

**Refuges for Women,
Children and Young People
in Scotland**
A Research Report



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*Final Report to the
Working Group to Review Recommendations on Refuge Provision in Scotland*

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25 Bute Gardens
Glasgow
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April 2003

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Executive Summary

Domestic abuse is not a new social problem: what is new is the growing public and political concern it attracts. This research report focuses on one particular intervention intended to assist abused women and their children – refuge accommodation provided by the Women’s Aid (WA) network in Scotland. The research aims were to:

- investigate women, children and young people’s experiences, preferences and priorities in relation to refuge provision;
- assess the level and standard of refuge accommodation currently provided by WA groups in Scotland; and
- produce an ‘audit tool’ to be used in future years to assess the level and standard of refuge accommodation in Scotland.

The methods used in the study comprised a literature review; focus groups with women, children and WA workers; and a postal survey of all WA groups in Scotland (a 96% response rate was achieved).

There are 46 WA Groups in Scotland, 39 of which are affiliated to Scottish Women’s Aid and seven which are not. WA groups currently provide 115 refuges in Scotland, comprising:

- *58 shared refuges*: a flat or house in which families share facilities such as kitchens, living rooms and bathrooms. This is the traditional form of refuge;
- *18 cluster refuges (containing 90 flats)*: a number of separate flats grouped together in the same building/complex. Almost half of the flats in these clusters are always used as ‘single occupancy’ accommodation (to accommodate only one family at a time), with the remainder sometimes being shared;
- *39 dispersed flats*: individual flats spread across an area. All but nine of these flats are always used as single occupancy accommodation.

In addition, 28 WA groups have plans for 40 new refuges in total, including six new shared refuges, 22 new clusters and 12 new dispersed flats.

Standards within refuge provision vary by type of accommodation. *Shared refuges* most often had space problems, and were reported as less homely and less well furnished than the other two types of refuge. On the other hand, they were considered least likely to be lonely, and best located with regards to shops, services and schools. The quality of *cluster refuges* was very mixed: purpose built clusters in particular were likely to feel very secure and to be wheelchair accessible, and all existing cluster refuges offer additional communal facilities, such as children’s rooms and on-site WA offices. But cluster refuges could also be large, with problems of bullying most often reported in this type of provision. *Dispersed flats* were more likely than the other two types of refuge to be used as single occupancy accommodation and to be well furnished and equipped, but they were least likely to act as a deterrent to ex-partners harassing residents. Over half of all shared and cluster refuges have refuge workers based on-site, while just over a

third also have on-site children's support workers (with cluster refuges much more likely than shared to have both). Women in dispersed flats are visited far less often by WA workers than those living in shared or cluster refuges without on-site workers.

By far the most popular model of refuge amongst women, children and workers was that of *cluster refuges* containing single occupancy flats and communal facilities for both women and children. A minority of women and children preferred *dispersed flats*, and most workers favoured access to some such flats in their area to accommodate those families for whom shared/clustered provision was inappropriate. None of the women or children interviewed actively preferred *shared refuges*, although a small number of workers have some attachment to this model. This general antipathy towards shared refuges reflects the negative experiences and/or expectations that the great majority of women and children reported on sharing facilities, particularly bathrooms, with other families. However, most appreciated the mutual support and sense of security gained by having other families in a similar position living beside them. This was why a cluster rather than dispersed model of single occupancy accommodation was generally preferred, and why communal facilities were also wanted within these complexes. The other key concern of women and children with regards to the design of refuges was external security, particularly to stop intrusion by ex-partners.

Most women interviewed were very happy with both the practical and emotional support they had received from WA workers, and particularly valued the 'non-judgemental' and 'empowering' approach taken. However, there appeared to be a division between those WA groups which were 'pro-active' in offering support to women refuge residents, and those which took a more 'reactive' approach, with the former more highly praised. Associated with this, women and children preferred refuge workers to be based within the refuge rather than at an off-site office. A high premium was placed on an effective 24-hour emergency service from WA, with more extensive (non-emergency) weekend and evening cover also seen as desirable. The availability of follow-on support was very much welcomed by all women interviewed.

Provision for children has improved considerably in many refuges in recent years, and their experience of refuge was most often reported as extremely positive, although it could be negative where there was tension between the families sharing. Children often wanted greater access to children's support workers, and stressed the importance of having the same worker '*all the way through*'. It was considered important for children's support workers to be available for children as soon as they moved into refuge, and to be around on a daily basis. Lack of access to children's rooms when workers were not available was a major source of complaint, and disappointment was expressed at the general absence of weekend/evening cover. Younger children were generally better catered for than older children in refuge, with a separate 'quiet' room for teenagers often highlighted as a key priority for future provision. Young children in particular could become very attached to workers and the playrooms/facilities in refuge, and could find it difficult to move on to mainstream accommodation unless follow-on support was available.

WA groups reported greatest difficulties in accommodating women with drug problems (still using), women with alcohol problems (still using), women with male children over the age of 16, women with serious mental health problems, and asylum seekers. While workers felt that progress had been made in widening access to refuges for some groups

in recent years – particularly disabled people and large families - it was acknowledged that women with drug problems in particular continued to get ‘*a raw deal*’. Some workers favoured specialist provision for drug using women, but the (ex-)users that we interviewed seemed unwilling to use this provision, particularly if they had their children with them. Some WA workers also favoured specialist refuges for other vulnerable groups, such as young women, and there was support from many women, and from some workers, for separate refuges for single women and women with children. There was great disquiet amongst some women and teenage boys interviewed in relation to the exclusion of boys aged over 16 from refuge. The needs and preferences of the minority ethnic women interviewed were diverse, with language, religion and immigration status particularly important factors shaping these needs. Complex additional problems, including drug and alcohol dependency, seemed particularly prevalent in urban refuges. In rural and semi-rural areas, the absence of local specialist services and limited public transport were key concerns.

Only one third of WA groups felt that they currently had sufficient workers and other resources to provide women, children and young people staying in refuge with the support that they need. They attached highest priority to additional children’s support workers, specialist refuges and higher quality rehousing, with more than half of WA respondents indicating that these were urgently needed in their area.

The following report's key recommendations include:

- national minimum standards should be established for refuge provision in Scotland, with the requisite capital and revenue funding made available to allow their attainment by all WA groups;
- future refuge accommodation should focus on *cluster* refuges containing single occupancy flats and communal areas, including age-specific children’s rooms. These clusters should be purpose built whenever possible, and kept small in order to promote a non-institutional, safe and supportive environment. An ‘off-the-peg’ design brief for refuge accommodation reflecting this preferred cluster model should be developed, with indicative costs also specified (and updated periodically);
- there should also be *dispersed flats* provided in each area (with support and security arrangements) to accommodate families for whom any form of clustered/shared provision is inappropriate;
- attempts should be made to end the use of traditional *shared refuges* altogether as this was not the preference of any of the women or children interviewed. Where facilities continue to be shared, this should be limited to kitchens rather than bathrooms wherever possible, and families should be able to lock the door to their bedrooms in all shared provision;
- all WA groups should be encouraged to move towards a pro-active approach in their support work with women refuge residents, and all shared and cluster refuges should have workers based on-site. Greater access to workers at weekends and evenings should be pursued. Effective emergency response from WA workers on a 24-hour basis should be established in all areas;

- children should have access to children's support workers as soon as possible after entering refuge and these workers should be available every day, at least for a short period. It is important for children to have the opportunity of one-to-one contact with children's support workers, and for there to be scope for other forms of 'depth' work with children such as structured group work. Children's rooms should be designed and equipped as creatively as possible to allow children and young people maximum access to them. Additional provision for teenagers, particularly a separate room away from younger children, should be treated as a priority;
- follow-on support for both women and children leaving refuge should be available in all areas. Wherever possible, the same 'key worker' should stay with a family throughout their contact with WA: this continuity was especially important to children;
- increased partnership and outreach working would enable WA to better meet the needs of women and children with particular or complex needs, such as ethnic minority families and women with alcohol or drug dependencies. Urgent consideration should be given to the needs of teenage boys within refuge to avoid their feeling '*labelled*' by the 'no over 16 males' rule.

Chapter 1 Introduction

Introduction

Domestic abuse is not a new social problem: what is new is the growing public and political concern it attracts (Goldsack, 1997; Mooney, 2000). This research report focuses on one particular intervention intended to assist abused women and their children – refuge accommodation provided by the Women’s Aid (WA) network in Scotland. This first chapter sets the context for the research by providing an overview of domestic abuse and violence in Britain; by outlining key responses from both the voluntary and statutory sectors; and by summarising existing research and other information on refuge provision. The chapter concludes by outlining the aims and objectives of the present study and the methods employed to address these aims.

Domestic Abuse

The Scottish Executive has recently defined domestic abuse in the following terms:

‘Domestic abuse (as gender-based abuse), can be perpetrated by partners or ex-partners and can include physical abuse (assault and physical attack involving a range of behaviour), sexual abuse (acts which degrade and humiliate women and are perpetrated against their will, including rape) and mental and emotional abuse (such as threats, verbal abuse, racial abuse, withholding money and other types of controlling behaviour such as isolation from family or friends.’ (Scottish Executive, 2000a, p.5)

Domestic abuse is overwhelmingly perpetrated by men against women: over 90 per cent of all incidents reported to the Scottish police involve a female victim and a male abuser (Scottish Executive, 2001). It is estimated that a quarter to a third of women will experience domestic abuse at some point in their lives, and ‘repeat victimisation’ rates are high compared with other crimes (Mooney, 1993; Scottish Executive, 2000a). Domestic violence accounts for one-quarter of all violent crime, and every week in the UK two women are murdered by their partner or ex-partner (Itzin, 2000).

Domestic abuse is increasingly understood as associated with broader gender inequalities in society and male abuse of power, and is linked to other forms of male violence (Scottish Executive 1999; Hanmer and Itzin, 2000; Scottish Women’s Aid (SWA), 2001). Domestic abuse takes specific and identifiable forms, often increasing in frequency and intensity over time, and at particular times in a women’s life such as pregnancy, the birth of a child, separation or divorce (Goldsack, 1997; Itzin, 2000; Mackay, 2000). As indicated by the definition above, domestic abuse extends beyond physical and sexual violence to other forms of controlling and coercive behaviour which undermine the mental as well as physical health of the women who experience it.

A growing literature highlights the profound impact of domestic abuse on children (Abrahams, 1994; Mullender and Morley, 1994; McGee, 2000; Mullender *et al*, 2000), while evidence has also emerged of a correlation between domestic violence and the

mental, physical and sexual abuse of children (Forman, 1991; Saunders *et al*, 1995; Hester, 2000; Itzin, 2000; Scottish Executive, 2000a). Some commentators have argued that witnessing violence against their mother itself constitutes emotional abuse of the child because of the distress it causes them (Hague *et al*, 2000). SWA estimate that 100,000 children and young people in Scotland are currently living with domestic abuse (SWA, 2002), and research has indicated that children are in the same or next room in 90 per cent of domestic violence incidents (Abrahams, 1994).

Responses to Domestic Abuse

At the forefront of responses to domestic abuse in Scotland has been the WA network, which traces its origins to the women's liberation movement and the formation of the first WA groups in Glasgow and Edinburgh in 1973 (SWA, 1988). WA, through their lobbying activities, have also helped to bring about positive changes in the statutory response to domestic abuse, including with respect to abused women's housing needs. Most recently, the Scottish Executive and Scottish Parliament have pressed ahead with the work on domestic abuse started by the Scottish Office prior to devolution in July 1999, and current policy developments and funding arrangements are described below.

The WA Network

The original objective of WA was to provide refuge from physical assault:

'...on the assumption that once freed from their environment, the women would soon regain their self-respect and would be able to rebuild their lives together with their children. There would be no wardens living in the refuges and, ideally, women living together could share common experiences and give each other mutual support.' (SWA, 1999a, p. 51)

Women's needs for information and support, as well as refuge, soon became apparent when they began to contact the first WA groups. It also quickly emerged that women endured sexual, emotional and mental forms of abuse, as well as physical violence. Recognition of children's needs for specific services and workers came later. The network of WA groups grew throughout the 1970s, 1980s and 1990s, until by 2002 there were 39 groups affiliated to the SWA national network and seven unaffiliated groups. Two groups work with minority ethnic groups in Edinburgh and Glasgow. Few parts of Scotland are without any WA service (see Chapter 2), although the level of provision varies considerably across the country (Henderson, 1997). All groups provide refuge for any woman in need on an 'open door' basis, so the precise geographical boundaries of operation are not fixed. SWA was established with offices in Edinburgh in 1976. It is a membership body that supports local WA groups throughout Scotland. Its work includes lobbying, awareness raising, developing provision, co-ordination, and promoting best practice.

WA are committed to a feminist analysis of domestic abuse which locates its causes in the power imbalance between men and women in society (SWA, 2001). Its guiding principle is that of 'self-help' – of women helping themselves and each other – and men are not permitted in refuges (other than male children under 16). From its earliest days,

WA groups have operated as 'collectives', with decision-making pursued on a consensus model wherever possible (SWA, 1999). The SWA Code of Practice emphasises the non-judgemental approach that WA seeks to take in its work with women and children, allowing them the space to make their own decisions rather than directing or advising them (SWA, 2001). While refuges are intended as temporary accommodation, women and children should be able to stay there as long as they need to. If women return to their partners they will be supported in that decision – leaving an abusive partner is viewed as a 'process' rather than an 'event', with women often coming into refuge several times before making a final break. Refuge is intended as a safe place for both women and children, so violent or abusive behaviour is not permitted and WA operates an anti-discriminatory policy. SWA has developed a specific Code of Practice on service provision for children and young people (2001).

Local WA groups receive their funding from a variety of sources, including local authorities, charitable organisations and individual donations. Housing Benefit provides much of the revenue funding for refuge accommodation and, from April 2003, the other key source of revenue income has been Supporting People grants (the new UK-wide funding mechanism for housing support services). Children's support work is excluded from both of these revenue sources, and has traditionally been funded from temporary sources, including local authority voluntary sector grants. The buildings used as refuges are generally owned by local authorities or housing associations (now known as Registered Social Landlords), with a small number owned privately or by other voluntary organisations (see Chapter 2). No WA group in Scotland owns its own refuge. The Scottish Executive provides funding for SWA national-level work, but SWA is also dependent on funding from other sources such as donations and legacies to finance its activities.

The Legislative Framework on Housing and Domestic Abuse

The Housing (Homeless Persons) Act 1977 (subsequently incorporated into Part 2 of the Housing (Scotland) Act 1987) was a landmark piece of legislation which granted rights to long-term rehousing to certain 'priority' homeless groups. Families with dependent children were defined as the key priority need group. The Code of Guidance which followed the legislation recommended that local authorities should also treat single women fleeing violence as a priority group (Scottish Office, 1997), and by 1999 it seemed that the vast majority of local authorities followed this advice (Scott *et al*, 2001). Nevertheless, there are longstanding concerns about insensitive or inappropriate treatment of abused women by local authority homelessness services (Goldsack, 1997; Henderson, 1997; Mullender and Hague, 2000), although significant progress has been reported in recent years (Morley, 2000). The Housing (Scotland) Act 2001 strengthened the rights of homeless households in various respects, and introduced a requirement for local authorities to produce homelessness strategies which should be integrated with their domestic abuse strategies (Fitzpatrick *et al.*, 2002). The Homelessness Etc. (Scotland) Act 2003 has introduced further, and more radical, measures to increase the rights of homeless households, including measures for phased expansion of the priority need category leading to its eventual abolition by 2012 (Fitzpatrick, forthcoming). People who run the risk of domestic abuse are one of the groups included in the first phase of expansion, to take place as soon as the Act is brought into force.

The other key housing-related legislation intended to assist abused women is the Matrimonial Homes (Family Protection) (Scotland) Act 1981. This legislation provides for orders excluding violent partners from the family home and for interdicts restraining their behaviour, including with powers of arrest (the Protection from Abuse (Scotland) Act 2001 now provides a simpler procedure for obtaining powers of arrest). Unfortunately some local authorities (and courts) have used the existence of these rights to deny abused women assistance under the homeless persons legislation (finding them to be ‘intentionally’ homeless if they did not exercise them). The Homelessness Code of Guidance has made clear that this is unacceptable given that women and children will often not be safe remaining in the family home even if the abuser is legally excluded (Scottish Office, 1997), and by 1993 it seemed that few local authorities persisted with this practice (Evans *et al*, 1994).

Recent Policy Developments

The intention to establish a ‘Scottish Partnership on Domestic Violence’ was announced by Henry McLeish in June 1998 (Henderson, 2000). This followed the publication of a number of reports which pointed to problems in the quality and availability of services to abused women (see in particular Henderson, 1997). The Partnership was established in November 1998 and met until September 2000. Its key task was to develop a national strategy on domestic abuse within the Government’s overall policy on violence against women (Scottish Executive, 1999). The Strategy was published, together with a report on the Partnership’s discussions, in November 2000 (Scottish Executive 2000a, b). The ultimate goal of the Strategy is to ‘...take all practicable measures towards the elimination of domestic abuse, including a clear acknowledgement that responsibility for abuse lies firmly with the perpetrator’ (Scottish Executive, 2000a, p.7). Its specific aims are three-fold (and reflected the priorities first developed by the Zero Tolerance initiative in Edinburgh, see Gillan and Samson, 2000):

- *prevention*: active prevention of domestic abuse of both women and children;
- *protection*: appropriate legal protection for women or children who experience domestic abuse;
- *provision*: adequate provision of support services for abused women and their children.

The ‘National Group to Address Domestic Abuse in Scotland’ was established to progress the actions recommended in the Strategy; this is a multi-agency body chaired, at the time of writing, by the Minister for Social Justice, Margaret Curran. Three ‘Working Groups’ were set up in October 2001 to examine prevention, protection and provision issues and to feed into the work of the National Group. At the same time, a high profile national publicity campaign was funded by the Scottish Executive to raise awareness of domestic abuse and to publicise the National Helpline launched in June 2000 (Scottish Executive, 1999).

Two new streams of funding were also linked to this policy development work. First, the Domestic Abuse Service Development fund was established in April 2000 to provide £12 million in revenue resources over four years till 2003/4 (£6 million was

provided by the Scottish Executive and £6 million was to be provided in local match funding). This has been used to fund a variety of local projects including outreach work, multi-agency work, children's work and preventative work. Second, a Refuge Development Programme, funded by the Scottish Executive and channelled through Communities Scotland, has made available capital resources of £10 million over three years till 2003/4, with Communities Scotland contributing an additional £2 million in 2000/1. This £12 million has been used to build new refuges and to adapt, extend or upgrade existing ones. The stated target of the programme is that '*...by 2004 any abused woman who needs a place in a refuge will be able to get one*' (Scottish Executive, 1999, p. 56).

Refuges in Scotland

This next section of the chapter provides an overview of refuge accommodation in Scotland. It outlines current levels of provision, describes the key regulatory frameworks that affect refuge accommodation, and concludes by summarising the available research evidence on refuges.

Current Levels of Provision

The most recent SWA (2002) annual report indicated that affiliated local groups provided 357 refuge spaces in Scotland; this is an increase of 24 spaces from the previous year, reflecting the additional expenditure referred to above. This provision still falls well short of the 680 spaces required to meet CoSLA's recommendation in 1991 that there should be one refuge place per 7,500 of the population (CoSLA, 1991), and SWA reported that local groups were only able to accommodate a quarter of those seeking refuge in 2001/2 (SWA, 2002). A recent statistical analysis, carried out by the Scottish Executive based on figures provided by WA groups, found that the CoSLA recommendation was not met in the majority of local authority areas in Scotland, and in any case this recommendation was inadequate to meet the reported demand. The authors calculated that 511 additional refuge spaces were required to meet current demand across Scotland (as Chapter 2 demonstrates, however, there is no consensus within the WA network on the definition of a 'refuge' or 'family' space).

The Regulation of Refuge Accommodation

Refuge accommodation is subject to two main regulatory regimes. The first, relevant only to shared refuges, relates to the regulation of Houses in Multiple Occupancy (HMOs). Regulations issued under the Civic Government (Scotland) Act 1982 mean that all HMOs must now be licensed by local authorities. HMOs are defined as shared accommodation which is the only or principal residence of a specified number of persons from more than two families. This 'specified number' is currently four or more, and will reduce to three or more on 1st October 2003. (It is, however, unclear whether children count as a 'person' for the purpose of HMO licensing.) Certain categories of shared accommodation are exempted from HMO licensing, but SWA's attempts to have refuges exempted have been unsuccessful thus far (Currie, 2002). It is the owner of the accommodation who must apply for an HMO licence, and in the case of refuges this

will almost always be a local authority or a Registered Social Landlord. It is a criminal offence to operate an HMO without the required licence.

The second regulatory regime relates to the support function of refuges, and is relevant to all refuge accommodation, including dispersed, self-contained flats. In April 2002 a new body, The Scottish Commission for the Regulation of Care, was set up to regulate and inspect all care services against published National Care Standards, and in accordance with the Regulation of Care (Scotland) Act 2001. Separate National Care Standards have been published for different types of care services: those relevant to WA refuges include housing support services and children's support services. Some children's support services provided by local WA groups are already registered with the Care Commission; for some this was automatic as they were previously registered under The Children Act 1989 (see Chapter 2). All housing support services were to have been registered by April 2003, but owing to delays this is now anticipated to be September 2003.

Regulation by the Care Commission has long-term implications for WA's traditional manner of working and recruitment. The National Care Standards, as they currently stand, do not appear to take full account of the particular context of temporary crisis accommodation, nor of the specific types of children's services WA provide. A particular concern expressed by SWA (2002) was the emphasis on '*qualified*' staff and '*managers*' in the draft National Care Standards on housing support, as this runs counter to WA's 'collective' model of working. While the final document took on board some of SWA's concerns, there remains an expectation that all those providing housing support will hold appropriate qualifications in the near future. There are more complex issues in relation to the children's support services provided by SWA, both with regards to the standards/parts of standards that are appropriate to these services, and the skills, training and experience required of the workers who deliver them. SWA hope to develop in-house qualifications which satisfy the new regulatory framework on both children's and housing support services. Another, and more widespread, concern about Care Commission regulation, relevant only to housing support services, is potential overlap with the regulation of Supporting People grants. To get Supporting People funding, services will have to be registered with the Care Commission and will have to meet their defined housing support standards. It remains uncertain how this will work in practice as neither were operational at the time of writing, but it would clearly be beneficial if there were a unified approach to avoid duplication.

Existing Research on Refuges

There have been a number of detailed studies of refuge provision in England and Wales (Binney, 1981; Ball, 1994; Charles, 1994; Frayne and Muir, 1994; Rai and Thiara, 1997), and a review of (mainly English) research on responses to domestic abuse found that survivors consistently rated refuges more positively than other services (Mullender and Hague, 2000). These high levels of satisfaction were associated with the safety and practical assistance provided in refuges, as well as the 'empowering' attitudes taken by WA staff. Women also appreciated the opportunity to share their experiences with other women in the same position as themselves.

There has, in contrast, been very little research on refuges in Scotland. However, a number of recent Scottish reports provide good overviews of services to women, children and young people experiencing domestic abuse (for example, Her Majesty's Inspectorate of Constabulary, 1997; Women's Health Network, 1997), and the key national report identified a range of resource constraints that limited the availability of refuge space and other WA services (Henderson, 1997). This study also found that women may experience problems in adjusting to refuge life, and identified problems with access to refuge for women with older sons, women with pets, and women with alcohol and drug dependencies. There has been only one piece of research specifically on refuge provision in Scotland: this focussed on the role of housing associations, and involved a questionnaire survey of associations and interviews with association staff (Goldsack, 1997). The key current sources of information on refuges in Scotland are therefore SWA annual reports and associated publications (SWA, 1988, 1999a; 2002) and some local studies of provision (for example, Tayside Women and Violence Working Group; Mackay, 2000).

