15
Value self more	11
More assertive	10
Can spot abusive behaviour	6
Looking forwards – training, work etc	5
More aware	4
Better communication skills	4
Able to deal with abusive behaviour	2
Understand abuse and cycles	2
Less stressed	2

“I can let go more easily because I realise that not everything that goes wrong is my fault. I value myself more and I am better able to spot abusive behaviour”

“learning to like myself a bit more understand the cycle of abuse and trying to put into practice the ‘bill of rights’ into my daily life”

“I have been able to identify abusive behaviour towards myself and deal with it. I have also been able to help my daughter identify abusive situations and guidance in dealing with them, this also includes helping her deal with the way she treats others”

“I am much more confident of my rights - I feel a stronger person which has affected the way I communicate with people”

“I felt I had no choices before the course. I now have plans and ambitions that I will follow through.”

“I am now able to ask for what I want and say no. Doing the course has helped me in all my relationships. The changes in my life have been very subtle ones but very positive.”

“I now know I have the right to say “no” and to put myself first. I have become an assertive, confident woman instead of a controlled, suicidal wreck! I have no doubts that this is thanks to pattern changing.”

“I have a new positive relationship with my children. I have gained in confidence and ability to communicate on an equal level.”

“I now feel more confident in myself when I walk around I tend to look where I’m going rather than on the ground.”

“Try to avoid abusive friendships/relationships. Have started to put myself first for a change. Am better at asking/telling what I want/need. Able to say no without feeling guilty.”

We asked the respondents what they thought their life would have been like if they hadn’t attended the Pattern Changing Course. Only two of the women felt their life would still have improved without the course. Many felt they would have remained in, or entered another abusive relationship (13). Most comments referred to depression, misery and hard lives – 4 women felt they would probably not have survived. The quotes below show just how important this course has been for the respondent’s lives.

“I might have struggled through but it would have been much harder, and I would feel more depression and guilt”

“I would have disappeared, I’m not sure I would have made it, and there are still days I’m not sure”

“I would still be stuck at home in N Devon feeling very isolated and avoiding contact in an attempt not to be abused”

“destructive, abusive, controlled, worthless, powerless, guilt-ridden, low esteem, invisible.”

“I would probably be in the same relationship, I wouldn’t have found the strength to leave if it wasn’t for the course.”

“hell on earth”

“to be deeply honest with you, I seriously believe I would not be here today without pattern changing.”

“it was, and still is, the best information I have received for understanding my depression and anxiety and the best advice for avoiding repeated abusive relationships. I think I would be a passive doormat living with my Dad or a powerful man and doing what I was told.”

“very different, I would be lonely, isolated and very depressed”

### Most Useful Parts of the Course

The women were asked to identify anything in particular about the course that they still find useful or that really changed things for them. The majority of respondents mentioned at least one thing, ranging from being able to identify abuse, to the value of the group process to putting themselves first. The most frequently mentioned things are shown in the table below, and some quotes follow.

Most Useful Parts of Course	Number Women
Bill of Rights	12
Meeting other women	9
Awareness of other support (often NDWA)	5
Setting boundaries	3

“yes having ‘I’ conversations identifying abuse and the ability to know when to walk away. The acceptance that abuse is ALWAYS the responsibility of the abuser”

“My Bill of Rights! Positive affirmations! Understanding that there are particular patterns of behaviour from both abusers and survivors. This understanding and new awareness has stopped me from being abused again. I know I’m not alone in my experiences. That it’s not my fault. I recognise ‘Red Flags’ now. I now know I need to set boundaries which I didn’t before. Thank you so very much Tina and Julie!!!!”

“the chance to meet other women who had been through similar situations. The giving and receiving of support was priceless.”

“the Bill of Rights made me realise that I am a worthwhile person, the councillors advice and reinforcement was excellent and boosted my self-esteem and confidence.”

“learning how to listen which enables me to understand when before I was always confused.”

“the questionnaire about how abusive your relationship, meeting other women in similar situations and basic rights helped.”

“for me, it was simply attending the course, realising I was not alone and that abuse crosses all social stratas. For the first time in my life I opened my eyes and really looked at the patterns my relationships had followed and how I could change the future and take control of my life and affect my happiness. Other women provided support by just being there in similar positions”

### Impact on Abusive Relationships

As a result of the course, women ended at least 25 abusive relationships – with 17 (39%) of the women stating they finished at least one abusive relationship (NB many had done this before taking the course). The course helped 30 women not to return to abusive relationship(s). Since completing the course, 6 women (14%) said they had started an abusive relationship. Most reported the relationship had not lasted long (under seven months – mostly shorter periods).

### Skills Learnt

Respondents were asked if any of the skills they learnt on the course had helped them to identify and/or end any abusive relationships. The skills most often mentioned by respondents were the ability to recognise abuse (particularly non-physical abuse), assertiveness and self worth, and setting boundaries. The following quotes give a flavour of respondents’ responses.

“it helped to realise how abusive my relationship was and that I didn’t have to put up with it, techniques to prevent confrontation.”

“setting boundaries, standing up for myself more, recognised others behaviour towards me which helped to end relationships.”

“Red Flag’ warning signs very helpful and to say ‘no’ when I’m not happy about doing something and not feel guilty”

“yes on the course I learnt that abuse isn’t just physical abuse and it never starts off with physical abuse, it starts with the way I’m treated mentally and spoken to, I recognise non-physical abusive behaviour towards me and finish any developing relationships”

“I don’t let people take advantage of me any more. I now say what I feel and feel more in control of my life”

“the course has helped me identify abusive traits in others and I have to deal with this in my own professional life. It surprises and shocks me to see how cruel and abusive people can be to those nearest and dearest to them.”

“I now have the confidence to identify ‘friends’ who try to control me and I cut them out of my life permanently.”

“it has shown me what is abusive and given me the confidence to object. It has given me the assurance to insist on my rights so my relationship can’t drift into becoming abusive.”

“Yes, first of all I needed to accept that mental abuse is abusive and because I learnt about setting boundaries (not just recognising them) I could end the relationships.”

### Impact on Use of Other Support

Respondents' use of other support services can be seen below. Most of the women do not report the course making much difference in their usage, but we can see perhaps a slight increase in use of the social worker, and less of health visitors and community psychiatric workers. There is very mixed feedback on use of NDWA, with 17 women saying they use it more, and 12 less.

	More	Same	Less	Don't know	Not applicable
Social worker	4	1	1	1	27
Health visitor	1	4	3	1	24
Community Psychiatric Worker	2	4	4	1	23
North Devon Women's Aid	17	4	12	1	2

### Impact on Children

Respondents were also asked to think about the impact of the course on their children and their relationships with them. Two women had no children, and 6 reported no impact on their children. Generally, the majority of responses showed an improvement in relationships. The respondents particularly felt that they were more open with their children now and communicated better (9). Another common theme was that of mutual respect, a more relaxed atmosphere and clearer boundaries set for their children. However, some women found that their changed confidence and methods were causing difficulties with relationships as both mother and children got used to new ways of doing things. The following quotes show a few examples of comments:

“my relationship is 95% better with her now, and a lot of that is due to what I learnt at pattern changing.”

“more positive and happy. General awareness of respect for them. More time for them. More security.”

“I knew I had to move on for their sakes, I learnt that I had to be their constant and had to set clear boundaries so they knew where they stood.”

“to be able to sit and talk about things that happened to them and to let them know that it was not their fault and we can also laugh at some things. They are also confident about coming to me if anything is bothering them be it at home or school without it festering.”

“doing the course helped me get out of an abusive relationship, by doing this my son is a lot less nervous and clingy. I now leave my children with baby sitters but before I would never let them go anywhere without me.”

“my 14 yr old cannot believe the change in me. She loves my new found confidence and we laugh together now (she's not so sure about my “right to say no” though).”

“they have more respect for me. They have clear boundaries now. My son has changed his behaviour in respect to dealing with his anger towards me.”

“initially they reacted badly to my new found confidence and there was quite a lot of friction but as time has passed that has been replaced with respect”

“my son was very upset that I left his dad and he had a great deal of trouble at school. I am learning how to set boundaries and teaching him respect”

“being able to set boundaries has changed how my children respond to me”

“unsure - although I have tried to be assertive with my 2 teenage girls I have had a difficult time with them. They try to control me but I refuse to let them and fight against it.”

## Focus Groups with Course Attendees

### The Respondents

Six women attended the first focus group. They had attended Pattern Changing Courses between April 2001 and April 2004. Two of them had met on the April 2003 course. Others did not know each other before the focus group.

Nine women attended the second focus group, one of whom had to leave early because of work commitments. They had attended Pattern Changing Courses between April 2002 and April 2004. Half the women knew at least one other person in the group.

Therefore a total of 15 women attended the groups (20% of those who were contacted, and 17% of those attending the courses).

### Impact on Quality of Life

Personally, all women reported huge improvements, particularly in their mental health, mood and confidence. The desperation, powerlessness, fears and guilts which had ruled their lives had either disappeared or significantly diminished. Release from a controlling partner, combined with new self-confidence and self-belief had been key to their moving forwards personally, socially and economically. The benefits which the Pattern Changing Course had brought to these women had increased over time, with those who had completed the course longer ago enjoying the greatest changes and benefits. Two women who had completed the course most recently, felt themselves to be stronger, but were still feeling “a bit wobbly”, and one had still not found the courage to leave her abusive partner.

“Confidence to  
enjoy my old talents  
and try to improve  
them”

Socially, the women were feeling much more confident and able and were making new friends, one had taken up a new hobby of kickboxing. Fun, happiness and enjoyment were now part of life for 12 of these women.

All of the women now have direction and goals of their own for their lives. They recognise the benefits of making their own choices and mistakes, from which they can learn, grow and develop.

Before Pattern Changing, the women said they allowed things to happen, they didn't realise that there was choice. Several women felt that they had much more realistic expectations now as a result of the Pattern Changing Course. They think about what they really want to do, one of them takes time to sit and think about this, so that she doesn't rush into things and then fail. She recognises that this is a journey, a process, she feels she has learned that from Pattern Changing. Mistakes are good because they help her to learn, that she will get something in the end, it just takes time. Others agreed, including one woman who left her husband nine years ago.

In the second group women discussed the benefits of independence and being in control of all decision-making versus the pressure and loneliness which this can sometimes bring. Several had felt more lonely before, and all of them agreed that the benefits of personal independence far outweighed its difficulties. Many had surprised themselves by what they were able to do, e.g. being able to look after two teenage sons.

## Health

### Mental Health

Depression, fear, suicidal thoughts, and/or dependence on antidepressants and Mental Health Services had been part of life for all these women prior to the Pattern Changing Course. Eleven women's lives are now completely free of these. Two women are still receiving counselling, two (one of whom is still living with her abusive partner) are still in need of medication and Mental Health Service support,

“I want to live, not kill myself.”

### Physical health

Two women had given up smoking, another had stopped using non-prescribed drugs, another had reduced her drinking, one woman was no longer suffering from her eating disorder. Seven women who had previously experienced physical abuse, were now free of physical injury, two who had been subject to sexual abuse from their ex partners were also now free of this, all were free of the fear of it.

## Finance, Training and Employment

### Group 1

Financially, all were better off, or felt themselves to be better off. Five were working either full or part time, including one who was self-employed as an artist. One woman with two young children had taken up training towards employment, and was also learning to drive. One woman had investigated self-employment via a franchise.

“now working part-time and financially independent”

Two of the women said that outgoings had been considerably reduced since they had left their partner - a large part of the budget had gone on food, alcohol, or gifts for their ex partner. Two women could see clearly that their children were now benefiting far more from the household income. Four of the six women were still receiving some Benefits or Family Credit, however dependence on state benefits had reduced for one woman and disappeared for another. One woman had been helped to claim Incapacity Benefit and Disability Living Allowance, to enable her to live independently, despite poor mental health. A second woman had been enabled to make a claim through the courts for maintenance from her ex-husband. One is currently involved in voluntary work at NDWA, a second is looking to become so.

### Group 2

In this group, only one woman felt herself to be better off financially. However, there was almost unanimous agreement that however difficult life was financially, they were still much happier, quality of life, including financial independence and control that the bills were paid, is far more important. The two exceptions were one woman who is still living with her abusive partner, and is reluctant to leave because she knows she will be so much worse off financially, and one woman whose husband has developed Parkinson's disease, and she has become his carer.

As for Group 1, household outgoings had reduced for several women, where a substantial portion of the household outgoings had previously been spent on their ex partners. Again, their children were now benefiting far more from the household income. Two women are going to have a holiday with their children for the first time. All except one of these women is still in receipt of some State Benefit, four women's dependence on State Benefits has increased. One woman can't afford to go back to her work, which was relatively well-paid because childcare is so expensive and very hard to find. Another has found it very difficult to find wraparound and holiday care for her school age children.

Currently, four women are at college, four work, and five are involved in volunteering, the majority of them for NDWA. One woman who studied for a Diploma in Private Investigation while she was in the Women's Refuge has set up her own business as a Private Detective, one works as a paid carer, two have new jobs - one part-time, and one full-time (at NDWA), which has helped her to buy a car and a house since separating from her partner.

### Use of Support Services

#### Group 1

Half of the group no longer felt the need to use support services. One woman was now able to use Social Services and the CAB, which her abusive partner had prevented her from doing before. Another who has only recently completed the Pattern Changing Course was seeking support for her two children, who are only now able to express their anger and confusion through "acting out" behaviour. A third woman continues to gain support for poor mental health, though this is now through outreach services such as the Community Psychiatric Nurse, rather than 24 hour residential Mental Health Service care.

Police, Legal Aid, the hospital, the courts, and Ambulance Service which four of the women had used regularly, were no longer a major part of their lives. The Samaritans, Women's Refuge, Family Consultancy, Probation, Family Therapy, Careline, Educational Welfare Officer, Educational Psychiatrist which had all been used by one or more women were no longer needed.

The women now use Support Services e.g. the GP, Social Services, Health Visitor, in a largely proactive, rather than reactive way. They are used less for crisis management, and more for constructive support, and are therefore used much less.

Although it is not possible to accurately quantify the reduction in use and consequent savings to the public purse, it is clearly substantial. All the women were aware of this, several said they had felt guilty about the cost of the support services which they had previously needed to use.

#### Group 2

Some women now use services which they did not use before, largely because they didn't know about them. One woman had been working all the time and was therefore unable to access them. It wasn't until she came into the Refuge with her children, that she learned about Benefits etc which might enable her to leave her abusive husband.

Several women said that they hadn't wanted to claim Benefits, financial dependency had therefore kept them in abusive relationships. With hindsight, they wished that they had made use of the Benefit system before, thereby enabling them to leave abusive relationships earlier. Some women now use their GP more, where ex partners had prevented them from doing so. This group are more assertive now about using services to meet their needs, they feel more confident and more worthy, and also use support services more appropriately and proactively.