Even less is known about children and young people's experience of refuge life, although a short survey of young people undertaken by SWA (1999b) provides some useful initial insights. A small number of publications in England have focused on children's services in refuge (Ball, 1990; Debonnaire, 1995; Hague *et al*, 2000), and Saunders *et al*'s (1995) book on children's experience of domestic violence and refuge life involved interviews with four adults who had lived as children in refuges some 15 years earlier. However, none of this literature has focused on direct, in-depth evidence from children and young people about their current experiences and feelings about refuge.

Aims of the Study

The aims of this study were as follows:

- to investigate women, children and young people's experiences, preferences and priorities in relation to refuge;
- to assess the level and standard of refuge accommodation currently provided by WA groups in Scotland; and
- to produce an 'audit tool' to be used in future years to assess the level and standard of refuge accommodation in Scotland. This audit tool was interpreted as comprising the questionnaire(s) used in the original assessment, together with commentary and advice on how they should be used and supplemented with more qualitative work.

The study was commissioned by the 'Working Group to Review Recommendations on Refuge Provision in Scotland' and funded by the Scottish Executive. It was commissioned in part to inform the allocation of capital funding under the Refuge Development Programme described above. However, it is also envisaged that its findings will inform broader debates and developments on the future provision of refuge services in Scotland.

Methods

A range of research methods were employed to address the aims of the study.

1. Literature Review

The first stage of the research comprised a brief literature review of previous research and other published information on refuges and related provision in Scotland and elsewhere in Britain.

2. Focus Groups with Women, Children and Workers

The key qualitative stage of fieldwork comprised focus group interviews with women and children survivors of domestic abuse, and with WA workers.

Eight focus groups were conducted with women with experience of domestic abuse, selected to reflect as wide a range of relevant experiences as possible (a full list of the focus groups is provided in Appendix B). Appendix C contains the outline topic guide that was used in these interviews: this was tailored each time for the particular group of women interviewed. A short self-completion questionnaire was given to all of the women at the end of each focus group to enable them to contribute any additional points they wished to make (see Appendix F). Eight self-completed questionnaires were returned. All of the women who participated in the focus groups were given £15 to compensate them for their time, and any travel and childcare costs were also met.

Four focus groups were conducted with WA workers, again selected to reflect as wide a range of experience as possible (a full list of these focus groups is also provided in Appendix B, with the topic guide presented in Appendix D). Workers were also issued with a self-completion questionnaire (this was an amended version of the questionnaire in Appendix F); only one was returned. While it was envisaged that both paid workers and volunteers would attend the focus groups, in the event it was overwhelmingly paid staff who participated. Three of the groups were conducted in refuges where focus groups had also been conducted with women residents. This not only saved time and expense, it also enabled a comparison of women and workers' views in relation to the same provision.

The University of Glasgow team conducted the focus groups with both women and workers. However, given the particular sensitivities and skills involved in interviewing children, the 11 focus groups conducted with children and young people were facilitated by children's support workers from local WA groups. This part of the research was co-ordinated by Claire Houghton, the National Children's Rights Worker with SWA, and was supported by separate Scottish Executive funding secured via the National Group. The children's support workers were briefed by the University of Glasgow team on the purpose and focus of the research, and used a range of innovative methods to engage with children and young people, including games, drawings, photographs, question cards, wall charts and computers. The outline topic guide for the work with children was drawn up by the University of Glasgow team (see Appendix E), but was tailored by the children's support workers to accommodate both the age of the children involved

and the consultation methods used. Claire Houghton recorded the children's responses and wrote these up for analysis by the University of Glasgow team. 'Children and young people' were defined for the purposes of this study to include boys up to the age of 16 and girls up to the age of 18, in line with WA advice.

3. Audit of Women's Refuge Accommodation

The quantitative dimension of the study comprised a postal survey of all 46 WA groups in Scotland. An initial telephone survey was conducted to clarify the broad type of refuge provision in each local area. Four separate questionnaires were then designed, taking into account the preferences and priorities expressed by women and children in the focus groups:

- a *general* questionnaire, to provide an overview of the local WA groups' work (see Appendix G); and
- three specialist questionnaires, to investigate the main types of refuge identified in the telephone survey – *shared*, *cluster* and *dispersed* (see Appendices H, I and J). A definition of each of these types of refuge is provided in Chapter 2.

Forty-four of the 46 WA groups in Scotland completed the questionnaires in time for inclusion in the analysis (a response rate of 96%). The questionnaire data was analysed using SPSS.

Structure of Report

Chapter 2 of the report provides a profile of refuges in Scotland, based on the questionnaire survey. Chapter 3 is the first of the qualitative chapters and reviews experiences and views on the accommodation provided in refuges. Chapter 4 focuses on the services provided to women in refuges, and Chapter 5 focuses on the services provided to children and young people. Chapter 6 considers the position of a range of particular groups for whom access to refuges may be limited or difficult. Chapter 7 presents conclusions and recommendations arising from the research, both substantive (relating to refuge accommodation) and methodological (relating to future auditing of provision).

Chapter 2 A Profile of Refuges in Scotland

Introduction

This chapter provides an overview of refuge provision in Scotland based on the results of the postal survey. As noted in Chapter 1, 44 out of the 46 WA groups in Scotland returned completed questionnaires in time to be included in this analysis (a 96% response rate) 1.

The chapter begins with an overview of WA groups and refuges within Scotland. This is followed by a description of the physical accommodation, facilities and services provided for women and children within refuges. Finally, the chapter describes the future priorities of local WA groups and pending refuge provision.

Central to the analysis in this chapter is the distinction between three key types of refuge identified in the telephone survey:

- *shared refuges*: a flat or house in which different families share facilities such as kitchens, living rooms and bathrooms. Shared refuges may also contain additional communal facilities, such as children's rooms and on-site WA offices;
- *cluster refuges*: a number of separate flats grouped together in the same building/complex. The flats may be shared or used to accommodate only one family at a time ('single occupancy'), and, as with shared refuges, clusters may contain additional communal facilities;
- *dispersed flats*: individual flats spread across an area, usually used as single occupancy accommodation.

It should be noted that these definitions of 'shared', 'cluster' and 'dispersed' refuges may not correspond with the use of these terms within some WA groups: we found that WA groups varied a great deal in how they described similar provision and it was therefore necessary to impose a consistent terminology to collect meaningful data. Where appropriate, the analysis in this chapter is presented by these three accommodation types in order to highlight the differences between them, and to facilitate the development of recommendations for future provision. To enable convenient comparison, the results are often converted into percentages even though the sample size is often small. All percentages are based on the 44 responses received except when groups failed to provide responses to particular questions, when percentages are calculated only from the responses received. One specific point of explanation applies to the cluster sample. The analysis is presented both at the level of cluster *refuge* (18 in total) and at the level of each cluster *flat* (90 in total), depending on whether the feature being discussed relates to the refuge building as a whole, or to each individual flat. It is also important to note that the quantitative evidence provided below includes not only 'factual' but also 'perceptual' data, derived from views expressed by WAS local groups, on a range of aspects of provision.

We found some degree of disparity between details provided in the initial telephone survey and in the postal questionnaire, with respondents frequently presenting a more

positive image of provision in the latter. Also, as noted above, there seems to be no shared understanding within the WA network of the meaning of some key terms, e.g. ‘family space’. These inconsistencies have made some of the data difficult to interpret, and so caution is sometimes required in drawing conclusions based on the statistics presented. One final point to highlight is that the data reported in this chapter refers to responses at the time of survey – some aspects of provision will have changed since the questionnaires were returned because of the ongoing process of development described in Chapter 1.

Overview of WA Groups

The survey investigated the type of area served by WA groups. Almost three-quarters (73%) of WA groups serve town areas and exactly three-quarters serve rural areas (75%), with 25 (57%) serving both types of area. Ten groups (30%) serve city areas only.

Traditionally, a defining feature of WA groups has been their ‘collective’ structure. However, the survey shows that, while the majority of local groups (36 of the 44) are still managed by a collective, eight groups are not. Six of these eight have employed a manager, one has a co-ordinator, and the remaining one has a management committee. These ‘non-collective’ WA groups include four which are affiliated to SWA and four which are not.

The number of workers employed by WA groups ranges from one to 24, with most employing between five and eight workers. All groups with a refuge employ general refuge workers, with children’s support workers and office-based workers the next most common types of staff (see Table 1). Other workers employed by local WA groups included finance/administrative workers, follow-on/outreach workers, development workers and counsellors. Thirteen groups do not employ any children’s support workers, perhaps reflecting the fact that this is the type of post most likely to be funded from time-limited sources (23 out of the 66 funded posts). Finance/administrative workers were least likely to be funded out of time-limited sources.

Table 1: Number and type of paid workers employed by WA Groups

	Number of groups	Total number of full time workers	Total number of part time workers	Number funded from time-limited sources
General refuge workers	41	60	50	15
Children’s workers	31	36	30	23
Office based workers	33	40	18	11
Finance/Administrative workers	28	16	19	3
Follow-on/outreach workers	28	26	17	18
Other	18	11	14	12.5
Total		189	148	82.5
<i>Average total worker hours each week available to local groups</i>		123	55	

Sample size = 44

Thirty-one WA groups also currently have unpaid workers. In total, there are 126 unpaid WA workers in Scotland. While most groups have four or fewer, one group has 23 unpaid workers. Local groups gain, on average, 14.5 total worker hours per week from unpaid workers. The total number of hours contributed by unpaid workers varies from fewer than 12 hours per week in two-thirds of the groups, to 20 hours or more per week in the remaining ten groups.

With two significant exceptions, WA groups (and their funders) rarely require formal qualifications for workers. For example, only two of the 41 groups with general refuge workers require qualifications for this post. The exceptions are administrative/finance workers and children's support workers. A quarter of the groups with the former type of worker (seven of the 28) require some form of qualification for this post. Examples include SVQs or HNC/D in Bookkeeping or Accounting, or a Business Administration qualification. Almost half of the groups with children's support workers require some type of qualification for the post (14 of the 31). Most often required were SVQs, SNNEB or a relevant HNC or HND (in Childcare or in Working with Children in Residential Accommodation).

Overview of Refuge Provision

In total, the 44 responding WA groups provide 115 refuges across Scotland, comprising 58 shared refuges, 18 clusters (containing 90 flats) and 39 scatter flats (Table 2) (bear in mind that this relates to the definition of these accommodation types outlined at the start of the chapter).

Table 2: Overview of refuge provision in Scotland

	Shared	Cluster	Cluster flats	Dispersed
Total number of refuges	58	18	90	39
% of WA groups who provide this type of refuge	68	30	<i>N/a</i>	23
Range in number of each type of refuge provided by each WA group	1-7	1-4	2-21	2-6
Range in number of bedrooms provided in each refuge	2-15	6-23	1-4	1-3
Range in number of family spaces provided in each refuge	2-25	4-22	1-5	1-3
Range in maximum number of people accommodated	3-32	12-30	1-9	3-9
% Single occupancy	0	<i>N/a</i>	47	77
% Purpose built	14	42	<i>N/a</i>	<i>N/a</i>

Sample size = 44

Just under half the WA groups have one refuge (19) and most have no more than four refuges (33), however one group has 11 refuges. Three groups, East Renfrewshire, Orkney and Shetland, currently have no refuge provision; however both East Renfrewshire and Orkney have refuge accommodation pending (clusters of single-occupancy flats with communal facilities in both cases). A breakdown of provision for individual WA groups is given in Appendix A.

Shared Refuges

The most common, and traditional, type of provision is shared refuges. Thirty WA groups (68%) provide a total of 58 shared refuges, comprising 251 family spaces. Most of these groups (18) have only one shared refuge, although four have four or more, with one having seven.

The range of family spaces available in these shared refuges is between two and 25, although more than half have only three family spaces or fewer (20 have only 2 family spaces while a further 10 have only 3 family spaces). However, nine shared refuges have seven family spaces or more, and in one shared refuge there are 25 family spaces. Shared refuges contain between two and 15 bedrooms, although most (76%) have fewer than five bedrooms, and in just under half (28) there are only two or three bedrooms. However, nine shared refuges have more than seven bedrooms (including one with 12 and another with 15 bedrooms).

Only eight of the 58 shared refuges were purpose built. The purpose built shared refuges have fewer bedrooms on average, with a range between three and eight, whereas in the others it is between two and 15. However, it was a purpose built shared refuge that accommodated the highest number of people at any one time in the last year (32 people; 8 bedrooms).

Cluster Provision

Cluster refuges are provided by 13 of the WA groups (30%). There are 18 clusters in total containing 90 cluster flats, and 178 family spaces. Most groups (10) have only one cluster, but two groups have two clusters, and one group (Glasgow) has four clusters. The number of flats in clusters varies from two to eight, with most clusters containing between four and six flats.

Some of the 18 clusters contain a combination of shared *and* single occupancy flats, while others contain only single occupancy *or* only shared flats. Almost half of all cluster flats (42 out of 90; 47%) are reported as always used as single occupancy accommodation. The same number, 42, are described as having only one family space – but ten of these are also reported as sometimes being shared (all have more than 1 bedroom). This discrepancy highlights the confusion surrounding terms such as ‘family spaces’ and ‘single occupancy’.

Around one third (32) of cluster flats have only one bedroom, while the remainder (58) have two or more bedrooms (20 have 3 or more bedrooms). The largest number of bedrooms is four (4 flats have 4 bedrooms, all in Glasgow). Only 25 of the 32 one-bedroom flats are reported as always single occupancy, yet respondents also report that families never share bedrooms with other families. This apparent discrepancy also reveals the need for caution in interpreting this data.

Almost half (8 out of 18) cluster refuges were purpose built (as compared with only 8 out of 58 shared refuges). The eight purpose built clusters contain 45 flats in total, as do the 10 which were not purpose built. However, purpose built cluster flats tend to have fewer bedrooms, and to provide more single occupancy accommodation, than non-

purpose built flats. Thus a very high proportion (42 out of 45; 93%) of purpose built flats have only one or two bedrooms compared to 28 of the 45 non purpose built cluster flats (62%). More than three-quarters of the purpose built flats are reported as single occupancy (34; 76%), compared to only eight (18%) of the non-purpose built flats. Women are also reported to be less likely to have to share a bedroom with their children in purpose built cluster flats than in non-purpose built cluster flats (see also Table 4 below).

Dispersed Flats

Ten WA groups (23%) provide between them a total of 39 dispersed flats, containing 51 family spaces in total. These groups have between two and six dispersed flats each, and for two groups this is the only form of refuge accommodation they provide. Twenty-nine of the 39 dispersed flats are reported as providing only one family space, with two having two family spaces and six having three family spaces (there was no response for 2 flats).

Dispersed flats are much more likely to be single occupancy than cluster flats: 30 (77%) are reportedly always used as single occupancy accommodation, as compared with fewer than half (47%) of cluster flats. However, this is not because dispersed flats tend to have fewer bedrooms: only one eighth of dispersed flats have only one bedroom (5), compared to over a third of cluster flats (32).

Size of Refuges and Degree of Sharing

The scale of refuges, and degree to which they involve sharing facilities with other families, are crucial aspects of women and children's experience of refuge life (see Chapter 3). Sixty-two per cent of all refuge accommodation currently involves some element of sharing. This includes all 58 shared refuges, 53 per cent of the 90 cluster flats (48 flats, spread across 11 cluster refuges), and 23 per cent of the 39 dispersed flats (9 flats). The maximum number of people accommodated at any one time over the past year in these shared forms of provision was as follows (see Table 2 above):

- *shared refuges* - between three and 32 people. Forty per cent of shared refuges accommodated no more than 10 people at a time, while eight shared refuges had accommodated more than 20 people, including one refuge where 32 people had been accommodated (this was in a refuge with 8 bedrooms, where 8 women and 24 children had been staying at the same time);
- *cluster refuges* (containing shared flats) – between 12 and 30 people. Over 80 per cent of these clusters had accommodated 15 or more people at one time, and exactly half had accommodated more than 20 people at one time (compared to only 14% of shared refuges). A Glasgow cluster with eight shared flats did not reply to this question. (The maximum number of people accommodated at any one time in clusters without shared flats was between 12 and 25 people.);
- *dispersed flats* (shared) – between three and nine people.

The degree of sharing depends on household type, as well as form of refuge. Around 44 per cent of the cluster and dispersed flats were reported as 'not always used as single occupancy accommodation'. Table 3 reveals that both cluster and dispersed flats in this category are more frequently shared by single women than by families. Sixty-four per cent of such cluster flats are shared by single women at least 'sometimes' compared to only 41 per cent which are shared by families at least 'sometimes'. For dispersed flats, the proportions are more similar, with 78 per cent shared at least sometimes by single women and 67 per cent shared by families at least 'sometimes'. However, once again, the accuracy of this data is open to doubt as a significant minority of respondents reported that dispersed and cluster flats 'not always used as single occupancy accommodation' were 'never' shared by single women or families.

Table 3: Frequency with which single women and families share refuge accommodation (%)

Frequency of single women sharing flats with other single women (%)	Shared Cluster Flats	Shared Dispersed Flats
Always	15	11
Often	11	11
Sometimes	38	56
Seldom	18	11
Never	18	11
Sample Size	45 (3 missing)	9 (0 missing)
Frequency of families sharing flats with other families (%)		
Always	17	0
Often	13	11
Sometimes	11	56
Seldom	17	0
Never	42	33
Sample Size	47 (1 missing)	9 (0 missing)

Note: Missing data is excluded from calculation of percentages

The sharing of bedrooms is also affected by household type. While in all types of refuges it was reported that families 'never' share bedrooms with other families, in one shared refuge it was reported that single women 'sometimes' share bedrooms with other single women, and in a further two they 'seldom' do so. There are no cluster refuges or dispersed flats in which it was reported that single women ever share bedrooms with other single women.

Table 4 presents information on how often mothers share bedrooms with their children due to space constraints. Women were reported as 'always' having to share bedrooms with their children in a very high proportion of shared refuges (83%), while in 37 of the 90 cluster flats (41%) mothers and children 'always' or 'often' have to share bedrooms. In contrast, families have to share bedrooms in only four (10%) of the dispersed scatter flats. This is unsurprising as dispersed flats are most likely to have two or three bedrooms and to be used as single occupancy accommodation.

The WA respondents were asked their views on a range of issues related to sharing and the size of refuges. Their responses indicated that 13 per cent of WA refuges (26% of shared; 9% of cluster; and 3% of dispersed) are too small for the number of people usually accommodated in them. Respondents indicated that it was difficult for women to find space to be alone in 17 per cent of refuges (33% of shared; 5% of cluster; 19% of dispersed), with the equivalent figures significantly higher for children/young people (37 per cent of all refuges: 44% of shared, 50% of cluster and 71 % of shared clusters,

and 22% of dispersed). Bullying amongst women was felt to be a problem in only eight per cent of refuges (although in 29% of cluster refuges), and amongst children/young people in only six per cent of refuges (13% of cluster refuges).

Table 4: Mothers sharing bedrooms with their children due to space constraints (%)

	Shared	Cluster	Dispersed
Always	83	27	5
Often	3	14	5
Sometimes	0	21	36
Seldom	9	4	21
Never	5	26	28
Sample Size	58 (0 missing)	83 (7 missing)	37 (2 missing)

Note: Missing data is excluded from calculation of percentages

The survey data also indicates that shared refuges are considered by WA workers to have positive features, such as less isolation and loneliness. Thus, while respondents reported that women ‘often’ felt lonely in 16 per cent of refuges, this included only 3 per cent of shared refuges as compared with 34 per cent of cluster refuges and 25 per cent of dispersed flats.

Legal Framework for Refuge Accommodation

Table 5 demonstrates that local authorities own almost two-thirds (63%) of refuges in Scotland, with one third (33%) owned by Registered Social Landlords, and a further four per cent owned privately. WA groups no longer own any refuges. Refuge ownership differs by type of accommodation, with local authorities owning eight out of ten (81%) shared refuges compared to only three in ten (29%) clusters; the latter are significantly more likely to be owned by Registered Social Landlords (67%). Dispersed flats are fairly evenly split between the two sectors (52% owned by local authorities and 44% owned by Registered Social Landlords).

Table 5: Ownership of refuge buildings (%)

	Shared	Cluster	Dispersed
Local Authority	81	29	52
Registered Social Landlords	16	67	44
WA Group	0	0	0
Other	3	4	4
Sample Size	58 (0 missing)	18 (0 missing)	39 (0 missing)

Chapter 1 explained that HMO licences are now required for accommodation shared by a ‘specified’ number of people from more than two families. Respondents indicated that HMO licences are possessed for 47 per cent of shared refuges, and 45 per cent of cluster refuges. Of the shared refuges without such a licence, 10 have applications pending and 15 do not; there are no pending applications for any of the cluster refuges. There was missing data for 11 of the 58 shared refuges and seven of the 18 cluster refuges (perhaps partly because it is not WA who are responsible for making HMO licence applications). This large amount of missing data, together with the variable numbers accommodated in refuges, makes it difficult to draw firm conclusions on this question. However, it seems likely that at least some refuges are currently being operated unlawfully as they require an HMO licence but do not possess one.

In most refuges (69%), residents were described as ‘residential occupiers with an occupancy agreement’ (113 refuges), while residents were provided with short assured tenancies in a further 17 per cent of refuges (28 refuges) (Table 6). Other reported tenancy/occupancy arrangements included ‘residential occupiers without occupancy agreement’ (5 refuges; 3%), Scottish secure tenancies (4 refuges; 2%), and short Scottish secure tenancies (5 refuges; 3%). In nine refuges (5%), some other type of occupancy agreement was reported (described, for example, as residents occupying the refuge as short-term emergency homeless accommodation). The occupancy status of residents differs to some degree by type of accommodation with, for example, short assured tenancies more common in cluster flats (19%) and, especially, in dispersed flats (29%), than in shared refuges (7%). Again, there is a significant amount of missing data for this question (23 cases, including 21 cluster flats, 1 shared refuge, and 1 dispersed refuge).

Table 6: Tenancy status of refuge residents in refuge accommodation (%)

	Shared	Cluster	Dispersed	Total
Residential occupier (with occupancy agreement)	79	64	61	69
Residential occupier (without occupancy agreement)	5	0	5	3
Short assured tenants	7	19	29	17
Assured tenants	0	0	0	0
Common-law tenants	0	0	0	0
Scottish secure tenants	7	0	0	2
Short Scottish secure tenants	0	7	0	3
Other	0	10	5	5
Sample Size	57 (1 missing)	69 (11 missing)	38 (1 missing)	164

Note: Missing data is excluded from calculation of percentages

It is not clear from this data that WA respondents have a correct appreciation of the legal rights of refuge residents. For example, the respondents who stated that the residents of their shared refuges are given Scottish secure tenancies are surely mistaken as there has to be exclusive occupation of a whole dwelling house to qualify for this type of tenancy (this is possible in the cluster and dispersed refuges, depending on the degree of self-containment). Also, given that virtually all refuges are owned by local authorities and Registered Social Landlords, we would not expect any residents to be given short assured tenancies as social landlords cannot issue this type of tenancy (though this has only been the case for Registered Social Landlords since September 2002). The occupation rights of residents of hostels and other short-term accommodation has long been a hazy area of law, and it is not yet clear whether WA refuges will be brought within the ambit of the new minimum occupancy rights for hostel dwellers due to be issued under Section 7 of the Housing (Scotland) Act 2001 (see Fitzpatrick *et al*, 2002).

Details of Physical Accommodation

Key features of the physical accommodation provided in refuge include security and safety; facilities; the quality of the physical environment; disabled access; and location of refuges.

Security and Safety

External security is of critical importance to women, children and young people resident in refuge (see Chapter 3). The first security feature of interest is the presence of a secure entry system. In total, 71 refuges have a secure entry system (63%), including almost all of the cluster refuges (94%), compared to only 64 per cent of the dispersed flats and 53 per cent of the shared refuges (see Table 7). It is perhaps surprising that only around two-thirds of the dispersed flats have a secure entry system as women and children living there do not have the security of others around them and, furthermore, workers are never based there. On the other hand, the practicalities of installing such a system when you have only one flat in a block of six are complicated.

Table 7 also reveals that 19 out of 112 refuges (17%) have CCTV (8 clusters, 47%; 11 shared refuges, 19%; no dispersed). This is perhaps what might be expected, as CCTV is most feasible where the refuge comprises an entire building, which is most likely for cluster refuges. Furthermore, one might expect purpose built refuges to be most likely to have CCTV and indeed, of the eight clusters with CCTV, six are purpose built. Only one purpose built cluster does not have CCTV. The majority of shared and cluster refuges provide only one point of entry from the street, however 12 shared refuges (21%) and one cluster (6%) have more than one point of entry. It was assumed that there would only be one point of entry for each dispersed flat. Finally, around two-thirds of shared and cluster refuges (67% and 63% respectively) and one third (34%) of dispersed refuges have bedroom or living room windows on the ground floor overlooking the street.

Table 7: Security features provided: by type of refuge accommodation (%)

	Shared	Cluster	Dispersed
Secure entry system	53	94	64
CCTV	19	47	0
Multiple points of entry from the street	21	6	N/a
Bedroom or living room windows on the ground floor which overlook the street	67	63	36
Sample Size	57 (1 missing)	17 (1 missing)	38 (1 missing)

Note: Missing data is excluded from calculation of percentages

WA workers reported that women residents say they feel safe in virtually all cluster and dispersed refuges and in 91 per cent of shared refuges. Shared refuges also fared less well than the other two types in relation to whether the close/external stairs/path to the refuge feels safe and well lit to women – only 63 per cent of respondents agreed in relation to this type of refuge. In around half of all refuges (49%), the refuge building/security measures were believed to act as a deterrent to ex-partners pursuing or harassing the residents, but this was felt to be true for only 36 per cent of dispersed flats. Finally, in around one in five refuges (18%) respondents reported that residents feel vulnerable in the ground floor accommodation. This includes 27 per cent of dispersed flats.

Respondents were also asked about safety within refuges. All refuges were reported to have smoke alarms/detectors, and fire blankets/extinguishers. Two thirds of dispersed flats and over three-quarters of shared and cluster refuges also undergo regular fire safety inspections from the Fire Brigade. All cluster refuges and dispersed flats have child safety equipment available, while 90 per cent of shared refuges also provide this.

Facilities Provided in Refuges

This section presents details of the facilities provided within refuge accommodation across Scotland. Many of the detailed questions pursued here are derived from National Care Standards or HMO regulations (see Chapter 1).

Table 8: Bedroom facilities: by type of refuge accommodation (%)

	Shared	Cluster	Dispersed
All bedroom doors are lockable	89	10	13
Heating which can be controlled by residents	83	90	100
En-suite bathrooms	3	0	0
Televisions in bedrooms	55	6	0
The range of beds usually in each bedroom	1-4	1-4	1-2
Sample Size	53-58 (up to 5 missing)	77-84 (up to 13 missing)	39 (0 missing)

Note: Missing data is excluded from calculation of percentages

Table 8 reports on a range of features of bedrooms, with the key points including:

- nine in ten shared refuges (89%) have lockable bedroom doors. In contrast, only seven of the 48 shared cluster flats, and only one of the nine shared dispersed flats, have such lockable bedroom doors (it is only where cluster or dispersed flats are shared that this is a concern);
- only a very small proportion of shared refuges have en-suite facilities, and no cluster or dispersed accommodation offer this;
- in just over half of the shared refuges (55%) televisions are provided in bedrooms, compared to only nine per cent of shared cluster flats, and no shared dispersed flats (as above, it is only where cluster or dispersed flats are shared that this is a concern);
- residents are able to control their bedroom heating in all dispersed flats, in nine out of ten cluster flats (90%), and in over eight out of ten shared refuges (83%) (though, it may be that ‘control’ was interpreted by respondents in a more limited way than we had intended);
- the number of beds in each bedroom is smaller for dispersed flats (between 1 and 2 beds) than it is for shared or cluster refuges (between 1 and 4 beds).

When asked if the bedrooms in their refuge are large enough to comfortably accommodate the number of people who normally use them, only around one quarter (27%) of WA respondents disagreed. Respondents with shared refuges were most likely to disagree (41%).

Turning to bathrooms, respondents from three-quarters of refuges (78%) agreed that the size and number of bathroom facilities were adequate for the number of people normally using them (97% of dispersed flats; 84% of cluster flats; 57% of shared refuges). Table 9 indicates that the great majority of all refuges provide at least one bath

or shower per six people, and that around four in five shared and cluster refuges have at least one toilet for every five people, with all dispersed flats reaching this standard. Lower proportions provide both shower and bath facilities (86% of shared refuges, 74% of cluster flats, and 77% of dispersed flats).

Table 9: Bathroom facilities: by type of refuge accommodation (%)

	Shared	Cluster	Dispersed
At least one bath/shower for every 6 people (including children)	86	96	100
At least one toilet for every 5 people (including children)	81	82	100
Both shower and bath facilities available to all residents	86	74	77
Sample Size	58 (0 missing)	81-84 (up to 9 missing)	39 (0 missing)

Note: Missing data is excluded from calculation of percentages

Kitchens in the vast majority of refuges are reported to have adequate facilities in terms of equipment, sinks, cookers, fridges, washing machines and tables for eating at, although standards are reportedly a little lower in shared refuges than in cluster refuges or dispersed flats (see Table 10). Only 31 of 175 responses (18%) report lockable kitchen cupboards; this includes just under a third of shared refuges, three shared cluster flats, and one shared dispersed flat. Four out of five respondents (80%) believe their refuges provide adequate and secure food storage (86% cluster and dispersed refuges, 65% shared refuges), but when the analysis is restricted to shared cluster and shared dispersed flats the proportions drop to 69 per cent and 11 per cent respectively. Seven in ten respondents (70%) felt that there was adequate drying space/facilities in their refuge, with little difference between types of accommodation.

Table 10: Kitchen facilities: by type of refuge accommodation (%)

	Shared	Cluster	Dispersed
At least one kitchen sink per three women residents	90	96	100
At least one cooker per three women residents	90	96	100
At least one fridge per three women residents	94	96	100
At least one washing machine per three women residents	81	85	95
Lockable kitchen cupboards	31	16	5
A table suitable for eating at available to all residents	100	91	100
Sample Size	52 (6 missing)	84 (6 missing)	39 (0 missing)

Note: Missing data is excluded from calculation of percentages

Almost all respondents agree that their refuge's living room provides a pleasant environment, with the lowest proportion (84%) found in shared refuges. Almost all refuges provide televisions in the living rooms, and while most shared refuges also provide videos, only half the cluster flats (50%) and six in ten of the dispersed flats (59%) do so. Living rooms in shared refuges tend to have the greatest number of seating spaces (between 4 and 11).

Storage space, particularly for residents' personal belongings, is another important feature of refuge facilities. Over half of respondents overall (53%), but only 24 per cent of those referring to shared refuges, believe there is adequate and secure storage space for residents' personal belongings. Only 18 per cent of respondents believe there is

sufficient storage space for residents' large-scale possessions. However, shared refuge accommodation is more likely (24%) to have sufficient space for large items than cluster or dispersed accommodation (11% and 14% respectively).

Finally, there are a range of additional communal facilities provided in some refuges, as reported in Table 11. Around half of all refuges (49%) have children's rooms (38 shared refuges, all 18 cluster refuges, no dispersed flats). However, it is perhaps more accurate to report that three-quarters of shared and cluster refuges have children's rooms (74%), since we would not expect to find them in dispersed flats. Only 12 of 115 refuges have teenagers' rooms (10%), although again it may be more accurate to say 16 per cent of shared and cluster refuges have such rooms. Cluster refuges are far more likely to have teenagers' rooms if they are purpose built (5 out of the 6 with such rooms are purpose built). The same pattern is not evident amongst purpose built shared refuges.

Table 11: Communal facilities by type of refuge accommodation (%)

	Shared	Cluster	Dispersed	Total
Children's rooms	66	100	0	74
Teenagers' rooms	10	33	0	16
Gardens/outside play area	84	83	49	72
On-site WA office	35	100	0	34
Communal living/meeting room	N/a	50	N/a	50
Sample Size	58 (0 missing)	18 (0 missing)	39 (0 missing)	115 (0 missing)

Other features of communal facilities are:

- one third of refuges (34%) have an on-site WA office, including all 18 clusters but only 21 of the 58 shared refuges (35%). As expected, none of the dispersed flats has an on-site office. Half of those respondents with an on-site office (50%) believe women 'often' use it to interact and socialise;
- nine of the 18 cluster refuges (50%) have a living/meeting room for communal use by all residents (this question was asked only of clusters because it was assumed that living rooms in shared refuges would - almost by definition - be communal, and that there would be only one living room in dispersed flats). Purpose built clusters are more likely (6 out of 8) to have shared living/meeting room facilities than non-purpose built clusters (3 out of 10). Only three respondents with a communal living/meeting room in their cluster refuge agreed that women 'often' used it to interact and socialise.

Quality of Physical Environment

The study also investigated the quality of the physical environment inside refuges. This relates to a range of issues, including décor, upkeep, furnishings, cleanliness, smoking and general 'feel' of the refuge.

Around 80 per cent of all refuges were reported to have regular redecoration and planned repair and maintenance programmes, although only 72 per cent of shared refuges had a planned repair/maintenance programme. Respondents also indicated that 81 per cent of refuges were well furnished throughout (97% of dispersed flats; 79% of clusters; and 74% of shared refuges).

Residents in all refuges are responsible for cleaning their bedrooms. In all 39 dispersed flats, and in all but one cluster refuge, women are responsible for cleaning their own flats. However, residents were not responsible for cleaning the communal/shared facilities in seven shared refuges (this included three of the WA groups with a manager). Just over half of respondents (53%) felt that cleanliness of the communal/shared areas was ‘often’ a problem (44% of shared refuges; 31% of cluster refuges; and 7 of the 9 shared dispersed flats).

Table 12 presents details of smoking regulations within refuge accommodation. Of the 173 refuges for which this information was provided, only 11 (6%) do not permit smoking at all. The majority of the remainder (62%) allow smoking anywhere in refuge; 31 (19%) allow residents to smoke only in their own flats (in a cluster) or own bedroom (in a shared flat); 24 (15%) allow smoking anywhere except bedrooms (i.e. shared areas only); and finally seven (4%) allow smoking only in designated smoking areas (e.g. designated smoking living room).

Table 12: Smoking regulations in refuge accommodation (%)

	Shared	Cluster	Dispersed	Total
Percentage of refuges where smoking is permitted	96	99	95	94
Sample Size	52 (6 missing)	82 (8 missing)	39 (0 missing)	173 (14 missing)
<i>Where smoking is permitted, where is it permitted?</i>				
Anywhere in the refuge	62	53	76	62
In the individual flats only	<i>N/a</i>	33	<i>N/a</i>	18
In bedrooms only	2	6.7	0	1
Anywhere except bedrooms (i.e. shared areas only)	22	6.7	24	14
In designated smoking areas	14	0	0	4
Sample Size	50 (6 missing)	15 (2 missing)	37 (0 missing)	162 (14 missing)

Note: Missing data is excluded from calculation of percentages

Smoking is clearly of particular concern in shared accommodation. Of the 52 shared refuges for which this information was provided, only two did not permit smoking, and very few restricted it to designated smoking areas; all seven of the clusters with shared flats allowed smoking (6 of them anywhere in the refuge); and smoking was allowed in all but one of the nine shared dispersed flats. Clearly, smoking is permitted in the vast majority of shared provision in WA refuges, and many children objected strongly to this (see Chapter 3).

Finally on the physical environment, we asked WA respondents whether refuges had an ‘institutional feel’: only in 7 per cent of cases was this felt to be the case. Over eight in ten (83%) respondents perceived their refuge accommodation to be ‘homely’ (but this included only 65% of shared refuges).

Disabled Access

Disabled access is a major concern in refuge design. The key results of the survey on this topic were as follows:

- only 36 of the 113 refuges that responded (32%) have level access or ramped entry to the refuge for wheelchair access (53% of cluster refuges; 30% of shared refuges; 26% of dispersed flats);
- only 28 of 113 refuges (25%) have full ground floor accommodation for wheelchair users (53% of clusters; 21% of shared refuges; and 18% of dispersed flats). Of the seven purpose built cluster refuges that responded six have ramped entry and full ground floor accommodation;
- when asked for their perceptions, only 26 per cent of respondents thought that their refuge could accommodate most people with physical disabilities (although, surprisingly, given the responses above, 57% of dispersed accommodation was perceived to be suitable for most people with disabilities). Only 24 per cent of respondents felt that the corridors and doors throughout their refuge are wide enough for wheelchair use.

Location of Refuge Accommodation

We sought the views of WA respondents on a range of aspects of the location of refuge accommodation, with the results summarised in Table 13:

- just under three quarters of respondents (between 70% and 74%) believed the location of their refuge is satisfactory in relation to safety/quality of neighbourhood, distance to shops, services and schools, and public transport links, with some variation by type of refuge accommodation;
- while 83 per cent of shared refuges are reported as satisfactorily located with regards to shops, services and schools, a significantly lower proportion of respondents said this about cluster and dispersed refuges;
- only 56 per cent of respondents felt that the location of their refuge is satisfactory with regard to anonymity/security of building (80% of clusters; 58% of dispersed flats; and 46% of shared refuges);
- very few respondents feel there is friction between residents and those living nearby (8% of respondents believed there is often friction).

Table 13: Location of refuge: % respondents who agree by refuge type

	Shared	Cluster	Dispersed	Total %
The location of the refuge is satisfactory with regard to the following factors:				
safety/quality of neighbourhood	72	68	81	74
distance to shops and services	83	59	56	70
distance to school(s)	84	73	56	73
public transport links	75	71	75	74
anonymity/security of building	46	80	58	56
Sample Size	58 (0 missing)	18 (0 missing)	39 (0 missing)	115

Note: Missing data is excluded from calculation of percentages

Services for Women

WA groups provide a variety of services apart from refuge accommodation. The services provided most often are individual counselling/emotional support ('often' provided by 98% of groups), practical help with moving into refuge (81% 'often'), and accompanying women to meetings/interviews (81% 'often'). Groups also often provide material help, practical help with moving on from refuge, and help with transport to other agencies. Services provided less often include financial help, interpreter/signing services, and pet fostering services (see Table 14). A third of groups reported that women in their refuges are given key or named workers.

Table 14: Frequency with which WA groups provide the following support (%)

	Often	Sometimes	Seldom	Never	Sample size
Individual counselling and emotional support	98	2	0	0	42
Practical help with moving in	81	19	0	0	43
Accompanying women to meetings	81	19	0	0	43
Practical help with moving-on	72	26	2	0	43
Material help in refuge	70	21	9	0	43
Transporting women and children to other agencies	65	26	7	2	43
Structured group-work	45	29	17	10	42
Help with collecting personal belongings from family home	38	36	17	10	42
Social activities, clubs and events	31	36	24	10	42
Financial help	23	28	25	25	40
Pet fostering service	10	27	44	20	41
Interpreter/signing services	5	23	51	21	43
Other	40	0	20	40	5

Note: Missing data is excluded from calculation of percentages

We asked a series of questions about when and where WA workers are available to residents. Most (82%) of the 44 groups provide an on-call/emergency response service on a 24-hour basis (this service could be for women living in refuge and/or for women contacting WA seeking refuge or other assistance). However, only 16 of 42 groups indicated that they regularly undertake direct work with refuge residents during evenings/weekends (36%). Only 16 per cent of refuges were reported to have regular worker visits in the evenings/weekends: this included 41 per cent of the 17 clusters (7) for which responses were received, but only 14 per cent of 57 shared refuges (8) and 13 per cent of 39 dispersed flats (5).

Workers are based on-site in 43 shared and cluster refuges in total (53% of shared refuges and 77% of cluster refuges). Of the eight shared refuges which are purpose built, six have workers based in refuge, and two do not. Similarly, of the eight clusters that are purpose built, five have workers based in refuge and two do not (there was 1 missing case). Where workers are based in refuge, they are present on average for approximately 36 hours per week in both cluster and shared provision. The minimum number of hours during which there is staff cover was reported as 10 hours per week, with the maximum reported as 112 (however, this latter figure is almost certainly affected by erroneous reports of the number of staff-hours present in refuge rather than the number of hours per week during which there is cover). On-site refuge staff are provided on a 24-hour basis in only four local WA groups (9%).

For those 70 refuges where workers are not based in the refuge (27 shared, four cluster, and all 39 dispersed refuges), we asked a series of questions about worker contact:

- for all the shared and cluster refuges, and for 23 of the 39 dispersed flats (74%), respondents reported that it was more common for women to receive visits from workers than to visit the off-site office. In all of the shared and cluster refuges, workers rather than women were reported to initiate these visits most often, and this was also reported to be the case in all but two of the 27 dispersed flats for which this question was answered;
- four out of ten refuges without on-site workers (41%) are visited by workers on a daily basis (29), and a further 37 per cent are visited at least two or three times a week (27) (see Table 15). However, one in five refuges (19%) is visited by workers only on a weekly basis, and in two refuges workers visited only monthly or less often;
- visits to women in dispersed refuges are much less frequent than visits to women in shared or cluster provision. Only six of the 39 dispersed flats are visited daily (15%), although all but five per cent of the remainder are visited at least weekly. In contrast, there were daily visits to three-quarters of all the shared and cluster refuges without on-site workers, with the remainder being visited two or three times a week (see Table 15).

Table 15: Frequency with which workers visit refuges without on-site staff: by type of accommodation (%)

	Shared	Cluster	Dispersed	Total
Daily	74	75	15	41
2-3 times a week	26	25	46	37
Weekly	0	0	33	19
Fortnightly	0	0	0	0
Monthly or less often	0	0	5	3
Never	0	0	0	0
Sample Size	27 (0 missing)	4 (0 missing)	39 (0 missing)	70 (0 missing)

Note: Missing data is excluded from calculation of percentages

Finally overall point, we asked whether respondents believed that their group had sufficient workers and other resources to provide women staying in their refuges with the support they need. Only 31 per cent of respondents said that they did (only 5% of those representing cluster refuges).

Services for Children

The services ‘often’ provided to children and young people are individual counselling/support (69% of refuges), day-time play activities for pre-school children (78%), after-school play activities for school-age children (81%), and liaison with schools, social work, youth organisations, etc. (83%). The services provided least often are weekend play activities and telephone counselling (Table 16).

Table 16: Frequency with which children’s support workers provide the following services (%)

	Often	Sometimes	Seldom	Never	Sample size
Liaison with schools, social work, youth organisations etc	83	14	0	3	36
After school play activities for school-age children	81	11	0	8	36
Day-time play activities for pre-school children	78	17	0	6	36
Individual counselling/support	69	29	0	3	35
Excursions	58	36	0	6	36
Organised workshops/ group-work	36	27	21	15	33
Evening play activities	31	40	14	14	35
Telephone counselling	11	29	43	17	35
Weekend play activities	9	29	23	40	35

Note: Missing data is excluded from calculation of percentages. There are missing cases partly because not all groups have children’s support workers. However, some groups without children’s support workers have answered the question because although they don’t have children’s support workers, they still provide the services to children/young people.

Some details are:

- only 20 of 42 groups provide regular weekend/evening contact for children and young people in refuge (48%). The majority of groups however, 35, have additional provision during the summer holidays (81%). This usually takes the form of play-schemes and excursions;
- cluster refuges are as likely to have children’s support workers based on-site as general refuge workers (77% and 76% respectively), but shared refuges are far less likely to have children’s support workers based within them (25%) than general refuge workers (53%). Again dispersed refuges were excluded from this analysis. Four of the eight purpose built shared refuges, and five of the eight purpose built clusters, have children’s support workers based on-site;
- children and young people receive visits by workers in almost nine out of ten refuges (87%) where no children’s support workers are based. All shared and cluster refuges receive such visits and 53 per cent of dispersed refuges do so;
- in 76 per cent of refuges (57), children and young people participate in activities with children’s support workers (56% of shared refuges; all the cluster refuges; and 71% of the dispersed flats);
- over half of WA groups (52%) provide children and young people with a named/key worker, as compared with only a third that provide such named workers for women

residents. This disparity might partly be explained by the fact that many groups have only one children's support worker.

Some WA groups found it difficult to say whether their children's services have been registered under the Regulation of Care (Scotland) Act 2001 (see Chapter 1), with 10 out of the 44 failing to provide a response to this question. Of those which did respond, nine had registered their services under the new Act (27%), and the children's services in a further two groups remained registered under the Children Act 1989. Of the 25 groups which are not yet registered under the new Act, 15 were expecting to seek this registration and nine were not (1 non-registered group did not answer).

Three-quarters of all refuges provide access to a children's playroom. As noted earlier, there are children's rooms provided in two-thirds of shared refuges (38) and in all 18 cluster refuges; in a further nine shared refuges access to a children's playroom is provided in an off-site WA office (8) or in another refuge (1). As expected, there are no children's playrooms provided within dispersed flats, but access to a playroom is provided in either an off-site WA office (17) or in another refuge (2) for 19 of these flats.

WA groups were asked about the accessibility of their children's rooms (see Table 17). Although 84 refuges have access to a children's room, respondents only provided access information for 73 refuges, comprising 43 shared, 16 cluster and 14 dispersed refuges (11 missing cases). In one-third of these refuges (25; 34%), the playroom was reported as accessible all the time, while in the other two-thirds it is accessible with worker or parental supervision only. The third that reported access to children's playrooms at all times include 21 shared refuges (49%) and four dispersed refuges (29%). Playrooms in cluster provision are never accessible all the time; they are most likely to be accessible only with children's support worker supervision (63%, compared to only 14% of shared refuges and 29% of dispersed refuges). Unfortunately some caution is required when interpreting this data since it displays some likely inconsistencies such as responses that say that children and young people have access to a playroom in an off-site WA office, but they also report that the playroom is accessible to children/young people all the time.

Table 17: Accessibility of children's playroom (%)

	Shared	Cluster	Dispersed
Playroom is accessible all the time	49	0	29
Playroom is accessible with either worker or parental supervision only	28	32	14
Playroom is accessible with children's support worker supervision only	14	63	29
Playroom is accessible with (any) worker supervision only	9	6	29
Playroom is accessible with parental supervision only	0	0	0
Sample Size	43 (4 missing)	16 (2 missing)	14 (5 missing)

Note: Missing data is excluded from calculation of percentages

Young people have access to a teenagers' room in only 28 per cent of refuges (29 refuges) (31% of shared refuges; 39% of cluster refuges; and 18% of dispersed flats). Fewer than half of these 29 refuges have a teenagers' room on-site (41%); this includes all cluster refuges with access to a teenagers' room (six of which are purpose built), and

only six of the 17 shared refuges with access to a teenagers' room (two of which are purpose built). In all of the remaining 16 refuges with access to a teenagers' room (59%), it is located in an off-site WA office.