The women reported feeling much better informed about the role of services, therefore they don't find them so threatening, e.g. they no longer fear losing their children to Social Services. Women's Aid had helped them to understand the role of statutory and other support services better. They all agreed that the support they get from Women's Aid - drop in, groups etc, reduces their need for Statutory Services. Contact with Women's Aid helped them to realise that others, from all walks of life, all classes etc were in the same position as them, which helped them feel supported, rather than isolated.

The women reported a shift in the type of services they have needed, ultimately their use of some services has or will be much reduced or eliminated. Most have experienced a gradual reduction in their use of e.g. legal services, the courts etc. When custody, access and maintenance are agreed, they have or will have little need for those services. Similarly, their dependence on the Health Service has also reduced in most cases.

A number of women questioned the role and usefulness of the Child Support Agency in domestic abuse cases. No one in the group had found them helpful.

### Costs and Savings

In group 2, the women attempted to quantify their use of support services, both before and after the Pattern Changing Course. This was a difficult exercise for most, as their lives with abusive partners had largely been very chaotic, and were often painful to remember. However, from what the women were able to remember, it is clear that the Pattern Changing Course has saved the support services considerable expenditure. The following Case Study example shows the sorts of areas in which savings are being made.

#### Case study example

In the year before coming on the Pattern Changing Course, and subsequently leaving her partner, one woman estimated that:

- on 12 separate occasions, 2 police officers had attended emergency calls to her home. Including their paperwork, this probably amounted to 144 hours of police time, for officers earning between £20,000 - £40,000 per annum.
- She had also attended A and E on 4 occasions, once by ambulance, requiring approximately 4 hours of doctor's and nurse's time, and once requiring an X-ray.
- She had in addition made frequent visits to her GP.

All of which costs would have been borne by the public purse.

### Impact on Children

(covered in group 1 only)

Three of the women had young children. Two of them, who had completed the course 1 to 3 years ago, reported improvements in the happiness, confidence and behaviour of their children (aged 5, 8 and 10 years).

Benefits included sleeping through the night, reduction in bedwetting, less problems at school, less self blame and guilt, growing feelings of self worth, improved mental health, learning to relax and enjoy life. One woman who has only recently completed the course reported that her two sons' (aged 7 and 10) behaviour is currently much worse, as they both now feel safe enough to express themselves. However, she realises that although they are currently pushing the new boundaries which she is setting, they are beginning to learn, and to have increased confidence in her decisions and judgment.

“sons bedwetting has improved, it only happens on the night he goes to his Dad's”

### Family Relationships

Both groups talked about renegotiating their relationships with other family members, i.e. with their own parents, and with their children. For some this involved re-establishing family relationships which had been disallowed or destroyed by their abusive partner. Where abusive patterns existed within the woman's extended family, it involved a renegotiation of relationships with parents and siblings, as well as with their own older, dependent

“my daughter realises she is a worthy person who deserves to be happy and loved”

children. For one woman, whose mother was unable to change her controlling behaviour, it consisted of moving away from her both physically and emotionally.

### New relationships

Two of the women in Group 1 are now in non-abusive relationships, one in a new relationship, the other now happily married to her original partner. Since the Pattern Changing Course, he and she have worked together to create a non-abusive relationship. They now have a happy family life, into which their baby girl (five months) has been born. Two other women have been in relationships since the Pattern Changing course, which they have ended because they have recognised the beginnings of abusive behaviour in their new partners. Two other women did not offer information about their relationships since the course.

### Future Relationships

As a result of the Pattern Changing Course all these women said they were now confident that they were able to identify the “red flags” of potential abuse, and had the tools to deal with it. Several had ended relationships with potential abusers as a result of this, another challenged any small, early signs within her relationship. Two women also talked about being able to identify and stand up to abusers in work and other situations. In two cases, their sisters and daughters were also far more aware and less tolerant towards abusive behaviour in their own relationships.

“I ended a new relationship due to behaviour. I recognised them early on due to the Pattern Changing Course”

One woman also recognises that Pattern Changing has helped her with other relationships, e.g. with friends and at work. Women in both groups said they realised from the course that they had a choice. They set the boundaries now, they don't have to please everyone else.

### Children's Need for Pattern Changing Courses

One woman who has three much older children, two of whom are on Benefit and Sickness Benefit, recognised some small, slow benefits for her two sons, (17-22) since their abusive sister (24) has left the family home – a direct result of her mother's attending Pattern Changing. She feels very strongly, that if her children had had a Pattern Changing Course themselves when they were young, their lives could have been very different.

“There are generations of problem families my ex-husband's father was violent, so was his brother etc”

These sentiments were echoed by all the women in the group, who recognised the cycles of abuse within their families, which had existed through many generations, at such high cost both to those individuals, and to the public purse. Do children from abusive families become abusers or victims? Children are likely to become parents in the future, what sort of parents will they be? Some women can see their children have adopted their father's pattern, others that they are reflecting their mother's own pattern.

“he is adopting behaviour learned from my ex partner, so is continuing the cycle of bullying and also allows himself to be bullied too.”

There was unanimous agreement from the women in both groups that Pattern Changing Courses are needed for children so that they can also learn new patterns, and have better, happier lives.

## Questionnaire to Referrers

### Respondents

Of the 87 women on the list, contact was made with referrers for 39 of them. The following referrers were not contacted:

- 17 where the women did not complete the course
- 3 where women were referred by friends or family
- 8 where women were referred from out of the area and so their referrer would not have any contact with them
- 11 of the women were self referrals
- One referrer we were unable to trace
- 2 women repeated the course so we only sent to their initial referrer.

NB Forms were sent concerning three women in error because they started the course in April 04 – results of these have been incorporated.

Responses were received from 15 referrers, relating to 26 women (67% of those sent out, and 30% of course attendees). See Appendix 4 for details of the responding referrers.

“she needed help and support in leaving an abusive relationship”

“raise awareness regards negative patterns of behaviour. To support her in depression”

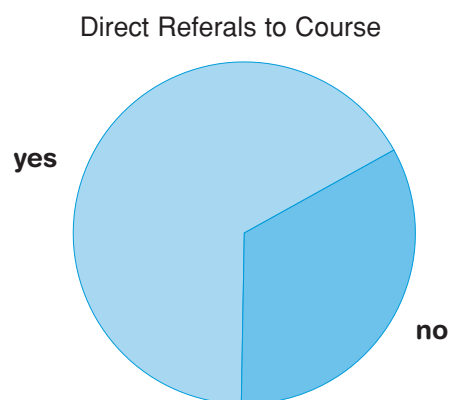
“there is no other organisation/agency who can provide such a competent service”

### Referral

All the referrers said they had made referrals to the course/NDWA because of issues of domestic abuse or patterns of abuse in their client's lives.

Ten of the referrers (67%) referred because of the course. The remainder made a general referral to NDWA.

Referrers were asked who else they had referred the particular woman/women to. Several said they didn't think there was another comparable service to refer to. A few mentioned NDWA's outreach service. Also mentioned were the police (2), social services (1), Sure Start services (1), mental health team services (2),



### Benefits of the Course

All of those respondents expressing an opinion felt that the course had led to changes in behaviour patterns for at least some of the clients referred (see Table below).

Proportion of Women	Number Referrers	% referrers
In most	6	40%
In some	4	27%
No	0	0%
No opinion	5	33%

The table below shows the areas in which the referrers felt the course had changed women's behaviour patterns. Their responses show a very positive impact from the courses, as judged by an independent professional. In no cases do they report women's patterns having got worse. The areas where they report the most improvement are assertiveness, ability to say "no" and feelings of control. NB most of the cases of non-response occurred where the referrer did not have contact with the women they referred after they had attended the course.