Respondents were asked their perceptions of the adequacy of children's playroom and teenagers' room provision in shared and cluster refuge accommodation (see Table 18). In over 70 per cent of refuges that have access to children's playrooms/teenagers' rooms, they are perceived to be adequate in terms of décor and facilities and toys. However, a far smaller proportion believed that their children's or teenagers' rooms are adequate in number (50%), size (43%) or storage space (39%). There are some key differences between types of refuge accommodation, with 84 per cent of clusters perceived to have an adequate number of children's and teenagers' rooms, compared with only 39 per cent of shared refuges.

Table 18: Adequacy of children's playroom/teenagers' room provision (%)

The children's playrooms/teenagers' rooms are adequate in terms of:	Shared	Cluster	Total
Number	39	84	50
Size	35	67	43
Décor	68	89	73
Facilities/toys	71	67	70
Storage space	32	62	39
Sample Size	36 (22 missing)	12 (6 missing)	48 (28 missing)

Note: Missing data is excluded from calculation of percentages

Other facilities for children and young people:

- one-third (34%) of refuges (36) have equipment such as stereos, computers or Playstations, including 40 per cent of shared refuges and 94 per cent of cluster refuges. None of the dispersed refuges' flats have any such equipment;
- books, toys or games are provided for younger children in virtually all the shared and cluster refuges and in 74 per cent of the dispersed refuges;
- almost three-quarters of all 115 refuges have a garden or outside play area (72%), but this includes fewer than half, 19, of the 39 dispersed flats. All the purpose built clusters and shared refuges have a garden. Gardens are adequately fenced or otherwise protected from intruders in most cases.

Overall, in only 56 per cent of shared refuges, and 41 per cent of dispersed flats, respondents believed young children were well catered for. An even lower proportion of refuges were perceived to cater well for older children (only 26%). Finally, 63 per cent of respondents feel that their WA group does not have sufficient workers and other resources to provide children staying in refuge with the support and activities they need. This is especially true of dispersed flats (72%).

Particular Groups

This analysis focuses on groups for whom access to refuge may be limited or difficult. It outlines which groups most frequently approach WA groups seeking refuge, and also which groups are least likely to make an approach. The greatest demand for WA refuge

space appears to come from women with alcohol problems (recovering), single women and women with large families, with over 50% of respondents reporting that women from these groups ‘often’ approach them for accommodation (see Table 19). Significant levels of demand are also reported from women with drug problems (stabilised), women with alcohol problems (still drinking), older women, women with serious mental health problems, and women abused by someone other than a partner. Lesbian women, gypsy traveller women, asylum seekers, women from ethnic minorities, and women whose first language is not English are least often reported as approaching WA for refuge.

Table 19: Frequency with which WA Groups are approached by particular groups for accommodation (%)

	Often	Sometimes	Seldom	Never
Women from ethnic minorities	7	50	41	2
Women whose first language is not English	7	30	57	7
Women with drug problems (still using)	25	59	5	9
Women with drug problems (stabilised)	43	45	5	7
Women with alcohol problems (still drinking)	41	48	7	5
Women with alcohol problems (recovering)	52	39	5	5
Women with male children aged 16 and over	18	55	19	8
Women with serious mental health problems	36	52	9	2
Women or children with disabilities	20	59	18	2
Women or children with learning difficulties	28	58	9	5
Women who are asylum seekers	2	5	41	52
Women who have been abused by a person other than a partner	39	45	16	0
Women whose children have been abused (main reason)	16	55	27	2
Older women (50+)	43	52	5	0
Lesbian women	5	42	42	11
Gypsy traveller women	11	43	32	14
Young women (16-18)	25	66	9	0
Single women	57	39	2	2
Women with large families (more than 3 children)	57	43	0	0

Note: Sample size = 44

WA groups believe they are most equipped to assist women with alcohol problems (recovering), older women, young women, single women, and women with large families (see Table 20). Over 50 per cent of groups say they are ‘often’ able to provide women from these groups with appropriate refuge accommodation and support. The groups that appear most difficult for WA groups to accommodate are women with drug problems (still using), women with alcohol problems (still drinking), women with male children over the age of 16, women with serious mental health problems, and asylum seekers.

Table 20: Frequency with which WA Groups are able to provide the following groups with appropriate refuge accommodation and support (%)

	Often	Sometimes	Seldom	Never
Women from ethnic minorities	39	43	15	3
Women whose first language is not English	30	40	22	9
Women with drug problems (still using)	9	16	27	48
Women with drug problems (stabilised)	43	37	11	9
Women with alcohol problems (still drinking)	9	28	32	32
Women with alcohol problems (recovering)	52	30	6	12
Women with male children aged 16 and over	14	26	20	41
Women with serious mental health problems	19	29	35	18
Women or children with disabilities	20	57	15	8
Women or children with learning difficulties	30	55	12	3
Women who are asylum seekers	18	16	22	44
Women who have been abused by a person other than a partner	45	40	5	10
Women whose children have been abused	48	39	2	7
Older women (50+)	69	28	1	2
Lesbian women	41	33	17	9
Gypsy traveller women	43	37	12	7
Young women (16-18)	55	37	6	2
Single women	74	19	4	3
Women with large families (more than 3 children)	59	33	3	5

Note: Sample size = 44

Priorities and Preferences

This section identifies the key priorities for WA groups across Scotland. Table 21 reveals to what extent WA groups feel they require further provision. Fifty-nine per cent of groups believe that more children’s support workers are ‘urgently needed’ in their area, while 53 per cent highlight more specialist refuges and 52 per cent identify higher quality rehousing. Outreach and follow-on work with children, age-specific children’s rooms, and more bedspaces were prioritised by almost half of respondents. On the other hand, longer office opening hours were reported as ‘not needed at all’ by more than a third of WA groups, and around a fifth reported that they did not need higher physical/space standards in refuges, or better toys/equipment for children under 10.

Table 22 presents WA groups’ views on which model of refuge accommodation best meet the needs of the majority of women and children. Almost nine out of ten (87%) opted for some form of cluster accommodation, with over half (55%; 24 groups) selecting the cluster model of single occupancy flats with communal facilities (our qualitative data indicates that this is also by far the most popular model amongst women and children, see Chapter 3). Only 11 per cent of groups identified shared refuges as the model most likely to meet the needs of the majority, with an even smaller proportion (only 2%) opting for dispersed flats.

Table 21: The extent to which WA Groups feel the following are still needed in their area (%)

	Urgently needed	Needed	Neutral	Not needed urgently	Not needed at all
More general refuge workers	34	14	18	18	16
More children's support workers	59	11	16	11	2
More office based workers	22	14	25	16	18
More bedspaces	45	20	8	16	11
Higher physical/space standards in existing refuges	28	29	12	7	20
Better toys/equipment for children under 10	28	13	16	20	23
Better equipment for children over 10	37	22	20	9	11
More children's rooms for specific age groups	45	25	16	7	7
Specialist refuges (ethnic minorities, drug users, etc)	53	5	22	10	10
Quicker rehousing	33	12	32	16	7
Higher quality rehousing	52	14	20	9	5
Longer office opening hours	14	7	20	24	35
Better out of hours provision	34	16	23	11	16
More outreach work for women	34	29	21	14	2
More outreach work for children	49	26	14	11	0
More follow-on work for women	38	31	25	7	0
More follow-on work for children	46	32	18	5	0

Note: Sample size = 44

Table 22: Views of WA on most appropriate model of refuge provision

Type Of Refuge Accommodation	% of WA Groups
Shared flat/house	11
Group/cluster of single occupancy flats in same building with communal areas (e.g. communal living room/meeting area, children's rooms, etc.)	55
Group/cluster of single occupancy flats in same building without communal areas	5
Group/cluster of shared flats in same building with communal areas	7
Group/cluster of shared flats in same building without communal areas	2
Group/cluster of both single occupancy and shared flats in same building with communal areas	16
Group/cluster of both single occupancy and shared flats in same building without communal areas	2
Dispersed single occupancy flats spread throughout the neighbourhood	2
Sample Size	44

Pending Refuge Provision

Having examined existing refuge provision in some detail, and reviewed WA groups' priorities for future provision, we now turn to consider pending refuge provision (see Table 23). Twenty-eight WA groups (64%) have plans for 40 new refuges in total, including six shared refuges (15%), 22 clusters (55%) and 12 dispersed flats (30%) (the number of family spaces will be more heavily weighted towards cluster and shared refuges than these proportions indicate because dispersed flats usually only accommodate one family at a time). It is possible that some of this accommodation will be to replace existing refuges, but it is likely that most is additional. Of the 22 new clusters, the majority (13) take the form of single occupancy flats with communal areas,

but seven of the clusters will include shared flats and five will have no communal areas. For three groups it was too soon to be sure what type of accommodation would be provided. The majority of new provision will be purpose built (68%), although there are also plans for converting (16%) and using (12%) existing buildings.

Table 23: Number of new refuges of each type that will be provided

Type of Refuge Accommodation	Number
Shared flat/house	6
Group/cluster of single occupancy flats in same building with communal areas (e.g. communal living room or meeting area)	13
Group/cluster of single occupancy flats in same building without communal areas	2
Group/cluster of shared flats in same building with communal areas	1
Group/cluster of shared flats in same building without communal areas	1
Group/cluster of both single occupancy and shared flats in same building with communal areas	3
Group/cluster of both single occupancy and shared flats in same building without communal areas	2
Dispersed single occupancy flats spread throughout the neighbourhood	12
Don't know	3
Sample Size	42

Note: Data includes multiple entries

This data provides a relatively limited profile of pending refuge provision, but nevertheless it is interesting to cross-reference it with WA workers' views, described above, and with the qualitative evidence from women, children and workers presented in Chapter 3. This indicates that virtually all women and children dislike sharing accommodation with other families, and that the majority of workers also favour a move towards greater self-containment in refuge provision. Yet, at least 33 per cent of these new refuges will involve some degree of shared living, and this figure is almost certainly an under-estimate because of the 'flexible' manner in which much refuge accommodation is used.

Conclusions

This chapter has provided a detailed profile of refuges in Scotland, based on 44 postal survey responses (a 96% response rate). The key findings were as follows:

- there are 46 WA groups in Scotland, 39 of which are affiliated to SWA and seven which are not. All groups employ paid workers, and 31 also have unpaid workers. Children's support workers are most likely to be funded from time-limited sources, and 13 WA groups have no such workers;
- The 44 respondents currently provide 115 WA refuges, comprising 58 shared refuges, 18 clusters (containing 90 flats) and 39 scatter flats. In addition, 28 WA groups have plans for 40 new refuges in total, including six new shared refuges, 22 new clusters and 12 new dispersed flats. Sixty-two per cent of all refuge accommodation currently involves some element of sharing, and at least 33 per cent of pending provision will do the same;
- standards within refuge provision vary by type of accommodation;

- shared refuges appear to provide the poorest standards in a number of respects: they are most likely to have space problems; they offer fewer communal facilities than cluster refuges; and they have lower standards with regards to kitchen/bathroom facilities, feel less homely, and are less well furnished than the other two types of refuge. However, workers view shared refuges as less likely to be lonely than the other two forms of accommodation, and they were considered better located with regards to shops, services and schools;
- cluster refuges are very mixed, with some of the best and worst refuge accommodation found in this category. Purpose built clusters in particular are likely to feel safe and secure, to offer communal facilities such as children's rooms, teenagers' rooms and on-site offices, and to be wheelchair accessible. However, cluster refuges could also be very large, and problems with bullying were most often reported in this type of refuge;
- dispersed flats are least likely to act as a deterrent to ex-partners harassing residents, or to offer wheelchair access or gardens/outside play areas. On the other hand, they are most likely to be used as single occupancy accommodation, and women rarely have to share bedrooms with their children in this form of accommodation. In addition, dispersed flats are most likely to be well furnished throughout, and to provide good kitchen and bathroom facilities.
- over half of all shared and cluster refuges have general refuge workers based on-site, while just over a third have children's support workers based within them. Cluster refuges are more likely than shared to have both women's and children's support workers based on-site. Women in dispersed flats are visited far less often by WA workers than those living in shared or cluster refuges without on-site workers
- the services WA provide most often to women residents are individual counselling/emotional support, practical help with moving into the refuge and accompanying women to meetings/interviews. The services most often provided to children and young people are individual counselling/support, play activities, and liaison with schools and other agencies;
- among groups for whom access to refuge may be limited and/or difficult, the greatest demand appears to come from women with alcohol problems (recovering), single women and women with large families. WA groups believe they are most equipped to offer accommodation and support to women with alcohol problems (recovering), older women, young women, single women and women with large families. The women that appear most difficult for WA groups to accommodate are those with drug problems (still using), those with alcohol problems (still using), those with male children over the age of 16, those with serious mental health problems, and asylum seekers;
- in terms of future priorities, over half of all WA groups believe that more children's support workers, more specialist refuges, and higher quality rehousing are urgent requirements. Only a third of respondents believed that their group has sufficient workers and other resources to provide women, children and young people staying in refuge with the support they need;

- the vast majority of respondents believe some form of cluster accommodation best meets the needs of the majority of women and children, with more than half opting for clusters of single occupancy flats with communal facilities also provided. Only 11 per cent of groups chose shared accommodation as the model most likely to meet the needs of the majority, with an even smaller proportion (only 2%) opting for dispersed flats.

Endnote

1. The two WA groups not included in the analysis are Edinburgh WA and East Fife WA. The questionnaires from East Fife WA were lost in the post and the completed questionnaires from Edinburgh WA arrived too late to be included in the analysis. The telephone survey indicated that:

- East Fife has one dispersed flat and one cluster (containing 3 flats) which provide five spaces in total;
- Edinburgh has six shared houses, which provide 15 spaces in total.

Chapter 3 Accommodation Provided in Refuge

Introduction

This chapter reviews the experiences, views and preferences of all interviewees on the accommodation provided in refuges. It begins by exploring how women found out about refuges, why they decided to use this accommodation, and how easy they found it to get a place. It then examines women and children's expectations and experience of the accommodation provided in refuge – focusing both on physical standards and design, and issues related to the sharing arrangements. The chapter ends by reporting women, children and workers' priorities and preferences for refuge accommodation.

Finding Out About Refuge

Women found out about WA refuges in a wide variety of ways. Citizen's Advice, the police, and local authority housing and social work departments were all mentioned. GPs were important sources of contact for some women. Others got in touch after seeing adverts on TV or in newspapers, or finding the number in Yellow Pages or the phone book. In several cases, friends or family members were the source of information, sometimes because they themselves had experienced refuge. Some women interviewees felt that WA should '*advertise more*', and said that they found it difficult to identify with the women in some Government adverts:

'I had no black eyes, I had black and blue everything else, I'd even seen the ad but I didn't think I'd had enough hidings...'

One woman felt that literature aimed at abused women should be integrated with material on other women's health issues:

'Many women will not pick up a leaflet solely on domestic abuse as to be found with it could put them in a vulnerable situation.'

Deciding to Move into Refuge

Women generally said that they opted for refuge because they were '*in a desperate situation*'. Either they had no family to turn to, or did not want to put their family through any more:

'If I went to my mother's, he would only turn up there and shout abuse at her, I couldn't put her through it... If he knew where we were, we'd get no peace.'

Being a '*burden*' or '*embarrassment*' to family was often mentioned, and as one woman commented: '*... you try to hide a lot from your family. They judge you, or try to tell you what to do.*' Refuge was also perceived to provide greater protection from ex-partners: '*it's the security thing, you feel more secure.*'

Similar comments were made by workers in reflecting on why women opted for refuge:

'I think the women have tried relatives. But their partner comes to find them, and threatens them, and they're not getting the break to sort themselves out, to establish what they want. It also means involving their family, and they feel guilty about that. Women's Aid can provide support and counselling once they come in.'

Gaining Access to Refuge

In some areas visited, women reported that they could move into refuge immediately and had no problems finding a place. In others, a major shortage of places was reported by workers and/or women (see also Chapter 1). Only a minority of women reported that they had any choice over location or type of refuge accommodation, but there was little complaint about this so long as it was a safe area for them:

'You just want out, you don't care where you're going, you're just happy to get away.'

Expectations of Refuge Accommodation

Women typically anticipated refuge to be:

'A big house, all the families together. You would have your own room, but everything else is shared.'

The overwhelming emotion was one of relief to be somewhere safe, and this meant that the physical standard of accommodation was not their immediate concern:

'You just want to get away, you're not really thinking "What's it going to be like, who am I going to be sharing with?" Maybe once you're in there, you'll think "Ooh, this is shared. It's all new to me."'

Children were generally extremely nervous about moving into refuge, with some thinking it would be 'rough like a prison' (10 year old boy) or 'tatty and full of cobwebs' (9 year old boy). One 14-year-old young woman explained:

'I was scared. I didn't want to go because I didn't know who would be there, how they were gonna treat us...it was just this big building and I didn't know what was going to happen and we walked in... but then as time went on then I found out it was all right.'

Overall Impressions of Refuge Standards and Design

Given the low or uncertain expectations women and children had of refuge, most were pleasantly surprised that it was not as bad as they had feared. Children in particular often said they were pleased it was not as 'grotty' or 'mucky' as they'd assumed or seen

on TV. However, the standard of physical accommodation varied enormously amongst the refuges we visited or that were described to us (see also Chapter 2). Some families had stayed in well designed, purpose built accommodation which they unanimously praised - *'The refuge was fantastic'; 'It's comfortable, clean, you've got everything you need'*. On the other hand, some interviewees had stayed in poor quality refuges located in unsuitable old buildings. A young woman living in one such refuge commented:

'My room's like an attic room, so I sleep on the couch in the living room. The staircase is dead steep, and being pregnant I am watching out for myself. I've not spoken to anyone about this, I don't see the point. The window isn't working either. And I hit my head on the roof because it's slanting.'

Workers in this WA group also described the accommodation they offered in negative terms:

'There is only one room per family in the shared refuges, unless there is a teenager. I just think I wouldn't like to be there... the size...the bunkbeds... not enough room to store your stuff, there may be five people using a room and there is only a wardrobe and a set of drawers. People generally try to make the best of it, they tend not to moan to us.'

Two issues emerged as overwhelmingly important for women and children in their perceptions of refuge: security and sharing. Security concerns were largely focused on external security, particularly to stop intrusion by ex-partners, although other issues also emerged. Sharing was a source of concern that dominated most focus groups and this reflected some strong feelings of dissatisfaction with present provision.

Security

External security was the most important physical design issue for almost all of the women we interviewed. Again, there were some sharp contrasts in experiences (see also Chapter 2). One purpose built refuge was praised in this respect by the residents:

'Apparently, my husband found out [where I was], but this building acts as a deterrent... He found out through my daughter, but they don't know what flat you're in, and it's very secure.'

But in some poorer quality refuges a sense of security was lacking, as is clear from the comments of this young woman: *'Our close is horrible, dark, lights not work. Scary door bangs open at night...I feel less secure because of the close.'*

Children also placed great emphasis on security in refuge – prioritising *'securer doors'*, CCTV and alarms, particularly to stop their dads getting in. Even quite young children stressed the importance of feeling safe in refuge:

'When we got here Mum said we'll be safe here because there's cameras around the building and everything and that made me feel much better.'
(10 year old boy)

'[Felt] safe because locks on door and no men.' (7 year old girl)

However, the threat from ex-partners was not the only safety concern mentioned by interviewees. In a few areas harassment from the surrounding community was also an issue: *'The windows were always getting panned in at X... they were always petitioning, they didn't want the refuge there'* (woman refuge resident). Also, for many of the women and children from ethnic minorities, racial harassment was the predominant worry (see Chapters 5 & 6).

In shared refuges, internal security was also important. Most families had lockable doors on their bedrooms in shared refuges, and this was very important in making them feel secure, especially at night. One woman who had been in refuge several times explained:

'We never used to have locks on our doors five year ago, I didn't like that, you didnae ken who would go in your room.'

Only in one urban centre did women report not having locks on their bedroom doors, and this was a source of great disquiet: *'What I didn't like is that you didn't have a key to your door.'*

Sharing

The bulk of the conversation in focus groups related to the shared nature of (most) refuge accommodation (see Chapter 2). As well as exploring women and children's general feelings about sharing accommodation with other families, we look specifically at their views on shared bathrooms and kitchens, and how they feel about mothers and children sharing bedrooms.

Sharing with Other Women/Families

Women and children's views on sharing accommodation with other families were, on the whole, very negative. However, it is important to acknowledge that a number of women said there were both good and bad aspects of sharing and it all came down to *'personalities'*:

'They've both got their good points, shared refuge versus a flat on its own. In the shared refuge, there's always someone there to speak to. But if you want to get on your own, then a flat is better. In shared refuge, you can go to your room, but you're confined to that room, you cannae get peace, there's that many kids about. And the cleanliness issue...'

Many women clearly appreciated the emotional and social support they received from other women in refuge who had *'been through the same experience'*. This peer support was valuable in helping them to realise *'...you're not alone. Usually you think you're going off your head, but you find you all have the same characteristics, and realise it's the abuser, it's no me.'* Children also valued the peer support they found in refuge (see

Chapter 5). However, as will be discussed below, it is not necessary to share facilities and living accommodation to gain this mutual support in the refuge context.

The overwhelmingly negative reaction to sharing we encountered in the focus groups was articulated by one woman as:

'Shock. 'You've got ideas about how to bring up your kids, and then you're in this shared house, different bedtimes, dinner times, your kids might be early bedders, theirs might not. If their kids are getting away with something, it's difficult to keep your level of however you bring up your children, your discipline. And you've only brought the bare essentials with you. And there can be a clash of personalities, and you're cooped up in one room. It's why lots of people go back, they can't adjust to living with all these people... You feel very vulnerable in these places, a lot of people cannae handle it, especially with their kids.'

The children and young people who had stayed in refuge were, if anything, even more vehement in their dislike of shared accommodation than the women residents – often describing it as *'horrible'*:

'...I didn't like it 'cos you don't get that much privacy and sometimes there's wee bairns and they're always noisy and they're up late at night greetin' and that and you can't get to sleep.' (13 year old boy)

'...noisy ladies, not tidy, don't want to share with strangers.' (8 year old girl)

Friction was most often noted in relation to standards of cleanliness and ideas around bringing up children, with workers indicating that tensions often related to what might appear relatively trivial matters, for example, children helping themselves to other people's food. However, some women reported more serious incidents of violence, intimidation or theft within refuges that had left them traumatised. This was especially the case in one major urban centre where one woman explained: *'Can be scary sharing. Not everybody is in the same boat.'* There seemed to be a general sense of an intimidating/disruptive environment in some of the refuges in this city, with remarks such as:

'The doors would be banging, smoke alarms going off...'

'I spoke to everyone, said hello, but you knew the ones who were drunk, who'd been up all night, who were noisy...'

Some women emphasised that their vulnerability when they first entered refuge made it all the more difficult to cope with intimidating or even just *'strange'* behaviour:

'Although you've got the abused thing, you've got other things going on as well, and that could just tip the scale, I mean, and just not be able to deal with it. Normally you would, but sometimes you're all over the place.'

It was clear that many women were primarily concerned about sharing refuges with women with drug, alcohol or mental health problems:

'If they are an alcoholic or drug addict, it would be ludicrous to share, they should be on their own. If it's two normal abused women, then why not?'