Pattern	Improved	Same	Worse	Don't know	Blank (no response)
Their assertiveness	10	1	0	0	4
Depression	7	3	0	1	4
Their ability to identify abuse	9	0	0	2	4
Their ability to put themselves first	6	3	0	0	6
Their ability to say "no"	10	1	0	0	4
Their ability to ask for what they want/need	9	1	0	1	4
Their feelings of control over their lives	10	1	0	0	4

The following quotes give a flavour of the "other" benefits referrers identified for the women attending the courses and their children/dependents. The most frequently mentioned thing was the impact of the women's increased confidence on their family and children.

"Yes - if a woman is feeling more confident in herself then it must impact on the children - low self esteem/depression can have such an adverse effect on children, often living in a violent/abusive household."

"school age child - happier demeanour. Baby - contented, good relationship with both parents."

"obviously the more confident, safe etc a parent is, the happier the children will be - to feel empowered to change what they often believe is a situation they misguidedly feel they deserved or were too scared to leave is perhaps the most important."

"I feel that she is coping better as a single parent as she has become more confident in her ability as a mother."

"has improved relationship/parenting with her children"

"prevented (or reduced possibly) an individual's son's behaviour in the same manner as his father"

The following quotes give a flavour of what the referers think is good/useful about this course. The most frequently given responses concerned empowerment for the women, and the chance for women to meet others with similar experiences as well as the point that the course's very focused aim is important. NB referrers' knowledge about the course content varies considerably.

"giving back self-esteem/confidence and empowering a woman to say no"

"developing insights into the individual's own part in the cycle of abuse and recognition its not acceptable behaviour."

"that the course is unparalleled in its provision of special training. It has become well recognised by all agencies."

"meeting with other women who have encountered the same experience so that they do not feel so isolated."

"group process; free at point of delivery to women; provides materials to keep; review; good strategies; raises awareness; crosses boundaries."

"breaks cycle of abusive relationships. Offers specific focused service"

9 referrers did not have any ideas about how the course could be improved. One thought it should be run more often and one that it should reach more people (especially in rural communities), and the other two responses are below.

“the first session seems to be very off-putting, I've met women who only attend the first session. suitable crèche facilities.”

“do you have a follow up meeting 3 months down the line to check how everything is going with group members? However I don't expect there is the need as you have a regular drop-in group?”

### Cost Savings

We asked referrers a number of questions to try and capture the financial savings to other services of women attending the Pattern Changing Course. 9 organisations provided no information on the approximate costs of their contact time with a service user. Of those that did, most showed a cost of between £10 and £15 an hour.

Eight of the referrers (53%) said that referring the women to the course meant that they had saved contact time with the referred client. One said they didn't know, and the remainder that it hadn't. Agencies who gave more details of savings showed savings ranging from £15 a month (Riverside) to £150 (Fernwood) due to being able to visit the client fortnightly instead of weekly and then to £400-500 (4 – 5 hours) for the Solicitor.

Referrers were also asked if they felt the women's attendance on the course had saved other agencies money. Four referrers (27%) said they didn't know, 8 (53%) that they believed it did.

Savings were mentioned for the following agencies: social services (4); police (4); health authority (3) and then more specifically (by one referrer each) the GP, legal aid fund, psychology service and the health visitor.

#### Other comments

7 referrers made additional comments. The following give a flavour of these:

“I have been involved with NDWA for many years and I’m really impressed how they have evolved and now offer a complete service. As an organisation we (Victim Support) would be lost without them.”

“I would be interested in looking through the course content - I believe it’s particularly important it’s run by women for women.”

“a brilliant group with lots of useful handouts that can be used to look over and revise topics.”

“I want to endorse the style, content and delivery of this high quality, well-prepared and sensitively run group even though I cannot offer specific evidence of specific outcome for this particular client.”

## Focus Group with Course Referrers

### The Referrers

4 Referrers were able to attend the group with two further referrers having to drop out at the last minute. They were three representatives from Ilfracombe Sure Start and a social worker with Riverside Mental Health Team. Two of those present had made direct referrals to the Pattern Changing Course (one had referred six women). The other two had other links with NDWA.

### The Course

Jo Morrish, Outreach Worker at NDWA, outlined the course process and content for the referrers, and explained that the first couple of sessions are very difficult and emotionally demanding. It was noted that this was the point at which women sometimes wanted to drop out.

### Impact on Individuals and Resulting Demands on Services

Based on their experience of working with women and families where domestic abuse is prevalent, the Referrers concluded that:

- Domestic abuse has huge impacts on individuals and their families. As a result of it, every individual in the family is likely to have many needs, and consequently make demands on many services. Its ripple effect on sons and daughters carries on to future generations.
- Sons tended to become angry, and act out their feelings. Generally they externalised and expressed their anger through their behaviour, while daughters tended to internalise their experiences, which led to more self-destructive behaviour.
- The resulting low self-esteem of the daughters of women in abusive relationships is likely to lead to their repeating their mothers’ patterns. The group believe that this is reinforced by society, which doesn’t approve of women expressing anger, thereby reinforcing “victim” behaviour.
- Dependence on non-prescribed drugs and alcohol use were more often seen amongst men from abusive relationships, while mental ill health and dependence on prescribed drugs were more

often seen amongst women from abusive relationships. This group believe that social expectations of men and women reinforce this largely gender-linked externalisation and internalisation of feelings.

- Wide and ongoing use of public services is made by the women and families of those who have been subject to domestic abuse. There are huge financial and social implications attached to this. Children can become isolated socially, leading to behaviour problems at school, which may lead to exclusion from school, and interrupted education.

The group concluded that “Crisis Is Costly”. Costs are not just financial, nor are they only immediate in nature. The effects of domestic abuse are wide reaching, long-term, and waste people’s lives as well as state funds.

*Crisis is  
Costly*

### The Way Forwards - What’s Needed?

#### Gaps - The Course and NDWA

It was agreed that raising awareness of domestic abuse, its prevalence, long-term effects etc could help to make it okay to talk about it, without which is difficult to break its cycles.

**NB** It was reported that some very useful work has been done in schools in other parts of the country on this, mapping back three generations, to look at patterns of abuse within families.

Suggested steps in raising awareness and increasing access to support are shown below:

- Bideford Drop in Centre might act as a useful information point for Women’s Days, providing information about a range of women’s issues.
- Women’s toilets, beauty salons, health centres, Sure Start centres, crèches and nurseries are all places much frequented by women. It was suggested that awareness raising posters and leaflets be made available there.
- It was also agreed that the NDWA and Pattern Changing Course leaflets need updating. Devon’s Safety Partnership currently have funds available for publicity. This is on the agenda of the Domestic Violence Forum.
- It would be useful to provide a crèche service at Riverside (Mental health service).
- More workers, dedicated to work with children in domestic abuse families, are needed. There is one new post at NDWA for this. This post was warmly welcomed. However, because of the ripple effect of domestic abuse, the post holder will not be able to work with all those children who need her, there are simply too many.
- The group believes that every school needs a Children’s Worker dedicated to this.
- It was agreed that more therapeutic services for children and parents need to be made available.

It was reported that Social Workers are currently being asked to advise Health colleagues on creative ways/packages for working with people. This was seen as an important opportunity, links with Women’s Aid etc should prove very helpful in the development of these packages.