A critical dimension of the problems identified by both women and children was high turnover in refuge, meaning that people didn't get to know or trust each other: *'Can be difficult when people are moving in, then moving out all the time'* (a woman resident). One 11-year-old boy said his second time in refuge was more difficult than the first because: *'...there was more people coming in and out'*. An issue raised by women in numerous groups was the notion that: *'There were people there who were not there [in refuge] for the right reasons, [but] there to get a house quicker.'* Most workers dismissed these claims as 'myths', but one commented: *'Sometimes people are just using us, that whole thing of "Are you in for abuse or a hoose?"'*

Many of the women who had stayed only in single occupancy refuge flats insisted that they *'couldn't have gone into shared'*. One said: *'If it had been shared I wouldn't have come. I would have put up with it.'* Another woman who had been sexually assaulted before entering refuge explained:

'The sharing – I couldn't have coped, I came here from hospital. I was black and blue all over, I'd never have coped. I always wanted to be in the bath all the time. I couldn't walk about, couldn't wear underwear because of the cuts. I couldn't have done that in shared accommodation, I couldn't have coped.'

For others, it was their children who couldn't have handled sharing:

'My son couldn't have coped. My son's obsessive, he needs the privacy of his own wee space, his own home. A shared kitchen would be a no go.'

Women who had not used refuge overwhelmingly identified sharing as what had put them off:

'For me it was fear. I didn't know what I was going into. I'd heard stories from people who'd been in them and hadn't liked it. I would rather go home and take it than go into that place... ... And the sharing, I've seen a few people in these places, through the homeless units and that, with needles and stuff, and with the wean I wasn't going to go in there.'

'... I couldn't handle it. Sayin "that's mine, that's mine, you're stealing my stuff, your kids have done this, and done that." I've moved fae getting a kicking, so I don't want another. People are so rough and ready in these places, and it's those ones who can hack it.'

Two points should be noted here: first, that women did not always draw a clear distinction between homeless units and refuges, particularly in urban areas; and second, women with children were particularly reluctant to share for fear of exposing them to drink, drugs and other malign influences.

Finally, a concern about shared accommodation raised by many children and young people, but no women or workers, was smoking. Some young people felt that they should never have to share with anyone who smoked, while others said that there should at least be no-smoking living rooms provided in all refuges.

Sharing Bathrooms or Kitchens?

Women and children were almost universally opposed to sharing either bathrooms or kitchens with other families. However, if facilities did have to be shared, there was a strong and consistent preference for this to be kitchens rather than bathrooms. Families, it was argued, could more easily accommodate each other in kitchens than in bathrooms - *'You can have a schedule for the kitchen, but you can't have a schedule for the bathroom'* (woman refuge resident). Sharing of kitchens was not viewed as unproblematic: difficulties over hygiene and stolen food were often mentioned by both women and children, and almost all of those interviewed were in favour of lockable kitchen cupboards in shared kitchens (these were provided in only a minority of refuges, see Chapter 2). Nonetheless, women and children generally felt that it was far more tolerable to share cooking and eating facilities than toilets and baths. Women with children were particularly reluctant to share bathrooms:

'You need to have your own bathroom, especially if you have kids. You can let the kids splash for 20 minutes, you're not bothering anyone. Instead of all going into the bathroom, then all going back to the bedroom. And you don't know who's been in before you.' (woman refuge resident)

'Sharing a bathroom killed me. I had to bleach it all the time, and not let the kids use it.' (woman refuge resident)

Children and young people were even more strongly opposed to sharing bathrooms than their mothers:

'It's quite annoying, you can get all changed with a towel round you and you go for a bath and there's somebody in it and you can't get in it.. When I was in, about seventeen people used them or something. We had to wait to get a bath and that, had to wait in a big queue... didn't like getting changed and walking down the corridor with a towel round you and someone in it... It would be better if everyone had their own bathroom.' (11 year old boy)

Children's reluctance to share bathrooms related not only to the inconvenience involved, but also to a general sense of disgust at shared toilet/bathing facilities (*'minging'*; *'Ma found floaters, yuk'*; *'cos you didn't know where they'd been, where they'd wiped it... That's cheesy'*). There was also some fear expressed by children about

using shared bathrooms along corridors away from their rooms and mothers, especially during the night. One eleven-year-old boy explained that for his little brother:

'...if he was scared of going out he'd just watched a scary film or something and he wouldn't like want to go to the bathroom or something so he could just walk from his room into the bathroom so that would be even better for him.'

Workers tended to agree with both women and children on this issue:

'I think sharing a bathroom is a big issue. It's something as simple as someone who doesn't clean the bath down. Hygiene wise, it's a big issue. Although we do get arguments in the kitchen, they're not as drastic.'

Despite these frequent disputes over hygiene, most workers were opposed to the hiring of professional cleaners for refuges on the grounds that this would undermine the 'self-help' ethos of WA:

'You don't want the women to feel incapable. They've been told they're no use for anything. You're actually saying "Yeah, you're responsible, you're capable." Sometimes we use a rota if it's not working.'

As Chapter 2 reported, while women are virtually always responsible for cleaning their own flats/bedrooms in refuge, a small number of WA groups have made other arrangements with respect to the shared/communal areas.

Mothers Sharing Bedrooms with Children

Women were divided on the topic of families sharing bedrooms: some mothers took comfort in having their children in the same room as them, but other women saw it as highly problematic. One woman described sharing a room with her children as a 'nightmare':

'One would wake the other, who would wake me. And there was no cot, so the baby was in the bed, and they fell out. And I'd be going to bed at 8 o'clock, what else was I going to do?'

But another woman in the same focus group responded:

'I'd be the opposite. My boy wanted to sleep with me. I felt guilty because there were three other beds. I didn't talk to the workers about that.'

While sharing was seen as especially inappropriate for male and older children, some very young children, of both sexes, also expressed a strong dislike of sharing a bedroom with their siblings and mother. In fact, the majority of children were firmly against the idea of sharing with their mums, although some seemed more relaxed about sharing with a sibling. Almost all interviewees agreed that it was important for mothers and

children to have a choice about whether to share a bedroom or have a separate space of their own. As one worker commented: *'They should have the option of privacy at least.'* This is clearly far from being the case at present, with women 'always' having to share a bedroom with their children in more than 80 per cent of shared refuges (see Chapter 2).

Preferences for Refuge Accommodation

We asked all interviewees their views on the most appropriate form of refuge accommodation. We offered three broad options, based on the existing accommodation types outlined in Chapter 2:

- *shared refuges*: a flat or house in which families share facilities such as kitchens, living rooms and bathrooms. This is the traditional, and most common, form of refuge;
- *cluster refuges*: a number of separate, single occupancy flats grouped together in the same building/complex. We sought views on clusters with and without communal facilities (common areas for women and children to use, outwith their own living accommodation);
- *dispersed flats*: individual, single occupancy flats spread across an area.

We review below people's responses to these alternative forms of refuge accommodation in the order they were most preferred.

Cluster Refuges

The clear preference of most women and children interviewed was for cluster refuges (*'flats and a communal area'*). One woman summed up the feelings of the majority:

'My idea of a refuge would be a building, with different units, but all go through the one secure door. There would be a communal area for women who want to chat, and an area where kids can play. But at the end of the day, you can go in your own door and shut it. But you still have the support there. It's about giving people security but also privacy.'

Women in another focus group described their ideal as follows:

'Not sharing anything...'

'But if you want company there is a communal room...'

'And if you want staff, they are there.'

Almost all the children and young people felt similarly – their preference was for *'flats all joined together in a giant house, with your own wee flat.'* Children who had experienced a purpose-built cluster refuge of this type were especially enthusiastic:

'Tell them if they build one then this is the best, there's not one as good as this.'

All of the children interviewed wanted communal children's rooms in these cluster refuges (discussed further in Chapter 5), and almost all of the women were clear that a communal area/lounge was also essential for them:

'For company. You're stuck in the flat 24 hours a day with the weans, you're in shock, you want company.'

However, most women felt that they would need an 'excuse' or purpose to go to a communal area other than simply social interaction (it is also notable that only three out of the nine shared living/meeting rooms in existing cluster refuges was reported as 'often' used by women for informal interaction, see Chapter 2). One woman who had stayed in a cluster refuge with a communal area explained why she found it helpful for a staff office to be located adjacent to it:

'I think you need a common factor for introduction purposes. I used to use "is there any mail for me?"... you have to have a reason, at first especially. And there'd be someone else here, and you'd end up chatting...'

Workers in the same refuge commented:

'...generally the women come down to see us, then they stay for a coffee and end up chatting to the others, it depends on who is there at the time.'

A key advantage identified by both women and children in the cluster model was that there could be one (well-secured) external door to the refuge, as well as internal front doors to their own individual flats:

'It's about keeping your own door off the street, like in a sheltered complex...' (woman interviewee)

Another woman liked the idea of:

'...a sealed building... Giving security within your own living space, but also having a main entrance, with buzzer system - Feeling safe is of utmost importance.'

Similarly, children and young people, without any prompting, talked about the importance of having a *'big front door'* as well as a door to your own flat.

Most, though not all, of the WA workers interviewed also favoured 'cluster plus communal' refuges, for similar reasons to those given by the women and children:

'People need privacy, they need to be able to get away. But they need the good aspects of communal living as well, through a shared lounge, a meeting room, shared laundry, that kind of thing, to allow women to share, and to interact.'

Workers in a WA group who had already acquired a purpose-built refuge of this kind were very enthusiastic:

'This is the future of how refuges should be. This is the flagship.'

For them, it was all about choice:

'I think this is the best of both worlds. You can be private, you can mix. You've got the choice. We had communal refuge, it was a nightmare.'

They also thought it important that the accommodation was purpose built rather than adapted:

'If you move into a building that was something else before, the money for the structural work necessary is never there. It makes financial sense in the long-term, the standards benefit the women and children.'

Dispersed Flats

For a minority of women who wished greater privacy/anonymity, a dispersed 'scatter flat' with 'floating support' was preferred; for these women even the cluster model of single occupancy flats was too intense:

'When I even think of it, wee close, all these units, people running around, I couldn't handle it. I would prefer to be on my own.'

This preference for dispersed flats was most common amongst women in the 'non-access' focus group, several of whom said they would have used refuge if they had known these flats were available, so long as they weren't in a 'rough' or 'slum' area. One woman in this group said:

'..a dispersed flat would have been ideal for me. Not all close together, that might be good for single people maybe, but not for kids.'

A small number of children and young people, mainly from ethnic minority backgrounds, also said they would have preferred just to have their 'own house': failing this, their second choice was the 'cluster plus communal' model discussed above.

WA workers generally favoured the provision of a limited number of dispersed flats in their area, both to satisfy demand from those who did not want to share, and to accommodate groups for whom shared arrangements might not be suitable. Examples of the latter group included women with drug/alcohol habits, women with mental health problems, women with male children aged over 16, and women who had previously behaved inappropriately in refuge e.g. by giving out the refuge address. However,

workers did point out the resource-intensive nature of providing support to families in dispersed accommodation:

'Satellite properties are going to create problems. Women don't have immediate access to women's workers. If they have problems with drugs or alcohol, they need access, and they find it difficult to get access when they need it.'

'One downside of the self-contained house, is if they are not keeping it clean we won't hear about it. In communal refuge, we will.'

One group of workers thought it important that these flats (or 'safehouses') should change every couple of years so that the addresses don't become known or stigmatised.

Shared Refuges

None of the women or children interviewed actively preferred shared refuge accommodation. A few women who had only experienced shared housing seemed content with this model, and, as noted above, some did say there were '*good points to sharing*'. But even amongst this group there was a preference for greater privacy and self-containment so long as some communal element was retained. Thus when the idea of a 'cluster plus communal' refuge was put to them, they were much keener on this than continuing with the shared model. As one said: '*If you want to speak to someone you can, if you want your own space, you've got your own house.*'

A few workers seemed attached to the shared model, at least as an option, and reported that in service reviews in their area some women preferred the shared refuge to having their own self-contained flat. However, the 'cluster plus communal' model was not given as an option in these surveys; our evidence would suggest that it is likely to be much more popular than shared where it is available.

Conclusions

The key messages emerging from this chapter are that:

- the physical standards of refuges vary enormously, from high quality, purpose built provision, to poor quality accommodation located in unsuitable old buildings;
- external security (from ex-partners and other intruders) and internal security (from other families in refuge) is a top priority for both women and children;
- while some women with experience of shared provision reported that it had its 'good' points, most of those interviewed were very negative about sharing facilities, particularly bathrooms, with other families. Disputes about standards of cleanliness and care of children were most common, but more serious complaints about violence, intimidation and drug/alcohol misuse were also made in relation to shared refuges, especially in deprived urban areas. Children were almost entirely negative about sharing facilities with other families, and were even more strongly opposed to

sharing bathrooms than women. Many children and young people, but no women or workers, voiced objections to smoking in refuge;

- some women found comfort in sharing a bedroom with their children while in refuge, whereas others stressed the importance of the space and privacy afforded by separate bedrooms (particularly for older and male children). Children were generally very unhappy about sharing a bedroom with their mum, although some were more relaxed about sharing with a sibling. All interviewees felt that it was important for families to have a choice over whether to share or not;
- almost all of the women who had not used refuge said that sharing with other women/families was what had deterred them;
- by far the most popular model of refuge amongst all interviewees was that of a 'cluster' of single occupancy flats with communal areas also provided for both women and children. This model satisfied women and children's need for space and privacy, while also enabling them to gain mutual support and a sense of safety from being around other families in a similar situation. A minority of women and children preferred dispersed flats, and most workers favoured access to some such flats in their area for groups for whom any form of shared/clustered provision was inappropriate. No women or children actively preferred shared refuges, but a small number of workers seemed to have some attachment to this model.

Chapter 4 Refuge Services for Women

Introduction

This chapter reviews services for women living in refuge. The key issue is the support role of WA workers. The chapter begins by reviewing women's general experiences of support from workers, before looking in greater detail at the location and availability of refuge workers. It also examines attitudes towards move-on support, and consultation and involvement of women in refuges, before presenting some observations on the apparent variation in support needs between the urban and rural/semi-rural areas we visited. It concludes by reviewing women's priorities and preferences in relation to future refuge provision.

The Role of Workers

Workers play a varied and crucial role in the work of WA. As well as administering the refuge services, they provide support to women and children during an extremely difficult and stressful process. Here we outline two issues that emerged in focus groups about the nature and availability of the work done with women, but first we provide some overall impressions.

Overall Impressions

Most women we spoke to were very happy with the support they had received from WA workers, and particularly appreciated the 'non-judgemental' and 'empowering' approach taken:

'They're always there, they don't judge you, they just sit and wait till something clicks in you so that you won't go back anymore. They sit and support you through it.'

They found the practical help offered by WA invaluable: *'They have power. And for 24 hours a day they are always at the end of a line...'* The general sense of knowing that *'You've got Women's Aid behind you'* felt very empowering to these women, particularly in dealing with other agencies such as the police and housing providers. The emotional support they received was just as important, with numerous women commenting on the *'confidence'* they had re-gained with the help of workers. This had not only enabled them to piece back together their shattered self-esteem, but allowed them to take control over their lives, and in some cases even stand up to their abusive ex-partners. Children also appreciated the support their mothers had been given in refuge, often emphasising how *'mum felt safe'* there. One 12-year-old boy said: *'Mum liked it here and if my family like it then that's all that matters to me'*.

Level and Nature of Support

Although there could be different approaches taken by workers within the same WA group, the main difference was between WA groups in both the level and nature of support given to women residents. Two broad approaches emerged: called here 'pro-active' and 'reactive'.

In some refuges, workers took a very pro-active approach in providing both practical and emotional support to women, but strove to deliver this in an 'empowering' way that bolstered, rather than undermined, their self-esteem and confidence:

'You have to be very careful and very skilled in making women not come to depend on us. I know it sounds like a contradiction, but the ongoing counselling is a process of empowering the women. Saying "You are strong, powerful, look at what you have done, you've left, you've gone through refuge, you are strong and powerful".'

This approach was very much appreciated by the women who experienced it: *'I was overwhelmed by the generosity'*. Some of these women even described WA workers as *'guardian angels'* and *'part of the family'*. Women were especially enthusiastic about those who seemed to do more than they were paid for: *'With X, if she hears something is wrong, she'll phone you even if it's out of hours.'*

However, in other WA groups, there seemed to be a more reactive approach taken, with women saying: *'You're left to your own devices, told that there's someone there if you need them.'* Comments from workers in one of the WA groups concerned reinforced this reactive image:

'We say we're available to speak to them whenever they want.'

'We give support to one particular woman every time we see her. It's pretty unusual though, I think most women want to cope on their own. You can speak to a woman for an hour, and she doesn't go away feeling any better.'

This approach seemed to reflect a different interpretation of WA's self-help ethos from that of the more pro-active groups: *'I feel sometimes we're not giving enough support... but we're careful... we're not trying to create extra dependencies.'* Women in the refuges provided by this group defended the workers – *'I couldn't fault any of them'; 'I think they're doing as much as they can to help'* – but this was a strikingly less enthusiastic endorsement of the workers' role than where a more pro-active approach was taken. In a recent service review of the group's refuges one respondent had commented:

'You say if we need support, just ask. But not all women are strong enough to ask, so you should ask more often.'

In another WA group where a reactive approach appeared to be taken, the women were much more critical, and particularly resented workers sharing personal information about their circumstances with each other:

'When I moved in, I thought there would be support. I expressed my feelings to one member of staff, then they all knew. I thought I'd have a key worker. Sometimes you just want to talk to one person.'

However, sharing of information between staff was not identified as a problem by women in other refuges, so this resentment seems to have been a product of the lack of trust between women and workers in this group. In another apparently reactive group, women praised individual workers' efforts, but clearly would have appreciated more contact and support:

'I just phone the office, they don't visit. Sometimes they are very busy, in a meeting...If you can't speak to them, you go to a friend for comfort. So they need more.' (woman resident)

The relatively small number of workers interviewed in the study (22) means that it is not possible for us to comment on the relative balance between pro-active and reactive approaches across WA groups in Scotland. The impression we gained, however, was that the pro-active approach was most common amongst women's workers based in refuges, and amongst children's support workers (see Chapter 5). It seemed somewhat less common amongst women's workers based in off-site WA offices.

Availability of Workers

The second issue that emerged in discussions about workers related to the hours and place they were available. The apparent relationship between on-site offices and a pro-active approach to support has just been highlighted, and the role of workers in providing a focal point for interaction between women residents was discussed in Chapter 3. Virtually all of the women and children who commented felt that it was best for workers to be based within the refuge instead of, or in addition to, an off-site office. One woman said: *'I like it; it's a security thing.'* Workers who were located in on-site offices noted how the low-level, day-to-day contact this afforded helped in building up relationships with women: *'You can sense what's going on because you're here.'* Another group of workers described their on-site office as a *'magnet'* for women and, especially, children:

'You can see how people are doing, how they are feeling, whether they are having a good day or a bad day, etc. You can pick up on that.'

'Even women who won't come forward to tell you stuff, you'll still see them, and see how they're getting on, and get the odd chat here and there.'

Only one group of workers seemed averse to the idea of being based in refuge:

'We need the separation because we need for the women to be able to pop in and see us, and we need the refuge address to be far away enough from the office to stay confidential.'

In other areas, the need for both off-site offices and refuge-based workers was stressed.

The second aspect of worker availability related to hours worked. Although generally very satisfied with the support provided, many women had been surprised when they first moved into refuge that staff *'went home at 5 o'clock'*. One woman commented:

'I was under the impression that a worker would be there all the time. That wasn't the case. After teatime you're on your own, and some of these women are tough, women you'd be scared of walking along the street, people you wouldn't normally mix with.'

Women from across the focus groups expressed disappointment at the lack of (non-emergency) weekend and evening cover (see Chapter 2), as they often felt that this was when they most needed someone to be there for them and their children. One woman said:

'Weekends are hard for me. It's the weekends when my husband is off work, and he would be in X [town the refuge is located in], and try and snatch the kids. I had to stay indoors with the kids, I found I didn't want to go out at weekends, and my dad couldn't come here, and I was worried if I went there he would try to snatch the kids. I know the workers have to have time off though...'

Nevertheless, there were mixed views on 24-hour staffing: some women said they would welcome it because it would make them feel safer (*'a worker there at night would be a great comfort'*); others felt it would be intrusive. Workers were generally against 24-hour support as they felt it would undermine the self-help ethos of WA, although some could see why women and children might like it:

'Because at two or three in the morning, your problems seem hideous, you can't sleep. Most women are bad sleepers, and you can see that they'd want to wander down and chat...'

'The children would like us here 24/7. I think there are pros and cons, promoting independence versus being here 24 hours a day, there are two sides.'

All of the women interviewed were anxious that there should be effective emergency cover by WA on a 24-hour basis, and this was provided in some areas we visited. However, the out-of-hours service in one major urban area was consistently reported as inadequate and unresponsive:

'Outwith office hours, stuff happens, you try to page the workers, but they say they didn't hear it.'

In another urban area we visited, there was no 24-hour service. The workers reported that they were on-call till 10pm and then there was an answer machine. We asked what women should do if they couldn't reach them:

'We tell them they have the same rights as any citizen. If they are in fear, or if they need medical help, then they should call on the relevant services. We find they usually get a good response, most women say they come out quite quickly.'

Urban/Rural Differences

From the accounts given by both women and workers, complex additional problems, such as alcohol or drug dependency, seemed to be far more prevalent in urban refuges than those located in rural or semi-rural areas. This meant that WA workers in urban areas faced a greater challenge in creating a safe and supportive atmosphere in their refuges, particularly their shared refuges, than workers elsewhere. Paradoxically, however, these were the very places where relationships between women and workers often seemed most 'distant'. This was probably partly accounted for by the greater numbers of both women and workers in urban WA groups, and also, crucially, the large size of some refuges in these areas (see Chapter 2). The (off-site) location and (reactive) ethos of workers in some of these groups may also be contributory factors.

There were also specific, but different, problems highlighted in relation to refuges in rural and semi-rural areas. There was great concern over the absence of local specialist services, such as mental health services, rape crisis services, abortion advice, and drug rehabilitation services. Even access to mainstream social work services could be difficult. This absence of local services, coupled with limited public transport, meant that workers had to spend a great deal of their time ferrying women to appointments with other agencies.

Moving On and Support

Many women described being reluctant to move on from refuge: *'It was frightening to start all over again'*, but most workers reported that it was rare for a woman to stay in refuge any longer than was necessary to gain reasonable housing for her family. In only one refuge did women report any pressure from WA workers to move on before they felt ready, and in the main women said they were supported to decide what was best for them: *'You can stay till you feel you want to move on.'*

Women, especially in urban areas, reported that the location of housing was the most important issue they had to consider in moving on:

'Furniture is the least of your worries, you can always replace it. It's the area...'

'Aye, you cannae clean outside.'

The quality and speed of rehousing varied enormously from area to area and this inevitably impacted on the average length of stay in refuge. Workers occasionally commented that women could be rehoused too quickly, before they'd had time to get their *'strength'* back, or, more commonly, too slowly, so that by the time they'd been allocated accommodation they were either frustrated or too *'comfortable'* in refuge.

Women from a range of areas praised the help and advice they received from WA workers when they got housing offers:

'My worker said "You don't need to take it, stay here." Normally they won't push you.'