#### Picking up the Bill

The group agreed that the issue of domestic abuse needs ownership at a strategic level. Approaches to its funding should include:

Mainstream funding at local and national level:

- local authority
- national government initiative with funding

Sharing resources:

- co-working, i.e. joint agency working and liaison
- sharing of venues/resources, e.g. Sure Start Children's Centre
- Social Worker is already involved in co-running Pattern Changing Course, it was agreed that co-running groups with other agencies, e.g. with Sure Start, Home Visitors could also be beneficial.

Funding could be filtered via local agencies who are currently picking up a much bigger bill for the long-term effects of domestic abuse:

- primary care trust
- social services
- police
- local charities e.g. Bridge Trust.

Contributions from referreral agencies, i.e. either:

- payment/contribution for individual course places
- block contracts, i.e. payment for specified number of places on PCC course each year with agencies, e.g. Riverside, as part of Mental Health Social Care Agenda.

The group concluded that whatever strategies are developed, in order to prevent wasted lives and wasted money both now and in the future, sustainable long-term funding is vital.

### **Interview with NDWA Staff**

The interview was held with two members of staff (Jo Morrish – Outreach Worker and Ann-Marie Parkin) – they have been the staff most involved in running and developing the Pattern Changing Courses for NDWA.

#### **Benefits**

As trainers, Jo and Ann-Marie find it amazing to watch the changes – both physical and emotional taking place in the women attending the course e.g. women's heads starting to come up. They feel privileged to watch the changes and progress taking place. They have watched over 80 women on the course and have seen substantial evidence of change in these women. They remain in contact with many of them and have therefore also seen the impact of the course on the women's lives. Jo and Ann-Marie were particularly pleased at positive feedback given by attendees as part of this evaluation so long after they had been on the course.

#### **Additional Benefits**

The following are seen as the particular benefits of the Pattern Changing Course above the other services that NDWA offers:

- structured, so specific things are learnt

- educational therefore have a theoretical context/framework for their experience
- understanding of patterns, why things happen
- group process - see it is the same for everyone, the same words/tactics. See they are not alone and their experience is not unique

However, NDWA run this course as part of an overall package of support, closely linked with their outreach workers and follow-on support. They feel it is important to do both. Without the additional support there would be a very high drop out rate. It was felt that the course could only be a stand-alone course, if it was for women who had not been abused.

### Selection

The workers stressed the importance of the time being right for women to do this course – otherwise the dropout rate is very high. The right time tends to be when the woman is asking “why is this me”, “why do I choose these men?” – i.e. they are questioning patterns within their life. NDWA staff also refer people they think are at risk of returning to abusive relationships (but this makes for a longer process). NDWA find it difficult to take straight referrals because of this – people don’t know the course well enough or who is ready for it/will benefit from it. NDWA also feel that women cannot be “made” to do the course as part of a care plan (which has been discussed) as they need to commit fully to it themselves if it is to be successful.

The following are elements that make the courses more likely to be successful:

- preparing women for the course – especially the first three weeks, as it is tough
- not too many people on the course know each other (e.g. all in the refuge)
- important that the group gels quickly and people feel they belong to it
- important to provide on-going support to women through their time on the course and afterwards.

NDWA would expect some drop outs on each course – up to about a quarter. Post course, many women volunteer with NDWA – a natural progression. Giving something back and a focus for them to move forwards. Gain new skills, confidence, potential employment etc. Inspiration then for other women.

### Adaptations to Course

Through running the course over a number of years now, NDWA have made a number of changes to the original course. They have made it less American (ie less “happy, clappy”) and more “female, nurturing and pink” - more chocolate, with an ethos of treating the women attending.

### Other Courses

There are few other courses that can provide a similar outcome as the Pattern Changing Course. Currently, the workers are aware of a couple of other courses:

- A course in East Devon has been developed by the psychotherapy unit at the Primary Care Trust, funded by GOSW. This course is (we believe) clinical/medical rather than educational based and does not have the same kind of back-up support as NDWA are able to provide. It is being run for the first time in Autumn 2004, and we will view feedback and learning from it with interest.

- The Domestic Abuse Intervention Project (DAIP) in Duluth, Minnesota, US – have perpetrator and victim courses, as part of their approach to domestic abuse. This programme is a comprehensive community-based programme for intervention in domestic abuse cases. It attempts to coordinate the response of the many agencies and practitioners who respond to domestic violence cases in the community. Additional components of the Project include: a 28-week education programme of offenders, using the curriculum *Creating a Process of Change for Men Who Batter* which was developed by the DAIP; and education groups for women using our curriculum *In Our Best Interest: A Process for Personal and Social Change*. (see <http://www.duluth-model.org/> for more information).

Otherwise, support tends to be through less formalised settings where women can discuss their abuse and learn from each other; or formal courses tend to be perpetrator aimed.

### Savings and Costs

Community Psychiatric Nurses refer to NDWA –to avoid putting women into the mental health system. Saves a mental health referral for GP (£100s).

### The Future

NDWA staff would like to see a much wider availability of the course e.g. run in colleges with teenagers, and for general public so that patterns can be broken before they create a crisis. Many of the ideas below are blue sky, but a start could be made on widening access to the courses, and particularly in working with other agencies to raise awareness of the issue of domestic abuse and its impact and then training relevant workers in delivering support mechanisms.

- Want to empower the mental health services, and Sure Starts etc to deliver the course and other domestic abuse support services. Need training etc to recognise it, and the methods of dealing with it.
- So much scope for work with others. Better deal for people and agencies
- Potential to include men as group leaders? Most women at the Refuge said they were happy to have men around – but it would change the dynamic. Might pilot sometime. – ALWAYS been run by women before.
- Need to look at delivering real relationship and self development tools in schools.
- Would like to have a satellite worker working with other agencies to train and deliver courses
- Also need a similar course developed for perpetrators and general population of men
- Don't want to keep increasing NDWA capacity (700% in the last 4 years), but want to build capacity much wider – sustainably, in other organisations and agencies
- Should make pattern changing course compulsory before marriage... need to deal with the issues before crisis work – expensive and much harder to deal with at this point.

## Conclusions and Recommendations

### Conclusions

**The main conclusion we can make from this Evaluation is simply that the Pattern Changing Course, as it is run in North Devon, has a huge impact on the lives of the women who take it. It enables them to break the cycle of abuse and to move on to a better quality of life.**

Other conclusions are as follows:

- In particular the course has an impact on women's self confidence and assertiveness
- The course teaches practical techniques – including assertiveness, the ability to identify abuse and the ability to say “no” which the women continue to use in their day-to-day lives
- The course also has an impact on the children of the women attending, and appears to be enabling them (at least in some cases) to move out of cycles of abuse too
- The course does need to be run alongside other services – i.e. there does need to be other support in place for women taking the course
- Crisis IS costly – this course provides a low cost way of breaking cycles of abuse which have a long-term cost impact for many service providers

### Recommendations

- The long-term funding of Pattern Changing Courses in North Devon needs to be put in place – preferably with support from those agencies who make long-term savings by not having to provide crisis services to women in abusive relationships
- NDWA look at ways to provide the course to more women within their area
- NDWA, alongside other local agencies, look at the opportunities to raise awareness of domestic violence and the support available for those in that situation
- NDWA work with other local agencies to raise capacity both through awareness, and increasing the ability of other organisations to support women in abusive relationships
- NDWA advertise their willingness to provide a short training course for other Women's Aids etc on running the Pattern Changing Course, so that more women can benefit from the course
- Consideration be given, with local education providers, of running a similar course for children/young people and for those not in an abusive relationship (i.e. as a general personal development course)
- NDWA circulate findings from this evaluation as appropriate, so that decision makers know the impact this course makes for women.