The availability of move-on support was universally welcomed by the women interviewed, and undoubtedly increased their confidence about leaving refuge: *'They don't just let you go. I was worried about that.'* Many women stressed that support wasn't forced upon you, but it was important to know it was there if you needed it. The importance of the social contact provided by move-on workers was emphasised:

'You've lost all your support network, you've only your weans...'

'You're in a new area, you don't know anyone.'

Women liked a combination of approaches to follow-up support – being able to both drop in to the office/attend organised groups and to receive visits/go on outings with workers:

'Sometimes you want to get out, other times you might not feel up to it.'

'It was fantastic to get a visit.'

In some (small) WA groups this follow-on support could be of a very informal nature, as one worker explained:

'Even when a lot of women are rehoused, they pop in on their way to school, on their way to the shops... we don't mind that, we're not a drop-in but they need the support.'

One woman highlighted the isolation and fear women can face if follow-on support from WA is unavailable:

'Once I'd left refuge it felt like being back to square one and very unsafe, left to get on with it, with no emotional back up or support.'

Consultation/Involvement

When we asked workers about women's involvement in the running of refuge, the following response was typical:

'They do in the day to day things, the practicalities, e.g. bedtimes. You've got to have that flexibility, so yes they have a big input. Organised through house meetings. But the main rules, e.g. no men, no they have no say.'

Women similarly reported that they had no say about the main rules or facilities in refuge, but this did not seem to be a problem for them. Such consultations as had taken

place on the more fundamental aspects of refuge were usually ad hoc rather than regular or systematic, and were more often than not prompted by one-off service reviews. In several places women or workers mentioned that regular ‘house’ meetings had been discontinued because so few women turned up or because of pressure of other work. However, workers in all refuges were frequently involved in ongoing, informal negotiations to resolve day-to-day disputes and personality clashes, and periodically called ad-hoc house meetings to deal with specific problems that had arisen:

‘They [house meetings] used to be regular, maybe once a week. But the pressure of work, etc has meant that it only happens when there is a problem. It would be good to have them regularly, and then have an event or something afterwards. The refuge workers’ workload had increased so much, we have got to the stage where house meetings are only organised when we can see a crisis looming, and we try to head it off at the pass, e.g. a woman will come to you and say “I’ve had it with so and so...”, but they tell you not to say it was her who brought it up, so you call a house meeting.’ (refuge worker)

‘It’s more of an ongoing thing, a more informal approach. We have, or rather used to have refuge meetings, getting people together, but it’s difficult at the moment... But they come down to discuss repairs, charges etc.. and we can end up with four or five women down here at one time. They’re no slow to say if there is anything bothering them.’ (refuge worker)

Few women seemed to have perceived that WA was organised on a ‘collective’ basis, and none thought that this was relevant to the service they received.

Priorities

We asked both women and refuge workers about their priorities for future investment in refuge provision, and in particular whether more workers/support or better buildings/more spaces should be prioritised (see Chapter 2 for the survey results on priorities). There was a very mixed response to this, but one woman summed up a lot of the feelings of others:

‘If it’s a communal refuge, then the workers are more important. If it’s self-contained accommodation, then the building, or a better area is more important.’

We also asked whether women or children’s support workers should be the priority. There was a very mixed response to this from workers in the focus groups – depending on what they felt there was a shortage of in their area (in the questionnaire survey, children’s support workers were more often prioritised, see Chapter 2). Many women felt that if mothers were properly supported there would be less need for children’s support workers: *‘...if the women are settled and OK emotionally and mentally, then it will be better for the kids’; ‘the women would look after their ain.’* However, another focus group of women felt that children’s support workers and facilities should be the priority:

'Some kids don't express their feelings to their parents/mothers, so it would be nice if they could have a children's worker to talk to if they wanted to.'

Conclusions

The key messages emerging from this chapter are that:

- most women interviewed were very happy with the practical and emotional support they had received from WA workers, and particularly valued the 'non-judgemental' and 'empowering' approach taken. WA groups which took a 'pro-active' approach to supporting women were particularly highly praised by the women in their refuges, whereas women were less positive in relation to those groups which took a more 'reactive' approach, and in one case were heavily critical;
- women and children preferred refuge workers to be based within the refuge rather than at an off-site office, and workers based in on-site offices felt that the day-to-day contact this afforded was important in building up relationships with women;
- more extensive weekend and evening cover was seen as desirable by most women interviewed. However, there was only limited support for 24-hour staffing of refuges amongst women, with workers generally against this. Women were very anxious, however, that there should be an adequate 24-hour emergency service provided by WA, and this was not available in the two urban areas we visited;
- all women interviewed very much welcomed the availability of follow-on support, and liked the idea of both drop-in facilities/groups and visits when they moved into their own place;
- there was little formal consultation with women over the 'main' rules and running of refuge. However, workers were regularly involved in ongoing, informal negotiations with women about day-to-day matters, often calling ad-hoc house meetings to deal with specific problems as they arose;
- complex additional problems, such as alcohol or drug dependency, seemed particularly prevalent in urban refuges, making it more difficult to create a safe and supportive atmosphere in these refuges than in refuges located elsewhere. In rural and semi-rural areas, the absence of local specialist services, coupled with limited public transport, meant that workers had to spend a great deal of their time ferrying women to appointments with other agencies;
- there were very mixed responses in relation to whether 'workers' or 'buildings' should be prioritised in developing future refuge provision. Women generally felt that if mothers were adequately supported, their children would have less need of children's support workers, but some women felt that support for children should be the top priority in refuge services.

Chapter 5 Refuge Services for Children and Young People

Introduction

This chapter reviews services for children and young people in refuge. It starts by examining children and young people's general experience of refuge life, before looking in detail at the provision of children's support workers and children's rooms in refuges. Thereafter move-on support, the differential experience of children depending on their age and gender, and consultation and involvement are considered. The chapter ends by discussing children and young people's priorities and preferences in relation to support services in refuges.

Experience of Refuge

As discussed in Chapter 3, children were often very nervous about moving into refuge and were, on the whole, relieved that it was not as 'horrible' as they had feared. Almost all said they were glad their mothers had brought them to refuge and felt that it was a good place for children. Many children were extremely positive about their experience of refuge: 'Brilliant!'; 'Everyone nice'; '...you can play and feel comfortable'. One nine-year-old girl was emphatic:

'I liked living in the refuge because all the people that worked there were very kind and made you feel very happy. I don't know why you wouldn't feel at home.'

Young people often emphasised how safe they (and their mums and siblings) felt in refuge:

'... if you went somewhere else it's easy to find you, it's easier for a person to find you. I felt safer here.. if somebody came they couldn't get in, but if it was other places then they'd knock the door down.' (14 year old girl).

Similarly, mothers most often described their children's experience of refuge in very positive terms:

'The kids can run about the close, they are all safe, everybody looks out for each others kids, everybody is for kids.'

'My X was traumatised when she arrived, just stood there. Within weeks she was great, running about. The kids are alright if the people are alright.'

Children's support workers explained that many children had behavioural or psychological problems when they first came into refuge and often greatly benefited from the supportive environment:

'A lot of kids come in here violent towards each other, or violent towards the mother. We show them other ways to behave, other ways to deal with conflict...Most kids don't have so much fun as they do in the refuge – we have a play-scheme, we go to theme-parks, maybe go out and bike round an island, take them to the cinema.... You get the same with teenagers. In the refuge you're building up a relationship with them. Often they've never experienced a person showing interest in them.'

They also made clear that provision for children in refuge had improved considerably in recent years:

'It has been taken on board internally and externally that children are affected by domestic violence in a number of ways. They are not just baggage, they have their own experiences. We're working with schools, social workers and other agencies...'

As discussed in Chapter 3, the key thing children and young people disliked about refuge was sharing facilities, particularly bathrooms, with other families. One 13-year-old boy summed up a lot of children's feelings about refuge:

'The best thing about the refuge was the playroom and the computer and all that and all the workers, how kind they were. And my worst thing was having to share a flat with people you didn't know...'

Likewise, some mothers reported that living in refuge could be a very negative experience for children where there was stress or tension between the families sharing. One woman described how she was afraid that a violent incident in refuge involving two other residents would impact on her child:

'My wean's going to wake up and hear this madness, that's what I'd taken her away from...'

While some mothers and workers focused on conflict between children as a key problem in refuge, this was given far less emphasis by children. They did report particular fights or resentments, and some mentioned being *'picked on'*, but children more often talked about making friends than enemies in refuge. Peer support could be as important to children as women in refuge, with several commenting on being *'sad'* to lose friends if they were unable to keep in touch after moving on. Children's complaints were primarily about loneliness or boredom if there was no one else their age in refuge, or if the playroom and facilities were locked up (see below). The conflict that bothered them most seemed to be that between adult women, and they expressed their resentment at being told off by mothers other than their own.

Some mothers felt that, even in refuges with a supportive atmosphere, it was sometimes difficult for children to adjust to the new environment and routine, and that they could become very *'clingy'* or even disruptive/violent (though it was difficult to discern the extent to which some comments concerned the impact of domestic abuse rather than refuge). One woman commented:

'I don't think it's a healthy environment [in the refuge], how you bring your weans up is different for different people, and you're having to mix with others, your nerves are fraught.'

Moving into refuge could be particularly painful for those children and young people whose schooling and friendship networks were disrupted:

'Refuge life was hard because I had to start a new school and make new friends. I was sad that I had to move so far away from the rest of my family.' (11 year old boy)

Workers almost always reported that teenagers found the adjustment to refuge life especially difficult and stigmatising:

'The older ones tend to be more embarrassed, they don't want their friends to see the front door they're going through.'

'Younger kids play together, but the older kids can't bring their friends back, and it's difficult for them because they have been able to before.'

Age and Gender of Children

A great many interviewees commented that younger children were better catered for than older children in refuges (see also Chapter 2):

'Mine is 15, it's no good for him.... They don't have much for teenagers. They were going to have a wee room for them, a computer, sofa, stereo, somewhere to chill out. They've got the internet (on the computer in the office), but they should make a room for them.' (woman refuge resident)

'There is a lack of space for older children, both girls and boys. Space for getting their homework done etc.' (refuge worker)

All interviewees were agreed that teenagers needed their own 'quiet' space away from younger children both for homework and for 'chilling out'. Teenagers were clear that 'kiddies' rooms' did not meet their needs, with one 14 year old girl saying: *'I think there should be more age group rooms, 'cos you wouldn't see 14-16 year olds going into a three year old's playroom.'* Perhaps more surprisingly, younger children also consistently made the point that age-specific spaces were needed for children and young people within refuge. As indicated in Chapter 2, there are specialist teenagers' rooms available in only a small proportion of refuges at present.

As well as separate rooms for different age groups, many children and young people expressed a wish for separate activities, and in some cases separate workers, for different age groups:

'...so can do different stuff for our age.' (14 year old girl)

'...some can handle bigger ones, some wee ones.' (10 year old boy)

Although a few young girls said there should be separate spaces and/or activities for boys and girls, age rather than gender was the predominant theme in relation to children's room and workers.

The key gender issue that emerged in the study related to teenage boys, some of whom objected strongly to the exclusion of young men aged over 16 from refuge. They complained about being '*booted out at 16*' and felt '*labelled*' by it, with one commenting that he would '*...have to make arrangements to see my own Mum!*' Another made the point that: '*...if Mum leaves Dad to get out, Dad would get me and ask questions and questions about where she lives. Where would I go?*' They felt that girls were treated better in refuge than boys:

'They get more stuff and that, and they get treated with more respect than what we do.'

These young men also felt excluded from the follow-on work:

'It's just 'cos we're boys. Mum and everyone said they weren't wanting to take us out because they think every man beats up his wife.'

While these comments were made by a small number of young men, two of whom were from the same family, the focus group of children's support workers picked up a similar theme (see also Chapter 6):

'With all the women workers, teenage boys say "How come there's no men working at Women's Aid? How come it's all women? I dinnae like it all women".'

'As soon as we explained it, it wasn't a problem. As soon as we gave an answer they were OK about it.'

'I got a different response. They were quite offended that they were not allowed, were asking what is the difference between a 15 and 16 year old?'

Children's Support Workers

Children almost always were clear that they '*liked*' their children's support worker, with very strong affection expressed towards some of these workers. Views on other refuge workers were more mixed; some children indicated that all refuge workers were '*nice*', whereas others found some of them '*moody*'. Children therefore generally made a clear distinction between children's support workers and other workers, preferring to talk to the former. They also strongly preferred to keep the same children's support worker over time:

'I'd rather have my own worker than talk to any of the other workers 'cos they might not know what I'm on about'. (10 year old girl)

Children of all ages very often indicated that they would like greater access to children's support workers. While older children sometimes felt particularly neglected because the workers' time was so limited, only younger children tended to want them to be around all day, every day. In one group none of the children felt they got enough of the children's worker's attention:

'...at times I wanted to talk to someone. [The children's support worker] was barely there. She'd gone away too early.'

'... no time to speak to us, only half hour with her talking to three women about rules and regulations. Children's worker should be telling us not adults. Adult's worker should concentrate on adults. Children's worker should concentrate on children.'

Being welcomed when they first arrived at refuge was a big issue for many children: one 10 year old boy emphasised the importance of someone to 'greet us at the door' when they first got there, while an 8 year old girl said that it would be '*...nice to be welcomed at the door and get your bags taken upstairs.*' Similarly, many workers commented on the importance of children's support workers being available for children as soon as they are admitted to refuge:

'As soon as they come in there should be a children's worker there, to introduce the children to the refuge straight away, because often the refuge workers are very concentrated on the women.' (children's support worker)

It was also generally seen as important that children's support workers were available on a daily basis, even if only for a few hours at a time – a few days to wait to see a children's support worker can seem a very long time for a child. The lack of weekend and evening cover by children's support workers was viewed as particularly problematic by many mothers and children (see also Chapter 2). Some of the children's support workers agreed:

'There are no children's workers at the weekends. If they've come from out of the area then they're stuck somewhere and don't know anyone, no school...'

'Just like Women's Aid shutting at two when the women finish work!'

Several children said they would like more time on their own with children's support workers, including one 10 year old boy who explained that you might not get along with the other children and it would be good to '*...have the worker by yourself and go out.*' Similarly, while the work undertaken by children's support workers was usually praised by mothers, their only complaint tended to be that it didn't go into enough '*depth*'. One woman felt that there should be

'...group therapy sessions for kids and teenagers because they are damaged by all the trauma just as much as their mums.'

Most workers agreed that there was insufficient time for one-to-one and other ‘depth’ work with children, and this meant that some missed out on the support they needed:

‘It feels like an A&E ward. And that affects the quiet child who asks for time, but who won’t throw a strop when they don’t get attention, which often means they don’t get it.’

Children’s Rooms

Children’s rooms were very much valued by children, especially the youngest ones who very often said it was the ‘*best thing*’ about refuge. However, while some children’s rooms provided excellent facilities, the inadequacy of others was noted:

‘There is one small room, for all age groups, and if its got two or three kids in it, it’s crowded.’ (woman refuge resident)

Lack of access to these rooms when children’s support workers were not around was a major source of complaint from both children and their mothers (the rooms were almost always locked when there was no children’s support worker available to supervise, see also Chapter 2). School-age children’s access could be very limited indeed:

‘They [children’s support workers] come on a Wednesday and a Friday. They finish at 3.30pm, the kids finish school at 3.10, they only have half an hour in the playroom.’ (woman refuge resident)

Many children complained of being ‘*bored*’ and having ‘*nothing to do*’ when the workers went away and the children’s rooms were closed, with weekends in particular often dragging by. Where families shared a bedroom, access to a children’s room in the evenings was particularly important to older children who couldn’t play in their room when the younger ones were asleep. Older children also sometimes felt that, as with the children’s support workers, younger children’s access to the children’s room was prioritised, leaving them excluded, bored and resentful:

‘...we only get an hour and a half and the other children get practically the whole day and it shuts on Saturdays and Sundays.’ (10 year old girl)

Both women and children appreciated why children’s rooms were sometimes closed – ‘*they keep it locked because in the past it’s been abused*’ – but nevertheless greater access was considered a priority by almost all of those interviewed. As noted above, lack of a separate space for older children was the other central complaint about children’s rooms.

Consultation/Involvement

Children and young people generally reported that they had no say on most things in the refuge, although some pointed out that they were asked where they wanted to go on outings. The children in one group commented:

'...we never really get a say in the refuge and we never had children's house meetings.' (14 year old girl)

'Workers did say "We're here for you if you want to talk". but there were just all the women there and they were talking to the manager and that and we never get a say cos it was just adults' stuff like, it was just there for them and we never got a say in anything.' (11 year old girl)

One 11 year old boy (in another group) felt differently: *'...every child got to give opinion... Women's Aid listen to everybody.'* The children and young people in another group also felt that they got listened to, but this was mostly just about the playroom.

Moving On

There was a general sense that children were not well-informed or consulted about moving on from refuge. Some children explained that they were not aware that they were going to be in refuge for only a temporary period, and were *'sad'* to have to move from what they thought of as their home. On the other hand, one nine year old boy said that his mum had *'lied'* as she'd told him it'd *'be just a wee while'* but they ended up staying nearly a year. He would have liked more of a say.

It was clear that children, particularly young children, could become very attached to workers and the playrooms/facilities in refuge, and could find it difficult to move on to mainstream accommodation unless follow-on support was available. This was especially the case in the best resourced and most supportive refuges, with young children making comments such as: *'...felt sad to be moving cos fun here.'* Mothers also commented:

'Mine were devastated when we had to move. We'd not been here for very long, my kid had not long settled, then we were moving, and moving, and moving.'

This difficulty for children in moving on was also recognised by the workers in this refuge:

'It's very hard for children, they become very close with me and X, and then suddenly they've got no-one, and their mother is busy with the new house etc...'

Young people and children, like their mothers, were generally very keen on having the option of follow-on support. Almost all wanted to keep in touch with workers from the refuge, and were enthusiastic being able to participate in trips or activities. They also appreciated just being able to drop in for a chat, where that was allowed. Young people and children involved in follow-on groups really appreciated this continuing help. One 11 year old boy explained that the workers who ran his follow-on group:

'... helped a lot of children out 'cos most of them are quite scared of some people and you just help them through it and help mothers through it as well.'

He went on to say that '*...it helps a lot to know someone's there, no matter what*'. Visits to their new home were also wanted by many children, with one nine year old girl saying that: '*I would like a worker come spend time with you when you've gone. Miss it.*' As highlighted earlier, it was important to children that they dealt with the same worker '*all the way through*', and they did not want their follow-on worker to be a '*stranger*':

'...it's not a good idea to change workers when you know and like the person.' (15 year old young man)

However, at present WA usually have distinct refuge and follow on workers (with only five specific children's follow-on workers across the country). This means that when children and young people leave refuge they will almost always be dealing with a different worker, if they have any continuing contact with WA at all.

Children, as with the women, particularly appreciated workers who seemed to act '*above and beyond the call of duty*':

'X's came down once or twice when she's not supposed to and she's used her own money to take us out, like she took me to the pictures three times when I was in that house when she's not supposed to, but she's still done it. It wasn't during Women's Aid but she still took us out, when she wasn't working, she had finished her hours and she came down, she was doing it in her own time and using her own money and everything.'

Some young people (like their mothers) voiced concerns about the permanent accommodation they were expected to move into, saying that everyone got '*stinky*' houses when they moved out. In one group young people reported that a number of families from the refuge stayed in the same street now, and they call it '*Women's Aid street*'.

For children and young people from ethnic minority backgrounds, racial harassment could be a major concern (see also Chapter 6). One 10 year old boy explained that '*bad things*' happened when they lived in one place: '*...we were picked on, people call you names, we had to move house because of this.*'

Priorities

As highlighted above, key priorities for children were age-specific children's rooms and greater access to children's support workers. Some children expressed a preference for separate workers for different age groups, while many emphasised the need for separate activities for different age groups. Young people liked workers to be based in the refuge office '*to welcome you*', and they wanted follow on support from a worker who was '*their's all the way through*'.

In addition, older children and young people mentioned access to electronic equipment and games in refuge (such as CD players, computers with internet access, videos, DVDs, Playstations, pool and table tennis tables). In young persons' rooms they wanted settees (not kiddies' chairs!) to '*chill out*' on. They also wanted these rooms available at

night without workers there: *'...would be relaxing to be there on own'*. Younger children prioritised being able to play outside in a garden, as well as in the playroom, and appreciated facilities like slides, seesaws, trampolines, climbing frames, soft play areas, tents, bikes, swings, etc. Many children and young people were especially enthusiastic about the trips and activities they had been involved in.

An essential for all children/young people seemed to be that every family room/flat in a refuge had its own TV because families often wanted to watch different things. Some children mentioned difficulties in keeping in touch with friends or relatives when there was no phone (landline) in their refuge. The payphone (where provided) was expensive and lacking in privacy.

It is interesting to compare these responses to what children's support workers had to say when asked what children would prioritise:

'Children themselves say the trips are the best, but when it comes down to it, the group work and the one-to-one, they couldn't cope without it. It's when they get a chance to be heard, and listened to, and taken seriously. They're often bursting to tell you what's going on with them, and they'll take these minutes wherever they can get them.'

The children's support workers themselves prioritised extra workers/more worker hours (see also Chapter 2):

'Would rather work with less space but more staff. We can do work on the bottom stair if we need to, we don't need the trappings. What's the point of four rooms and one worker?'

They felt strongly that the ratio of children's support workers to children should match that of refuge workers to women: *'A good starting point is to mirror what we've got for the women.'* They were generally more concerned about lack of space/rooms for children than inadequate facilities or toys – a separate room for teenagers and additional storage space for toys/equipment were common priorities. Finally, they highlighted the need to avoid high concentrations of children in large refuges:

'... if the optimum is eight women, why 40 children? It creates so many problems. It's not practical, even if there are lots of workers... At meal times, 40 children running about, and at bed-time, trying to settle them down – where is that peaceful place if you have 40 kids running about?'

Conclusions

The key messages emerging from this chapter are that:

- provision for children in many refuges has improved considerably in recent years, and their experience of refuge was often reported as extremely positive because of the safety, support and stimulation they enjoyed there. But living in refuge could also be a negative experience for children where there was stress or tension between

the women/families sharing, and the disruption to schooling and friendship networks could be painful for teenagers in particular;

- children liked children's support workers a lot, and very often wanted greater access to them. Women usually praised the work undertaken by children's support workers, with the only complaint being that it didn't go into enough '*depth*' sometimes. Most children's support workers agreed that there was insufficient time for one-to-one work with children;
- it was felt important for children's support workers to be available for children as soon as they move into refuge, and on a daily basis. The general lack of weekend, late afternoon and evening cover was seen as problematic by most interviewees;
- lack of access to children's rooms when children's support workers were not available was a major source of complaint of both children and women. Children often complained of being bored and having nothing to do when the playrooms were locked, particularly if they were sharing a bedroom with their family;
- younger children were generally felt to be better catered for in refuge than older children. All children and young people highlighted the need for age-specific spaces in refuge, with a separate '*quiet*' space for teenagers seen as a particular priority;
- the key gender issue that emerged related to teenage boys, some of whom felt '*labelled*' by the exclusion of young men over 16 from refuge;
- young children in particular could become very attached to workers and the playrooms/facilities in refuge, and could find it difficult to move onto mainstream accommodation unless follow-on support was available;
- children prioritised age-specific children's rooms; more children's support workers; separate activities for different age groups; and better/more toys and electronic equipment, with younger children also focusing on outside play areas and equipment. All children enjoyed trips/activities but did not focus exclusively on this. Some children wanted more time alone with children's support workers, and almost all emphasised the importance of having the same worker '*all the way through*';
- children's support workers generally prioritised extra workers/more worker hours and extra space (particularly for teenagers and storage), rather than more/better facilities or toys.