**North Devon Women's Aid**

PO Box 141  
Barnstaple  
EX32 7YN  
01271 321946

**Angela McTiernan and Sarah Taragon (Evaluators)**

19 Temple Road  
Exeter  
EX2 4HG

01392 202326; [angelamctiernan@eurobell.co.uk](mailto:angelamctiernan@eurobell.co.uk)

## Appendix 1

### Your Bill of Rights

I HAVE THE RIGHT TO BE ME

I HAVE THE RIGHT TO PUT MYSELF FIRST

I HAVE THE RIGHT TO BE SAFE

I HAVE THE RIGHT TO LOVE AND TO BE LOVED

I HAVE THE RIGHT TO BE TREATED WITH RESPECT

I HAVE THE RIGHT TO BE HUMAN - **NOT PERFECT**

I HAVE THE RIGHT TO BE ANGRY AND PROTEST IF I AM TREATED UNFAIRLY OR ABUSIVELY  
BY ANYONE

I HAVE THE RIGHT TO MY OWN PRIVACY

I HAVE THE RIGHT TO HAVE MY OWN OPINIONS, TO EXPRESS THEM, AND TO BE TAKEN  
SERIOUSLY

I HAVE THE RIGHT TO EARN AND CONTROL MY OWN MONEY

I HAVE THE RIGHT TO ASK QUESTIONS ABOUT ANYTHING THAT AFFECTS MY LIFE

I HAVE THE RIGHT TO MAKE DECISIONS THAT AFFECT ME

I HAVE THE RIGHT TO GROW AND CHANGE (AND THAT INCLUDES CHANGING MY MIND)

I HAVE THE RIGHT TO SAY **NO**

I HAVE THE RIGHT TO MAKE MISTAKES

I HAVE THE RIGHT NOT TO BE RESPONSIBLE FOR OTHER ADULTS' PROBLEMS

I HAVE THE RIGHT NOT TO BE LIKED BY EVERYONE

**I HAVE THE RIGHT TO CONTROL MY OWN LIFE AND TO CHANGE IT IF I AM NOT HAPPY  
WITH IT AS IT IS.**

## Appendix 2

### Pattern Changing Course Weekly Session Objectives

#### WEEK 1.

- To offer participants an overview of the program.
- To reduce participants' anxiety as they commit to the group experience.
- To introduce participants' to the concept of basic human rights.
- To teach basic facts about abuse.
- To offer support and hope as participants take first steps toward control of their own lives.

#### WEEK 2.

- To encourage participants to begin to nurture and value themselves.
- To examine the issues of who is responsible for the abuse.
- To look at the roles of individual family members inherent in an abusive family.
- To help participants begin to face the reality of their abusive situations.
- To help participants understand why it is so hard to leave the abusive relationship.

#### WEEK 3.

- To help participants understand the factors involved in growing up in a dysfunctional family.
- To examine the legacy of their childhood for the adult woman.

#### WEEK 4.

- To present the subject of boundaries and the steps to follow in developing them.
- To increase understanding of control and all-or-none functioning issues and to show how they are related to boundaries.
- To present specific steps for changing unhealthy patterns.

#### WEEK 5.

- To affirm the naturalness of feelings.
- To present the subjects of grief, fear and guilt.
- To offer positive steps for analysing and handling these feelings.

#### WEEK 6.

- To present the topic of anger.
- To affirm that anger is a natural, normal feeling.
- To reduce participants' fear of anger.
- To encourage participants' to be in touch with their anger.
- To present specific steps for dealing appropriately with anger.
- To offer hope to participants for finally being able to let go of the anger and move on.
- To encourage participants to seek counselling help when they feel they need it.

**WEEK 7.**

- To explain the concept of boundary setting assertiveness skills.
- To review our Bill of Rights.
- To define and compare assertive, non-assertive and aggressive behaviour.
- To increase understanding of cultural influences on women and their impact on the process of developing assertiveness skills.
- To alert women to the stumbling blocks that can interfere with their learning assertiveness skills.
- To dispel common myths about assertiveness.
- To practise making an assertive statement.
- To have each woman identify a specific situation in her life that could be improved by using assertiveness.

**WEEK 8.**

- To practise saying an assertive phrase.
- To identify and discuss rules for assertiveness.
- To identify three assertiveness techniques: "I" messages, broken record technique and escaping from an encounter that gets out of control.
- To involve participants in role-playing assertiveness skills.

**WEEK 9.**

- To teach participants how to make a request assertively.
- To teach participants how to refuse a request assertively.
- To teach participants how to deal assertively with authority figures.
- To involve participants in role-playing assertiveness skills.

**WEEK 10.**

- To examine anger in the context of expressing it assertively.
- To continue to involve participants in the role playing of assertiveness skills.
- To offer a word of caution in the use of these skills.
- To bring to closure the four sessions on boundary setting using assertiveness skills.

**WEEK 11.**

- To encourage participants to develop their own short and long range goals.
- To present to them positive steps for achieving these goals.
- To present counselling as a non-threatening option.

**WEEK 12.**

- To understand decision-making in a new light.
- To present specific steps for making decisions.
- To begin to eradicate the fear around decision-making.

**WEEK 13.**

- To discuss the subject of relationships.
- To present the components of fairness in disagreements and fights in contrast with the unfair techniques of abusive relationships.

To present the qualities of strong, healthy families.

To encourage participants to recognise that these qualities are achievable in their lives, beginning right now.

**WEEK 14.**

To review “Pattern Changing Outcome Goals for Participants.”

To remind participants of their individual goals stated during Session 1 and to let each participant share her progress towards them.

To have participants fill out an unsigned “Pattern Changing Program Evaluation” form.

To have participants redo individual “Pattern Changing Progress Questionnaire.”

To encourage participants’ input into future program planning.

To exchange phone numbers if desired.

**WEEK 15.**

To offer a warm social gathering in celebration of the participants having completed Pattern Changing.

To provide closure.

## Appendix 3

North Devon Women's Aid Focus Groups 3rd August 2004	
12.00	Lunch
Time	Activity
1 PM	<p><b>Introduction:</b>  <b>Purpose</b>-provide qualitative information, to support the quantitative information that the questionnaires have produced. Will be written up into an Evaluation Report, which North Devon can use to get more funding, to carry on the course &amp; provide it for more women across Devon.  <b>Style</b>-participative, group and individual. Confidential, no names in report. Only share what happy to.  Aims -see below  <b>Individual post- its</b>- Use of individual post its, so that Sarah &amp; I can track your contributions, for the writing up. Give them out  <b>Aims:</b>  <b>Questionnaires</b>-course and its immediate value  <b>Focus Groups</b>- longer-term impacts:</p> <ol style="list-style-type: none"> <li>1. Life Style Changes &amp; Choices</li> <li>2. Quality of Life - you &amp; your family</li> <li>3. Cost-Effectiveness: <ul style="list-style-type: none"> <li>• support services</li> <li>• benefit system</li> <li>• training, employment &amp; volunteering</li> </ul> </li> </ol>
1:05 PM	<p><b>Welcome:</b>  Introduce self &amp; others. First name plus dates on your post it you did Pattern Changing Course.</p>
1:10 PM	<p><b>Where I would be now if I hadn't done the Pattern Changing Course....</b>  Where I was headed, vs where I am now  (Anything to share?)</p>
1: 35 PM	<p><b>How Pattern Changing has helped members of my family...</b>  behaviour, quality of life, physical &amp; mental health, self-confidence, thinking, attitudes, friendships &amp; relationships with others, self-worth, empowerment, empathy &amp; understanding etc  (Anything to share?)</p>
2 PM	<p><b>“Support” Services &amp; Their Part in My Life....</b>  Do mind map of Before &amp; After Pattern Changing Course, on the board/flipchart. Show changing importance of support services by the length of the lines. Short line shows close relationship, long lines distant relationships  (Anything to share?)</p>
2: 25 PM	<p><b>How My Household Income &amp; Expenditure Has Changed since the Pattern Changing Course....</b>  Do exercise on flipchart with whole group to identify sources of money in and money out.  (Anything to share?)</p>
2: 50 PM	<p>Recap,  Next Steps – 2nd grp, &amp; referrers grp, report, DCC etc. approach for £s  Thank you , Tokens &amp; Goodbye</p>

<b>North Devon Women's Aid Focus Groups 10th August 2004</b>	
<b>12.00</b>	<b>Lunch</b>
<b>Time</b>	<b>Activity</b>
1 PM	<p><b>Introduction:</b>  <b>Purpose</b>-provide qualitative information, to support the quantitative information that the questionnaires have produced. Will be written up into an Evaluation Report, which North Devon can use to get more funding, to carry on the course &amp; provide it for more women across Devon.  <b>Style</b>-participative, group and individual. Confidential, no names in report. Only share what happy to.  Aims -see below  <b>Individual post- its</b>- Use of individual post its, so that Sarah &amp; I can track your contributions, for the writing up. Give them out  <b>Aims:</b>  <b>Questionnaires</b>-course and its immediate value  <b>Focus Groups</b>- longer-term impacts:</p> <ol style="list-style-type: none"> <li>1. Life Style Changes &amp; Choices</li> <li>2. Quality of Life - you &amp; your family</li> <li>3. Cost-Effectiveness: <ul style="list-style-type: none"> <li>• support services</li> <li>• benefit system</li> <li>• training, employment &amp; volunteering</li> </ul> </li> </ol> <p><b>NB focus for this group is 3</b></p>
1:05 PM	<p><b>Welcome:</b>  Introduce self &amp; others. First name plus dates on your post it you did Pattern Changing Course.</p>
1:10 PM	<p><b>Where I would be now if I hadn't done the Pattern Changing Course....</b>  Put up headings &amp; do an e.g.  Where I was headed, vs where I am now  (Anything to share?)</p>
1: 35 PM	<p><b>"Support" Services &amp; Their Part in My Life....</b>  Do mind map of Before &amp; After Pattern Changing Course, on the board/flipchart. Show changing importance of support services by the length of the lines. Short line shows close relationship, long lines distant relationships.</p> <ul style="list-style-type: none"> <li>• number of visits?</li> <li>• Hours/days with each service over e.g. 1 year</li> <li>• say what period it is for you</li> </ul> <p>Whole group e.g. and then own on to sheets of A 4  Refer to Headings  do own  (Anything to share?)</p>
2: 15 PM	<p><b>How My Household Income &amp; Expenditure Has Changed since the Pattern Changing Course....</b>  Do exercise on flipchart with whole group to identify sources of money in and money out.  Refer to headings  do own  (Anything to share?)</p>
2: 50 PM	<p>Safe name for the report?  Recap,  Next Steps – 1st &amp; 2nd group, &amp; referrers group, report, DCC etc. approach for £s  Thank you , Tokens &amp; Goodbye</p>

<b>NDWA, Referrers Focus Group, 3rd November 2004</b>	
<b>Time</b>	<b>Activity</b>
9:30 AM	<b>Tea &amp; coffee</b>
10 AM	<p><b>Introduction</b> Part of an evaluation of Pattern Changing Course, designed to show the benefits &amp; value for money, and make a case for funding for more courses across a wider area. Report to Devon Domestic Violence strategy</p> <p><b>&amp; aims of session:</b></p> <ul style="list-style-type: none"> <li>○ Impact — families &amp; services</li> <li>○ Gaps &amp; changes needed — course itself &amp; other services</li> <li>○ PCC, the future — thinking wider &amp; finding funds</li> </ul>
10:05 AM	<p><b>Welcome &amp; personal intros:</b></p> <ul style="list-style-type: none"> <li>○ name &amp; agency</li> <li>○ involvement with domestic violence &amp; NDWA</li> <li>○ no. referrals to PCC</li> </ul>
10:15 AM	<p><b>Background:</b></p> <ul style="list-style-type: none"> <li>○ the course itself</li> <li>○ questionnaires &amp; focus groups</li> <li>○ results to date</li> </ul>
10:30 AM	<p><b>Impact of Domestic Violence</b> <i>Family Members &amp; Future Generations:</i> circle post its, from your experience, what are the impacts on: health, mental health, quality of life, confidence, finances, work/school, parenting, mood, of domestic abuse/violence</p>
11 AM	<p><b>Picking up the Pieces</b> <i>Impact on Services — Now &amp; Future Generations:</i> arrow post its, from your experience how do personal impacts make demands on services, which services, can you attach a cost to this?</p>
11:30 AM	<p><b>Picking up the Bill</b> <i>Who Else Could/Should Be Funding PCC?</i> A5 sheets, one idea per sheet, write big group &amp; discuss</p>
11:45 AM	<p><b>Gaps &amp; Need for Change</b></p> <ul style="list-style-type: none"> <li>○ course itself</li> <li>○ other services</li> </ul> <p>whole group discussion</p>
11:55 AM	Thanks for your time & contribution
midday	<b>Lunch</b>

**North Devon Women's Aid Pattern Changing Program  
Evaluation Questionnaire October 2004**

**Organisation:**

**You referred the following woman/women to North Devon Women's Aid, who then went on to attend our Pattern Changing Course:**

.....

.....

**1) Please tell us why you referred these women to us:**

.....

.....

.....

**2) Did you refer any of these women particularly because of the Pattern Changing Course?**

Yes                  No                  Don't know

**3) What other services did/could you have referred them to?**

.....

.....

.....

**4) Have you noticed any changes in the behaviour patterns of any of these women, following attendance at the course?**

In most	<input type="checkbox"/>	In some	<input type="checkbox"/>	No	<input type="checkbox"/>	No opinion	<input type="checkbox"/>
---------	--------------------------	---------	--------------------------	----	--------------------------	------------	--------------------------

**If you have, please show which of the following patterns you think the course has affected in the women you referred:**

Pattern	Improved	Same	Worse	Don't know	Not applicable
Their assertiveness					
Depression					
Their ability to identify abuse					
Their ability to put themselves first					
Their ability to say "no"					
Their ability to ask for what they want/need					
Their feelings of control over their lives					

**Do you think their attendance on the course has had any other impact on their lives, or those of their children/dependents?**

.....

.....

.....

CONT....

5) What do you think is good/useful about this course?

.....  
 .....  
 .....

6) Do you have any ideas about how we could improve the course?

.....  
 .....  
 .....

7) What is the approximate cost of your contact time with a service user?

£..... per visit/hour/day/other\* ..... (delete as applicable)

Are there any additional costs involved? .....

.....

8) Did referring the women to NDWA, and their subsequent attendance on the Pattern Changing Course, save any contact time with yourselves?

Yes                      No                      Don't know

If “yes”, what would be your estimation of the £ or time savings to your organisation per woman referred? (NB we understand that this may only be a rough estimate, but having some sort of figure would be invaluable to us).

£ ..... Time:.....

9) Do you think referral of these women to NDWA has saved contact time with other agencies?

Yes                      No                      Don't know

If “yes”, please give us more details below:

Organisation: ..... Saving: .....