Chapter 6 Particular Groups

Introduction

This chapter considers the position of women for whom access to refuge may be limited and/or difficult. The groups identified by workers and/or women as falling into these categories were:

- disabled women or women with disabled children;
- women with large families;
- women with drug problems;
- women with male children aged over 16;
- women from minority ethnic groups; and
- ‘professional’ or ‘middle class’ women.

While workers felt that progress had been made in widening access to refuges for some of these groups in recent years – particularly disabled people and large families – it was acknowledged that women with drug problems in particular continued to get ‘*a raw deal*’ (see also Chapter 2).

We conducted two focus groups with women from minority ethnic backgrounds in the course of the study, and a specific focus group was also held with ex-drug users (see Appendix B). A small number of professional women, women with large families, and women with male children over 16 participated across the various focus group discussions, as did some children from minority ethnic groups. Unfortunately, it did not prove possible to explore the experiences of women or children with disabilities within the confines of this research.

The position of women with drug problems, minority ethnic families, women with male children over 16, and women from professional or ‘middle class’ backgrounds is explored below. This chapter also considers the question of specialist refuges for specific groups.

Drug Users

Workers generally acknowledged that active drug users, particularly intravenous heroin users, were the most difficult group of women to accommodate (see Chapter 2). As noted in Chapter 3, this was also one of the groups that other women were most anxious to avoid sharing accommodation with. One worker commented:

‘Women with addictions get a raw deal as far as refuge goes. It’s just that the refuge set up is not conducive to that ...there is talk of specialist

refuge provision... We do take women if they are on a methadone prescription, if they are maintaining it well. But if the woman is using, then we don't take her. There's too much chaos, and it's not contained in their flat, it spills out to everyone.'

Most WA groups would not accommodate active drug users in their shared provision, but some would place them in their dispersed flats. In fact, this was often seen as a key use of these flats:

'We use them for multiple needs, for people with drug or alcohol problems, people who found it difficult to live in refuge and put in support for extra needs.'

Some workers felt that the solution was specialist provision for drug users, but also recognised the difficulties inherent in this approach:

'It would need to be 24-hour specialist support, with specialist staff.'

'And where would you put a unit like that? It would be targeted and labelled...'

'For a start, it's illegal. If they were using something in the building, it's illegal – the Wintercomfort case.'

The 'Wintercomfort' case relates to two workers in a homelessness day centre in Cambridge who were imprisoned under the Misuse of Drugs Act 1971 because they 'knowingly permit[ed] their premises to be used for the supply of heroin' (*The Observer*, 02/01/2000). Since these convictions, workers in various types of supported accommodation have become (even) more nervous about accommodating active drug users.

There were mixed views amongst the ex-drug users interviewed on the question of specialist refuges for those still using: some were against it: *'I think that would be discrimination'*, whereas others appeared in favour: *'Aye. You don't want to mix, I wouldn't want my kids in with people doing drugs.'* However, this latter comment appeared to be more about keeping active drug users away from other families than about providing appropriate accommodation for them. In fact, none of the ex-drug users we spoke to appeared willing to use such specialist refuge provision themselves, especially if they had their children with them:

'I wouldn't take my weans where people are using drugs. Even if they're an ex-addict on a prescription... Even if you're all together in the same building [cluster], it's no right. And people with nae weans, are completely different from you, you're thinking of your weans all the time, they're your main priority...'

The ex-users were also generally against active drug users being allowed in mainstream refuges, especially if there were children around, and they supported WA's current policy: *'...you've got a lot of people in refuge who don't need people with alcohol or drug problems round about them, they need help.'* Nevertheless, and somewhat

confusingly, they seemed to feel strongly that refuges should ‘*have more drugs workers*’, and thought it vital for women who were stabilised/ off drugs to be kept separate from those still using. These women were often very concerned about approaching police or social work services regarding the domestic abuse to which they were subjected in case their children were taken from them – this concern lay behind one woman’s repeated question ‘*...are you automatically allocated a social worker when you’re in refuge?*’

We spoke to very few women with self-identified alcohol problems, although women and children in a range of areas mentioned problems created by drinking in refuges. While illegal drugs were banned from refuges entirely, only ‘dangerous’ use of alcohol was generally prohibited. Some women and children felt that there should be no alcohol allowed at all, but as one worker said:

‘If a woman is sitting in here, if she wants to have a couple of glasses of wine in front of the TV, then that’s OK. But we have been caught out with that too... Never mind, they’ve all been broken. We have to treat them decently, like we would want to be treated ourselves. The women have been abused... it’s no Cornton Vale they’re in...’

It is important to note that, for some of the women interviewed, particularly those with drug or alcohol problems, domestic violence seemed simply one of a myriad of problems that confronted them, including other forms of violence, involvement in prostitution, long-term consequences of childhood abuse, etc. The challenge these complex problems presented to WA’s traditional way of working was acknowledged by a number of workers:

‘We promote the idea of women helping women, not have supervision all the time, but I don’t know if that would work if there was an addiction going on.’

Minority Ethnic Groups

The first group of minority ethnic women we spoke to comprised mainly women brought up in Britain, but also included two women who had migrated here as adults and spoke little English. All of the women were of south Asian origin, mostly Pakistani. Those brought up in Britain did not express a preference for specialist ethnic minority accommodation: ‘*I wouldn’t be bothered. I didn’t know it was for ethnic minority women.*’ However, none of these women had experienced ‘mixed’ refuge and, on reflection, some did express some concern about the racism they might encounter there:

‘We wouldn’t know, we’ve only been here. I wouldn’t know about mixed refuge. I know one girl who was in a mixed refuge, and she found them bitchy, and there was racism...’

On the other hand, the women who spoke little English focused immediately on the language barrier:

'I wouldn't have gone into mainstream [refuge]. I've only been here for two and a half years, there is a language barrier, I wouldn't have anyone to talk to, I wouldn't know anyone.'

'The main thing is our language, it feels very easy and comfortable to speak to others in our language.'

Also, once these same women had raised the issue of their cultural needs, for example in relation to cooking, the others tended to agree:

'For pork, we can't use the same bowls or anything. And dress sense as well. They take the piss out our clothes, say "why are you wearing your nightie?"'

In other respects, the accommodation preferences of the women in this group were very similar to those of most of the other groups: a strong preference for single occupancy accommodation; attraction to the idea of cluster refuges with communal areas; and a preference for kitchens rather than bathrooms to be shared where necessary.

The other group of minority ethnic women interviewed contained a greater mix of ethnic groups and comprised mainly more recent immigrants or asylum seekers/refugees, including women of south Asian, Afro-Caribbean, African, Arabic and Far East origins. For this group, the availability of interpreters, advice on immigration/legal matters, and sensitivity to religious and cultural requirements were very much to the fore. Several made the point that they would find it very difficult to share with families from other backgrounds:

'We couldn't share, it's a different system...Not share with families from different backgrounds, for myself I am Muslim, and I teach my children my way, I couldn't share.'

However, even in this group there were those who said they were not bothered if refuges were 'mixed' or specialist. One woman pointed out that refuges aimed at particular (especially small) minority ethnic groups may compromise residents' confidentiality or anonymity:

'No I wouldn't want specialist... if I shared with Arabic women, then my partner's family would find out I was here.'

The women in this second group were very concerned about the location of follow-on accommodation, and often appeared to fear racial harassment more than threats from ex-partners. This was married to a constant emphasis on providing a good future for their children: when asked what would make somewhere good or bad to stay in, the group strongly agreed with one woman who responded '*...the neighbours, especially for children.*'

None of the women interviewed in either focus group appeared to think the cultural/religious background of the workers mattered:

'Not at all. As far as there is an understanding of the effect of what you're going through, it wouldn't matter if the person is white.'

However, there were reports from some minority ethnic women about the unhelpfulness of mainstream WA workers they had approached, with some forming the impression that these non-specialist services were restricted to 'white' women only:

'I saw other Women's Aid [groups] but I thought that they were just for white women. Was told they only deal with Scottish people. This one was the only one I know that deals with ethnic minorities.'

'I went to [X] Women's Aid, they weren't very helpful. I couldn't speak English, they weren't helpful, they didn't even tell me about Y [an ethnic minority refuge].'

As noted in Chapter 2, most WA groups reported that they were 'often' or 'sometimes' able to provide women from ethnic minorities, and those whose first language is not English, with appropriate accommodation and support, but a much smaller number felt able to provide for the needs of asylum seekers (presumably because of the restrictions on the use of public funds to support these women and their children).

Professional/Middle Class Women

Professional women were identified by several women interviewees as likely to find it especially stigmatising to access refuge:

'There's more of a stigma for professional people. It's not that Women's Aid wouldn't believe them, it's the whole thing that you're going to bring on your family, everyone. It's hard enough for normal people...'

However, some workers pointed out that such women, if they have access to a good income of their own, may have other accommodation options which mean they don't have to use refuge:

'But do they [professional women] find it hard to access or do they have a different way out? My guess is that they could go and get a flat. It's when you don't have the resources, you don't have the choices.'

'It's easier for professional women, they have cash so can get themselves private accommodation. They've got money, so they've got a choice.'

As noted above, we spoke directly to only a small number of professional/middle class women in the course of this study. It may be that some in this group would welcome the support offered by WA, but stigma and, perhaps, the cost of refuge (if you are paying your own rent) deters them from using this accommodation. Nevertheless, a general point made by some WA workers may be particularly relevant here:

'...there are some women who do do it without Women's Aid. They can do it. It's just self-choice, different people...'

Women with Male Children over 16

As discussed in Chapter 5, some teenage boys objected strongly to the exclusion of male children over 16 from refuge. One focus group of women also expressed great disquiet in relation to this rule:

'It's your kid, at the end of the day, they'll always be your wean, it doesn't mean they're gonna turn into their da.'

'I was really unhappy with it. He's not rowdy, he's quiet... It was cos of my son that I stayed with my partner for longer.'

Some WA groups dealt with this issue by allowing young men over 16 in dispersed flats but not in shared refuges.

Specialist Refuges

There was some support amongst those WA workers interviewed for specialist refuges to accommodate women with high support needs (and the questionnaire survey indicated that over half of WA groups felt that specialist refuges were 'urgently needed' in their area (see Chapter 2). The case of women with drug dependencies was discussed above. Some workers also felt that such specialist provision may be appropriate for other groups, such as women with mental health problems, and young women with little experience of living independently. In these instances it was felt that the 'self-help' approach of WA was unlikely to be effective:

'... young women who are coming in without the skills to look after a house, or kids. They need space for a wee bit of guidance on how to keep a home, budget, cooking, parenting...I think it should be a more specialised service. I think it needs specialist accommodation. If you are working with someone in a communal area, then that highlights to everybody that this person is getting help. Some are OK with that, but some are not OK with being seen to be not coping.' (refuge worker)

In addition, there was support from many women, and from some workers, for separate refuges for single women and for women with dependent children:

'A refuge should be kept for women with children or for single women, a separate one. You've got to have a family atmosphere in these places for the kids.' (woman resident)

'You have to separate them. Women with children, single women... People with children shouldn't be in places with young people or people without children. Because kids are innocent and would be exposed to people full of it all the time.' (woman refuge resident)

The concerns of women seemed mainly to be linked to the desire to avoid children being exposed to drug taking, violence, etc (although women involved in such activities may of course have children themselves). On the other hand, workers sometimes felt that older single women in particular may find it difficult to cope with being in refuge with lots of young children running around:

‘For the older women, they are more set in their ways, privacy is more important. Older woman have their pride, and communal living is a disaster, imagine with kids running about...’ (refuge worker)

Conclusions

The key messages emerging from this chapter are that:

- the groups identified by workers and/or women as having difficult/limited access to refuges were: disabled women or women with disabled children; women with large families; women with drug problems; women with male children aged over 16; women from minority ethnic groups; and ‘professional’ or ‘middle class’ women;
- while workers felt that progress had been made in widening access to refuges for some groups in recent years – particularly disabled people and large families – it was acknowledged that women with drug problems in particular continued to get ‘*a raw deal*’;
- most WA groups would not accommodate active drug users in shared refuges, but many would accommodate them in dispersed flats. Some workers favoured specialist provision with 24-hour support for drug users, but the ex-users whom we interviewed seemed unwilling to use this provision, particularly if they had their children with them;
- the needs and preferences of the minority ethnic women interviewed were diverse, with language, religion and immigration status particularly important factors shaping these needs. Not all of these women appeared to favour specialist provision, but others were clear that they would find it difficult to share accommodation with families from different cultural/religious backgrounds. Minority ethnic women were often very concerned about the location of follow-on accommodation, and some appeared to fear racial harassment more than threats from ex-partners. Some gave accounts of the unhelpfulness of mainstream WA services;
- professional women were identified by several women interviewees as likely to find it especially stigmatising to access refuge, but workers pointed out that such women may have other accommodation options which mean they don’t have to use refuge;
- there was great disquiet amongst teenage boys and some women interviewed in relation to the exclusion of young men aged over 16 from refuges. Some groups use dispersed flats to accommodate families with male children over 16;
- there was some support amongst WA workers for specialist refuges to accommodate women with high support needs. There was also support from many women, and

from some workers, for separate refuges for single women and women with dependent children.

Chapter 7 Conclusions and Recommendations

Key Findings

Overview of Refuge Accommodation

There are 46 WA Groups in Scotland, 39 of which are affiliated to SWA and seven which are not. The 44 survey responses indicated that WA groups currently provide 115 refuges in Scotland, comprising:

- *58 shared refuges*: a flat or house in which families share facilities such as kitchens, living rooms and bathrooms;
- *18 cluster refuges (containing 90 flats)*: a number of separate flats grouped together in the same building/complex. Almost half of the flats in these clusters are always used as single occupancy accommodation, with the remainder sometimes being shared;
- *39 dispersed flats*: individual flats spread across an area. All but nine of these flats are always used as single occupancy accommodation.

In addition, 28 WA groups have plans for 40 new refuges in total, including six new shared refuges, 22 new cluster refuges and 12 new dispersed flats. Almost two-thirds of current refuge provision involves some degree of shared living, and at least one third of this pending provision will do the same.

Standards within refuge provision vary considerably by type of accommodation. Shared refuges most often had space problems, and were reported as less homely and less well furnished than the other two types of refuge. On the other hand, they were considered least likely to be lonely, and best located with regards to shops, services and schools. The quality of cluster refuges was very mixed: purpose built clusters in particular were likely to feel very secure and to be wheelchair accessible, and all existing cluster refuges offer additional communal facilities, such as children's rooms and on-site WA offices. But cluster refuges could also be large, with problems of bullying most often reported in this type of provision. Dispersed flats were more likely than the other two types of refuge to be used as single occupancy accommodation and to be well furnished and equipped, but they were least likely to act as a deterrent to ex-partners harassing residents.

Accommodation Preferences

By far the most popular model of refuge amongst women, children and workers was that of clusters of single occupancy flats with additional communal facilities also provided. A minority of women and children preferred dispersed flats, and most workers favoured access to some such flats in their area to accommodate those families for whom shared/clustered refuges were inappropriate. No women or children

interviewed actively preferred shared refuges, although a small number of workers seemed to have some attachment to this traditional model.

This general antipathy towards shared refuges reflects the negative experiences that the great majority of women and children reported on sharing facilities, particularly bathrooms, with other families. Most friction in shared refuges related to *'different standards'* in relation to cleanliness and care of children, but more serious complaints about violence, intimidation and drug/alcohol misuse were also made, especially in deprived urban areas. However, most women and children appreciated the mutual support and sense of security gained by having other families in a similar position living beside them. This was why a 'cluster' rather than 'dispersed' model of single occupancy accommodation was generally preferred, and why communal facilities were also wanted within these complexes. The women interviewed who had not stayed in refuge overwhelmingly identified sharing with other families as what had deterred them. Several said that they would have used dispersed refuge flats if they had known this accommodation was available. Some women found comfort in sharing a bedroom with their children while in refuge, whereas others emphasised the importance of separate bedrooms (particularly for older and male children). Children were generally very unhappy about sharing a bedroom with their mothers, though some were more relaxed about sharing with a sibling.

The other main concern of women and children with regards to the design of refuges was external security, particularly to stop intrusion by ex-partners. Again, there were sharp contrasts in how secure refuges were felt to be, with cluster refuges seen by both women and children as having key advantages in this respect by keeping 'your own door off the street'.

Services for Women and Children in Refuge

The services provided most often to women refuge residents are individual counselling/emotional support, practical help with moving into refuge, and accompanied meetings/interviews. Just over half of shared refuges, and more than three-quarters of cluster refuges, have refuge workers based within them, with women in dispersed flats visited much less often by WA workers than those living in shared or cluster refuges without on-site workers. Regular weekend/evening work with residents is undertaken in only a minority of refuges.

Most women interviewed were very happy with both the practical and emotional support they had received from WA workers, and particularly valued the 'non-judgemental' and 'empowering' approach taken. However, WA groups seemed divided between those which took a 'pro-active' approach in offering support to women residents, and those which took a more 'reactive' approach, with the former far more highly praised. Associated with this, women and children preferred workers to be based within the refuge rather than at an off-site office. Women were often surprised when they first moved into refuge that WA staff were only available (at most) during office hours, but there was only limited support for 24-hour staffing of refuges, with workers generally against this. Women were anxious, however, that there should be an adequate 24-hour emergency service from WA, which was not available in at least two of the areas we visited. More extensive (non-emergency) weekend and evening cover was seen

as desirable by most women interviewed. The availability of follow-on support was very much welcomed by all those who commented.

Thirty-one WA groups in Scotland currently have children's support workers (13 do not). While three-quarters of cluster refuges have children's support workers based within them, this is true of only a quarter of shared refuges. The services most often provided to children and young people in refuge are individual counselling/support, play activities, and liaison with schools and other agencies. Provision for children has improved considerably in many refuges in recent years, and their experience of refuge was often reported as extremely positive because of the safety, support and stimulation they enjoyed there. But living in refuge could also be a negative experience for children where there was tension between the families sharing, and disruption to schooling and friendship networks could be particularly painful for teenagers. Conflict between children in refuge was highlighted less often by children than by adults: their main complaint was of boredom if there was no one else their age in refuge. Children and young people often objected strongly to smoking in shared refuge provision, but this was almost universally allowed.

Children very often wanted greater access to children's support workers, and stressed the importance of having the same worker '*all the way through*'. The work undertaken by children's support workers was also generally praised by women, with the only complaint being that it didn't go into enough '*depth*' sometimes. It was considered important that children's support workers be available for children as soon as they move into refuge, and be around on a daily basis. Lack of access to children's rooms when children's support workers were not available was a major source of complaint, and the lack of weekend/evening cover was viewed as particularly problematic. It was generally felt that younger children were better catered for in refuge than older children, with a separate 'quiet' room for teenagers often highlighted as key priority for future provision. Children also wanted separate activities, and in some cases separate workers, for different age groups. Young children in particular could become very attached to workers and the playrooms/facilities in refuge, and could find it difficult to move on to mainstream accommodation unless follow-on support was available.

Particular Groups

WA groups reported greatest difficulties in accommodating women with drug problems (still using), women with alcohol problems (still using), women with male children over the age of 16, women with serious mental health problems, and asylum seekers. While workers felt that progress had been made in widening access to refuges for some groups in recent years – particularly disabled people and large families - it was acknowledged that women with drug problems in particular continued to get '*a raw deal*'. Some workers favoured specialist provision for drug using women, but the (ex-) users whom we interviewed seemed unwilling to use this provision, particularly if they had their children with them. Some WA workers also favoured specialist refuges for other vulnerable groups, such as young women, and there was support from many women, and from some workers, for separate refuges for single women and women with children. Complex additional problems, including drug and alcohol dependency, appeared particularly prevalent in urban refuges. In rural and semi-rural areas, the absence of local specialist services and limited public transport were key concerns.

The needs and preferences of the minority ethnic women interviewed were diverse, with language, religion and immigration status particularly important factors shaping these needs. Professional women were identified by several focus groups of women as likely to find it especially stigmatising to access refuge, but some workers pointed out that such women may have other accommodation options which mean they don't have to use refuge. There was great disquiet amongst some women and teenage boys interviewed about the exclusion of boys aged over 16 from refuge.

Priorities for Future Provision

Only one third of WA groups reported that they had sufficient workers and other resources to provide women, children and young people staying in refuge with the support they need. The WA respondents attached the highest priority to additional children's support workers, more specialist refuges and higher quality rehousing, with more than half indicating that these were 'urgently needed' in their area.

In the focus groups there was a mixed response with regards to whether more workers or more/better buildings should be prioritised in future refuge provision, but one woman interviewee summed up a lot of the feelings of others:

'If it's a communal refuge, then the workers are more important. If it's self-contained accommodation, then the building or a better area is more important.'

In relation to whether women or children's support workers should be prioritised, women generally felt that if mothers were properly supported, their children would have less need of children's support workers, although some women felt that support for children should be the top priority. As noted above, children wanted more time with children's support workers, and stressed the importance of separate rooms and activities for different age groups. They also prioritised toys, trips, outside play areas, games and electronic equipment, depending on their age. Children's support workers felt that additional worker hours for children should be prioritised, with the same worker/child ratio established as for women/refuge workers.

Recommendations

The recommendations are of two types: first, we present substantive recommendations on future refuge provision and services; second, we present methodological recommendations on future auditing of refuge provision.

Recommendations on Refuges and Services

The recommendations below reflect the priorities and preferences of women, children and young people identified in the course of the research. They represent the ideal to strive for in relation to refuge provision, rather than an expectation on our part that they are all capable of immediate implementation for every part of Scotland.

General

- The pronounced variation in the level and quality of service offered in refuges across Scotland indicates the need for national minimum standards. A co-ordinated programme of training, monitoring and evaluation is required to ensure that these minimum standards are adhered to across the whole network of provision.
- Significant increases in funding will be required to allow attainment of appropriate minimum standards by all WA groups in Scotland, with revenue funding just as crucial as capital investment.
- Supportive national and local policy frameworks, for example in relation to Housing Benefit and Supporting People, are required to enable positive developments in refuge provision to take place.
- Local authorities should consider whether their current refuge provision, and their domestic abuse and homelessness strategies, require review in the light of the findings of this research.
- Increased joint working with other agencies would enable WA to better meet the needs of families with particular or complex needs, such as ethnic minority families and women with alcohol or drug dependencies. The extent of such joint working varies considerably across the country at present. Successful joint working will require flexible attitudes and working practices on the part of both WA and their statutory and voluntary sector partners in local areas.
- An increased capacity on the part of WA to offer outreach support would enable a greater number of abused women and children living outwith refuge to have access to the specialist services that WA can provide. This would be of benefit to those who are unable to gain access to refuge provision because of excess demand for places; to those who do not wish to live in refuge but would appreciate support from WA; and to those whose circumstances mean they cannot be accommodated in the available refuge provision (e.g. women with drug problems). This type of outreach support is already provided by some WA groups, but resource constraints mean that it is severely restricted.