Organisation: ..... Saving: .....

Organisation: ..... Saving: .....

10) Any other comments:

.....  
 .....  
 .....

Thank you for your time

**North Devon Women’s Aid Pattern Changing Program  
Evaluation Questionnaire June 2004**

1) Which Pattern Changing Program course did you attend (either all or part of)?

April 2001	<input type="checkbox"/>	September 2001	<input type="checkbox"/>	April 2002	<input type="checkbox"/>
September 2002	<input type="checkbox"/>	April 2003	<input type="checkbox"/>	September 2003	<input type="checkbox"/>
April 2004	<input type="checkbox"/>	Not sure	<input type="checkbox"/>		

2) How many sessions did you attend?

All	<input type="checkbox"/>	Most (more than 10)	<input type="checkbox"/>	5 - 9	<input type="checkbox"/>
Less than 5	<input type="checkbox"/>	Not sure	<input type="checkbox"/>		<input type="checkbox"/>

3) If you didn’t complete the course, please tell us why.

.....

.....

.....

4) How did you find out about the course?

Women’s Aid Refuge	<input type="checkbox"/>	A friend/neighbour	<input type="checkbox"/>	Social Services	<input type="checkbox"/>
Health Visitor	<input type="checkbox"/>	Police	<input type="checkbox"/>	Solicitor	<input type="checkbox"/>
Community Psychiatric Nurse (CPN)/other Mental Health worker					<input type="checkbox"/>
Other (please tell us how):.....					<input type="checkbox"/>

5) Why did you come on the course?

.....

.....

6) Would you say the course has made any difference to you in any of the following areas?

Pattern	More	Same	Less	Don’t know	Not applicable
Your assertiveness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Depression	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to identify abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Able to put self first	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Able to say “no”	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Able to ask for what I want/need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Control over my life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7) Have your life patterns and choices changed in any way following the course?

Yes      No      Don’t know

If yes, please tell us how: .....

.....

.....

8) Please tell us if there is anything in particular about the course that you still find useful or that really changed things for you?

.....

.....

9) Has the course helped you to identify or end any abusive relationships in your life (including family and friends)?

	Number of relationships
Helped me end abusive relationship(s)	
Helped me not go back to abusive relationship(s)	

10) Have you started any abusive relationships since completing the course? Yes No

If so, how many & how long did they last? .....

11) Did any of the skills learnt on the course help you to identify and/or end any abusive relationship(s)? Please tell us more.

.....  
 .....  
 .....

12) Please tell us about any impact your attending the course had on your children (if you have any) and/or your relationship(s) with them.

.....  
 .....  
 .....

13) If you hadn't attended the Pattern Changing Program, what do you think your life would be like now?

.....  
 .....

14) Has your use of any of the following services changed as a result of attending the Pattern Changing Course?

	More	Same	Less	Don't know	Not applicable
Social worker					
Health visitor					
Community Psychiatric Worker					
North Devon Women's Aid					
Any others (please tell us who below)					

Others:.....

13) How old are you?

Under 25		26 – 35		36 – 45	
46 – 60		Over 60			

14) How old were any children living with you when you did this course?

No children were living with me

Please write the number of children against each age group

Age 0 – 4		Aged 5 – 10		Aged 11 – 16	
Aged 16 – 25		Aged over 25			

Thank you for your time

**North Devon Women's Aid  
Pattern Changing Program  
Reply Slip**

The information given below will be separated from the questionnaire – your answers will not be linked to your name in any way.

If you would like to receive the £5 token available for completing this questionnaire, then please give us your name and the address to send this token to, below:

Name: .....

Address: .....

.....

.....

If you would like to take part in one of the focus groups to talk more about the Pattern Changing Program then please let us know which date(s) you could come (it will be held at NDWA):

I could attend on August 3rd 2004 (9.30 am – 1pm)	
I could attend on August 10th 2004 (9.30 am – 1pm)	
I would be interested, but can't make those dates	
No, I don't want to take part in a focus group	

*Please note that we will only be inviting a small number of women to take part in the focus groups – please let us know how you would like us to contact you if you are selected to take part, by giving us a telephone number, address or e-mail address below:*

Telephone: .....

Letter:.....

E-mail: .....

In person at NDWA: Yes (please circle)

Please send this form back with your completed questionnaire in the envelope provided (to Sarah Taragon, 20 Park Street, Tiverton EX16 6AW). It will be separated immediately from your questionnaire.

## Interview Schedule

### NDWA staff

- What are the benefits of the PCC above the other support that NDWA offers?
- What do they want to make sure is said in the report (re funding etc)?
- What do they need in order to continue to run PCC, and in order to run it for more women? – eg more trainers, venue hire, £ for crèche??
- Are there opportunities for joint working – eg using staff or in-kind things from other agencies?
- How are they funding the other support stuff that goes with it – the mentors through the course and the new monthly reviews?
- How well would these courses function WITHOUT the other support from NDWA?
- Are there any other similar courses or methods that can be used instead of PCC? What are the pros & cons of these?
- What do they think the long-term savings are for other agencies – who for, how much etc?
- How do they select women for PCC? What makes it more likely to succeed with someone?
- Have they adapted the standard course in any way? Any other learning they want to share for others who may want to deliver the course?
- Long-term strategy/action - who needs to be involved in moving forwards on this? How could/should it best be done?
- Are they happy to offer support to other Women's Aids to develop/deliver the course? If so what?
- Plus check audience for the report – do they need summaries aimed at different audiences etc?

## Appendix 4

### Responding Referrers

#### Referrers Returning Questionnaires

Clinical Psychologist, Devon Partnership NHS Trust – Marion Titley  
 Community Psychiatric Nurse - Pete Middleton  
 Community Psychiatric Nurse, Riverside – Joyce Reed  
 Community Psychiatric Nurse, Riverside – Kathy Badcock  
 Community Psychiatric Nurse, Riverside - Steve Davis  
 Family Centre Bideford - Judith Platt  
 Fernwood - Sue Marshall  
 Health Visitor - Alison Allen  
 JAT - Ann Turner  
 Probation - Pete Rosser  
 Slee Blackwell Solicitors - Hannah Pettifer  
 Social Services  
 Surestart - Polly  
 Torridge District Council  
 Victim Support

#### Attendees at Referrers Focus Group

Kathy Badcock, Approved Social Worker, (ASW) Riverside-Community Mental Health Team

- member of Domestic Violence Forum
- co-worker in a Pattern Changing group
- specialist interest in women's issues/mental health
- has referred 6 women to Pattern Changing
- provides ongoing advice and information to clients

Jacky Cuell, Sure Start Ilfracombe, Berrynarbor and Combe Martin - Home Visitor.

- Has attended Domestic Violence Forum meetings
- has worked with a mum who has been on PCC, and was then referred to Sure Start for counselling
- is currently working with a mum who is considering the course
- has attended relevant training with Sure Start and Social Services

Polly Milner, Sure Start Ilfracombe, Berrynarbor and Combe Martin Home Visitor, Ilfracombe

- has made one referral to PCC
- attended training at NDWA
- has potential referrals for PCC

Fran Dreyton, Sure Start Ilfracombe, Berrynarbor and Combe Martin - Home Visitor Co-ordinator

- supervises Home Visitors, who regularly support families experiencing domestic abuse
- CASP (Children's Activities Support Programme) - emotional literacy with children who have experienced domestic abuse
- setup links with NDWA in Ilfracombe and Bideford Sure Start







Domestic Violence and Abuse website: [www.adva.org.uk](http://www.adva.org.uk)