Accommodation

- Future refuge accommodation should focus on '*cluster*' provision which fulfils the following specifications:
 - the flats provided in such clusters should always be used as *single occupancy* accommodation. Unless this recommendation is adhered to, all of the advantages of this recommended model are lost;
 - *communal areas* for both women and children should be provided in all clusters, including age-specific children's rooms. The communal areas for women must be

carefully designed to maximise informal interaction, e.g. they should have staff offices or children's rooms adjacent to them, or be located in a main corridor area so that women will 'bump into' each other 'naturally'. Without such carefully designed communal spaces, women and children in self-contained cluster flats risk losing the mutual support that is so central to the benefits of refuge;

- these clusters should be kept *small* in order to promote a non-institutional, safe and supportive environment (this point is especially important in deprived urban areas, and mirrors developments in the homelessness field where it is increasingly recognised that large-scale hostels feel threatening and unsupportive, Glasgow Review Team, 2000). Restricting the size of refuges would also help to hold numbers of children down to a reasonable level, and would make informal interaction in the communal areas (particularly between women) much more likely;

- *purpose built* rather than converted buildings should be used for refuges wherever possible, as they are far more able to accommodate the design and security features recommended in this report.

- There should also be *dispersed flats* provided in each area (with support and security arrangements) for those families for whom even the cluster model feels too intensive, and for those groups who cannot be accommodated in shared/communal settings. The resource-intensive nature of supporting families in such dispersed flats should be recognised.
- Attempts should be made to end the use of traditional *shared refuges* entirely as this was not the preference of any of those interviewed. Similarly, cluster refuges with shared flats and/or which lack communal facilities are *not* recommended as they cannot provide the key benefits of 'privacy plus contact' which was so important to both women and children. Indeed, some of the poorest experiences of refuge in our study related to large clusters of shared flats.
- Where facilities continue to be shared, this should be limited to kitchens rather than bathrooms wherever possible. En-suite facilities should therefore be provided as a matter of priority in all refuges, especially for families with children. Lockable cupboards should be provided in all shared kitchens. Families should always be able to lock the door to their bedrooms in shared provision.
- Security measures must be treated as a top priority in all refuges. Refuges not only have to be secure from external intrusion, but also to feel that way (so, for example, closes and paths to the refuge door should be well lit).
- An urgent review of smoking policies within refuges is required to take account of the interests of children (and non-smoking adults).
- An 'off-the-peg' design brief for refuge accommodation reflecting the preferred model outlined above should be developed, with indicative costs also specified and updated periodically. Such a brief could be developed in consultation with the architects and other professionals involved in recent, high quality refuge developments, and would be of great assistance to other refuge groups seeking to enhance provision. Such a model brief is made feasible by the high level of

consensus identified in this research in relation to women and children's preferences for refuge accommodation.

Services for Women and Children in Refuge

- All WA groups should be encouraged to move towards a 'pro-active' approach in supporting women refuge residents.
- All shared and cluster refuges should have workers based on-site.
- Greater access to workers at weekends and evenings, particularly children's support workers, should be established.
- Effective emergency response from WA workers on a 24-hour basis should be established in all areas.
- Children should have access to children's support workers as soon as possible after entering refuge and these workers should be available every day, at least for a short period. It is important that children have the opportunity of one-to-one contact with children's support workers, and that there is scope for other forms of 'depth' work with children such as structured group work.
- Children's rooms should be designed and equipped as creatively as possible to allow for maximum access, e.g. lockable cupboards should be provided for breakables/valuables so that the room can still be used when staff are not available.
- Additional provision for teenagers, including a separate room away from younger children, should be treated as a priority. Wherever possible, separate activities as well as rooms should be provided for different age groups, and consideration should be given to the provision of different workers for different age groups in the larger WA groups.
- Urgent consideration should be given to the needs of teenage boys within refuge to avoid their feeling '*labelled*' by the 'no over 16 males' rule. In fact, WA may wish to review this rule in the light of a shift towards more self-contained refuge accommodation.
- Move-on support for both women and children leaving refuge should be treated as a priority, and wherever possible the same 'key worker' should stay with a family throughout their contact with WA: this continuity was especially important to children. Responding to this recommendation will pose a challenge to WA's established ways of working because most groups currently have separate refuge and follow-on workers.

Particular Groups

- Consideration should be given to the establishment of separate refuges for families and single women, as this was an option heavily supported by many of those

interviewed. However, a shift away from shared to cluster refuges may make this less of an issue.

- While there was support amongst some workers for specialist refuges for active drug users, such a model held little attraction for the (ex)drug users we interviewed. There must also be serious concern about placing women with children in projects with a concentration of active drug users. While placing these women in dispersed flats is the most realistic option currently available to WA groups, partnership working with agencies in the drugs or homelessness field may enable innovative residential services to be developed, particularly for single women. WA could also seek to develop further its outreach work to drugs and homelessness projects.
- Specialist, highly supported refuges for other vulnerable women, such as young women, was also supported by many workers. It should be recognised, however, that such specialised facilities, if established, are likely to be concentrated in urban areas. Again joint working with other agencies and an outreach approach on the part of WA may help to meet the needs of these groups.
- Not all women from ethnic minority backgrounds will want to access specialist provision, so every WA group should be equipped as far as possible to assist ethnic minority families, including those whose first language is not English. Interpreter services are very expensive and require additional, dedicated resources, but partnership working with other agencies may enable multi-lingual services to be provided in a cost-efficient manner. The needs of minority ethnic women and children facing domestic abuse is a topic that would merit further, targeted research.
- Further (quantitative) research should be conducted on the additional support requirements of women in refuges. If a spatially uneven pattern of need is established, the funding of refuges should reflect this to enable higher support ratios to be established in those areas with concentrations of women with additional problems. Small(er) refuges with on-site offices and a pro-active approach by workers would also assist in making refuges in these areas feel safer.
- The refuge needs of disabled women and children requires specific, targeted research designed to take account of the full range of physical, sensory and learning disabilities.

Recommendations on Future Auditing of Provision

An adaptation of National Care Standards to be appropriate to refuge and other WA services, together with a regular inspection regime, is probably the best way forward in ensuring consistent implementation of minimum refuge standards. In addition to routine inspections, periodic audits of refuge provision will also be required. It is crucial that WA groups across Scotland develop a common vocabulary in order to facilitate such periodic audits: the absence of standardised information/descriptions of refuge accommodation posed a major obstacle in taking forward the quantitative aspects of this research, and undermined the quality of some of the statistical data obtained.

In such periodic audits, conducted perhaps every three years, we would recommend the following approach.

First, the quantitative data collected in this study should be used as a 'baseline' against which to assess progress (taking account of the limitations of this data as outlined in this report). This data has been loaded onto an SPSS database and has been made available to SWA for future updating.

Second, prior to any future audit a brief telephone survey should be carried out of all WA groups in Scotland, similar to that carried out in this study. This has two key benefits: it enables the provision in each area to be clarified in broad terms so that appropriate detailed questionnaires can be sent to that group; and it provides an opportunity for workers to be informed about the research so that questionnaires are not sent out 'cold'. This approach almost certainly contributed to the very high response rate achieved in this study.

Third, the key stage of the audit should be detailed questionnaires circulated to all WA groups in Scotland. We would suggest that the four questionnaires developed for this research project (see Appendices G, H, I and J) should be used as the basis for these subsequent audits to maximise comparability with the baseline data generated in this study. However, these questionnaires should be adapted insofar as necessary in each periodic audit to reflect changes in provision revealed by the telephone survey. As always with questionnaire surveys, follow-up calls to clarify responses and to chase non-respondents would be required.

Fourth, this quantitative data should be supplemented with qualitative data in each periodic audit to give a deeper sense of how the experiences, priorities and preferences of women, children and workers have shifted over time (as provision, hopefully, improves). Focus groups have worked well in this study as the main qualitative research tool, but other approaches, such as individual interviews with adults and innovative approaches with children, could also be pursued.

Together, these quantitative and qualitative data gathering exercises would give both depth and breadth to periodic audits of refuge provision.

The initial brief for this study envisaged visits to a selected number of refuges to investigate whether the questionnaire responses matched reality. This was rejected as a method because, while such visits would undoubtedly have added value to the study, no sensible criteria could be defined to determine which refuges to visit. Visiting all refuges in Scotland was simply not realistic within the confines of this study nor, would we suggest, is it likely to be in any future, one-off research study. That is why systematic inspections, which involve periodic visits to all refuges on a rolling programme basis, are so important (see above).

Finally, there is also a crucial role for independent, in-depth evaluations of particular aspects of WA's work in order to assess whether such work achieves its aims and can demonstrate appropriate outcomes. There is now a lot of work in the homelessness field, for example, which explores the measurement of the sort of 'soft' outcomes most relevant to WA work, e.g. increased self-esteem and confidence, improved social functioning, etc. Evaluations are particularly useful when they include a 'comparative'

element, so that the relative effectiveness of different approaches can be assessed, and where they are 'pluralistic', so that the perspectives of all of the relevant 'stakeholders' (women, children, workers, funders, regulators and partner agencies) are taken into account. Evaluating 'what works' in a systematic, rigorous way would help WA to improve its future service to women and children.

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Appendix A

Women's Aid Group	Current Provision				Pending Provision
	Shared	Cluster	(Cluster Flat)	Dispersed	
Aberdeen	4				None
Aberdeenshire	1				None
Angus	2				None
Argyle & Bute	1				5 dispersed single occupancy flats
Border	1				None
Clackmannanshire	1	1	2		None
Clydebank	1				Too early to specify
Cumnock & Doon Valley	1				Too early to specify
Drumchapel		1	3		1 cluster of 12 single occupancy flats with communal areas
Dumbarton District		1	5		1 cluster of 10 single occupancy flats with communal areas
Dumfriesshire and Stewartry	3				Pending provision is a refuge specifically for disabled women/children. Respondent did not specify what type of accommodation the refuge will be.
Dundee	3	1	4		None
Dunfermline	4				1 cluster of 7 single occupancy flats with communal areas
East Dunbartonshire		1	5		1 cluster of single occupancy flats with communal areas. Respondent did not specify how many flats would be provided in the cluster.
East Kilbride	1			5	Too early to specify
East Lothian	1				None
East Renfrewshire					2 clusters of single occupancy flats with communal areas. Respondent did not specify how many flats would be provided in each cluster.
Falkirk	1				None
Glasgow		4	21	3	1 cluster of 12 single occupancy and shared flats with communal areas.
Grampian	2				1 shared flat/house
Greater Easterhouse		1	5		None
Hamilton & Clydesdale	7			4	2 shared flats/houses
Hemat Gryffe		2	13		1 cluster of 8 single occupancy and shared flats with communal areas.
Inverclyde	1			2	None

Women's Aid Group	Current provision				<i>Pending provision</i>
	Shared	Cluster	(Cluster flat)	Dispersed	
Inverness	1				1 cluster of shared flats with communal areas, and 1 cluster of both single occupancy and shared flats with communal areas. Respondent did not specify how many flats would be provided in each cluster
Kilmarnock	1				1 cluster of 7 single occupancy flats with communal areas
Kirkcaldy	5				3 shared flats/houses, 1 cluster of single occupancy flats with communal areas, and 2 clusters of both single occupancy and shared flats without communal areas. Respondent did not specify how many flats would be provided in each cluster.
Livingstone	2			4	None
Midlothian	1				Have plans for more refuge provision, but respondent did not specify what type of refuge accommodation will be provided
Monklands	3				4 dispersed single occupancy flats
Moray		1	3	3	2 dispersed single occupancy flats
Motherwell & District	1	1	6		1 cluster of shared flats without communal areas. Respondent did not specify how many flats would be provided in the cluster
North Ayrshire	2	2	10	5	1 cluster of single occupancy flats with communal areas and 1 cluster of single occupancy flats without communal areas. Respondent did not specify how many flats would be provided in each cluster.
North Lanarkshire				5	1 cluster of single occupancy flats with communal areas. Respondent did not specify how many flats would be provided in the cluster.
Orkney					1 cluster of 4 single occupancy flats with communal areas
Paisley		1	7	6	1 cluster of 7 single occupancy flats without communal areas
Perthshire	3				None
Ross-shire		1	6		None
Shakti				2	1 cluster of 4 single occupancy flats with communal areas
Shetland					None
South Ayrshire	1				1 dispersed single occupancy flat
Stirling	1				1 cluster of 7 single occupancy flats with communal areas
Western Isles	1				None
Wigtownshire	1				None
TOTAL	58	18	90	39	None

Note: Data does not include East Fife or Edinburgh Women's Aid, as responses from these groups were not received in time to be included in the analysis.

Appendix B: List of Focus Groups

Women

Eight focus groups were conducted with women who had experience of domestic abuse:

- 2 ‘urban’ groups involving women who had accessed refuge accommodation in main urban centres.
- 1 ‘semi-rural’ group of women who had accessed refuge accommodation in a smaller town with a large rural hinterland.
- 1 ‘rural’ group who had accessed refuge accommodation in a rural area.
- 2 groups of women who had used specialist minority ethnic accommodation.
- 1 group of women who were current or former users of drugs or alcohol, most of whom were ex-heroin users and had not accessed refuge accommodation.
- 1 group of women who had not accessed refuge accommodation.

In total, **56** women survivors of domestic abuse participated in the study.

Workers

Four focus groups were conducted with WA workers:

- 1 focus group with workers in an urban refuge.
- 1 focus group with workers in a semi-rural refuge.
- 1 focus group with workers in a rural refuge.
- 1 focus group with children’s support workers.

In total, **22** WA workers participated in the research.

Children and Young People

Eleven focus groups were conducted with children and young people with experience of domestic abuse. The age breakdown of these children and young people was as follows:

- 0-4 years 8
- 5-8 years 15
- 9-12 years 21
- 13-18 years 13

In total **57** children and young people took part in the research. It should be noted that the age profile of children in the study was probably somewhat older than the overall age profile of children living in refuge.

Appendix C: Topic Guide for Interviews with Women

1. Moving in

Can I start by asking how long you have all stayed in this refuge? Have you stayed here before/in other refuges? How many times? What's the longest period you've spent in a refuge?

How did you find out/know about the refuge? (probe – family/friends, Helpline, WA publicity, police, sw, other vol org, housing, health)

Did you find it easy or difficult to get in touch with the refuge? How quickly/easily were you able to move in? Did this cause any problems for you? Were you told anything about the refuge before you moved in? Were you/your children able to bring your things/pets to the refuge?

Why did you decide to move into a refuge? What other accommodation options did you have? Given the choice, would you have preferred not to have moved into a refuge? What other type of accommodation would you have preferred? Have you had to leave home before and not used a refuge? Why not? What did you do instead? How did that work out? Why use a refuge this time?

Why move into this particular refuge? Did you move into your first 'choice' refuge? If not, why not? Would you have preferred another refuge? Why? Did you know about the range of different types of refuges - probe - *shared house* (with own bedroom or ensuite; sharing kitchen/livingroom/bathroom; communal area even if no shared facilities); *own flat in WA close*; *own (dispersed) flat or house*) Were you given/would you have liked a choice of refuges?

Would anything in particular make it easier for you/other women to get in touch with/move into refuges? (probe – accessibility/availability of information, transport, location, attitude of other agencies, attitude of WA workers, children's needs etc.)

2. Expectations

What did you expect a refuge to be like? Were you worried/concerned about anything in particular? (probe accommodation type, other residents, workers, location etc.) Were you hoping for anything in particular? What about your children?

What were your first impressions of the refuge ? (probe –accommodation (private and communal space), workers, other residents, facilities for children, location etc.) Did they confirm/contradict your expectations? Did anything in particular surprise/please/disappoint you when you first moved in? What about your children?

Were you given information about how the refuge is run/facilities etc when you first moved in? Was this enough/appropriate?

Could anything be done to make the moving in process easier for women and their children?

3. Experiences

What is the best/worst thing about living in this refuge? Is there anything in particular you would/wouldn't change? How does it compare with any other refuges you've stayed in?

What's your accommodation like? Best/worst thing about it?

What private space have you got (probe- room, en-suite, self-contained flat)? What's it like? Is it large/private/nice/clean/safe/quiet enough? What's the décor/facilities like? Do you have a window? A lockable door? Can you alter heating/lighting/ventilation? Do you have space for your own things/children's things? Would you like anything in particular changed? What would be your priority? Do you have anywhere to go if you want to be on your own?

How do you/your children feel about sharing a room (prompt – safety/security, sleeping, changing, space to be alone)

Are there any areas you share with other families? How do you feel about sharing (probe- bathrooms, kitchens, living rooms, children's rooms). **What are the shared areas like?** Are they large/nice/clean/safe/quiet enough? Would you like anything in particular changed? What would be your priority?

Is there a communal area (even if no shared facilities)? How/when do you use it? What's it like? Is it important/good to have a communal area or are you not bothered? Why/ why not?

How is cooking/eating organised? (prompt- staff involved, communal or individual)

Would you prefer a place on your own (dispersed), or is it good having other women/families around (shared or clustered)?

Are the workers around much? How much contact do you have with them? Is that enough/too much? How do they treat you/get on with the women?

Were you hoping for support from workers when you moved in here/how important was support to you? Do they give you any help? What type (probe - practical, legal, financial, emotional, material, with children) Is it what you expected/need/want? Is there any more/different help that would be useful? Do you have a named worker? Do you have choice/control over the support you are given? How does the help they give you/way they treat you they compare with other agencies?

How much contact do the women staying have with each other? How do they get on? Is that always the case? Do the women help each other/give each other support? Were you hoping for that mutual support when you moved in? What form does it take? How important is it? How does it compare to any help given by workers? Are there sometimes tensions? What do these tend to be about? What would help ease them?

Are refuges good/bad places for children? What do you think the best/worst things are for them? What support/facilities are there for them? Is it appropriate/enough? (probe – children's rooms, toys, outside play areas, availability/quality of children's workers) Could any more be done to help them/help you with them? Do the children get on together? Do they help/support each other? Are there problems? Is it different for older/younger, boys/girls?

Do women get a say in how the refuge is run? (prompt – role in developing general rules and policies; also day-to-day issues of cooking, cleaning etc.) Would you like more of a say/not too bothered? How could women best have their say?

Have your views/needs regarding type of refuge you would like changed over the time you've been here? (probe- like communal support, then want own place)

4. Impact on Other Aspects of Life

Is there anything about staying in *this particular* refuge that has affected your health, employment/education, family or friendship networks. (prompt on location/accommodation type/services available)

Is there anything about staying in *this particular* refuge that has affected your children's education, friendship networks, family relationships, health/ well-being (prompt on location/accommodation type/services available)

5. Looking Back

Are you now glad that you decided to use the refuge, or do you wish that you'd been able to resolve your problems in another way? In the same circumstances, would you use a refuge again? What would make you change your mind?

Would you recommend to friends/family that they use a refuge if they needed to? Why/why not? What if they were changed/improved?

Why do you think some women with abusive partners don't use refuges? Would it be a good idea to encourage them to/how could that be done? Are there any groups of women who find it particularly difficult to gain access to a refuge/for whom refuges aren't appropriate? How could that be resolved?

6. Moving On

Can you stay here as long as you like/need, or does the refuge expect you to move on? How long would you like/expect to stay here? Where would you like to move to next? ((probe – tenure, partner, friends/family, shared/self contained, cluster/dispersed, furnished/unfurnished, location etc.) Are you getting help in organising that? What type of help/is it enough? How confident are you of getting what you want/need?

Would you like any continuing contact/help from WA workers after you move? What type/how often/how long for? Will they be able to give you that? What about other sources of support (probe – sw, vol orgs, family/friends)

What about other residents – do women often keep in touch when they move on?

7. Priorities

What is the most important thing that makes a refuge a good/bad place to stay?

The Government is planning to spend some money on new refuges. Is this a good idea? What about other approaches – exclude abusers, supporting women who return to abuser, local auth/HA temp or permanent accom?

What type of refuges should they fund? (probe - *shared house* (with own bedroom or ensuite; sharing kitchen/livingroom/bathroom; communal area even if no shared facilities); *own flat in WA close*; *own (dispersed) flat or house*) What should the top priority be?

What about existing refuges, could they be improved? What should the priority be in improving them? (probe – accommodation type and standards, support from staff, facilities for children)

Appendix D: Topic Guide for Interviews with Workers

1. Running the Refuge

- **How many refuge spaces are provided here? How many women and children are staying here at the moment? Can you describe the private and shared/communal accommodation provided** (probe – room, en-suite, self-contained flat; dispersed or shared/clustered) What is the maximum number of people each space can accommodate?
- **How is the refuge funded? How secure/adequate is the funding?**
- **Is the refuge location kept secret? How?**
- **How many employees/volunteers are there – full or part-time?** What duties do they have? How are they managed? How are decisions about the running of the refuge made?
- **What is the relationship with SWA/Scottish Executive/LAs/funders?**
- **What proportion of families seeking accommodation are you able to accept?** (probe –trends) What is your usual occupancy rate? Are there any particular groups whom you are not able to accommodate/are less likely to accommodate? What happens to those you are not able to accommodate?
- **How has the service changed/developed since you started?** For better or worse?
- **Can you tell me about any pending refuge provision in your area/any proposed developments?**

2. Moving In

- **Why do women come to live in refuges when they leave abusive relationships?** Is it because of a lack of other accommodation options? Or is there something specific within refuges that they are seeking (probe – emergency provision, company, mutual aid, staff support, temporary breathing space)
- **How do women generally find out about/get referred to the refuge?** Do they generally get into their ‘first choice’? Do they know about the range of refuges? On what basis do they generally ‘choose’ which refuge to approach?
- **Can you describe the typical ‘admission’ process from when a woman first gets in touch.** How quickly do they move in? How do they get here? Do they bring their own things?
- **Why do you think some abused women do *not* use refuges?** Could/should anything be done to encourage them to use refuges?
- **Could anything more be done to ease women’s access to refuges?** Could anything be done to ease the moving in process for women and children?
- **Are there particular groups for whom access to refuges is especially difficult?** (probe rural, disabled, minority ethnic, drug/alcohol, boys over 16)? What are the nature of the problems they face in accessing/living in refuges? Could/should anything be done to help
- **What, in your experience, do women expect refuges to be like before they move in?** Are they often surprised/disappointed/pleased? What about children – what do they expect? What information are women and children generally given about refuges before they move in? Is it enough/appropriate?

3. Experiences

- **How do you think women generally feel about living in refuges/this particular refuge?** Do you think they are usually glad they came here, or do they often wish they had been able to resolve their problems in another way?
- **What are the most and least satisfactory aspects of the accommodation provided in this refuge in your view?** What do the women and children say?
- **Do you think it is helpful for the women and children to have other families around (shared or clustered) or would most prefer/ be better off in a place of their own (dispersed)?**
- **Can you tell me more about the family rooms/flats in this refuge – in your view are they large/private/quiet/nice/clean/safe enough?** What do the women/children say? Do they have a window? A lockable door? Can they alter heating/lighting/ventilation? Is there space for the women and children's own things? Is there anything in particular that should be changed? What would be your priority?
- **How do women and their children feel about sharing a room do you think** (prompt – safety/security, sleeping, changing, space to be alone)
- **How do they generally feel about sharing areas with other families?** (probe- bathrooms, kitchens, living rooms, children's rooms). **What are the shared areas like?** Are they large/nice/clean/safe/quiet enough? Is there anything in particular that should be changed? What would be your priority?
- **Is there a communal area (even if no shared facilities)?** How/how often is it used? Do you think it is important to have a communal area? Do you think it is important to the women and children?
- **How is cooking/eating organised?** (prompt- staff involved, communal or individual) Is it important to organise it that way?
- **How much contact do women and children have with workers?** Is that enough/too much for most of them? What sort of help/support do they receive? (probe - practical, legal, financial, emotional, material, with children) Do they have a named worker? In your experience does this match what most women expect/need/want? Is there any additional/different support that would be useful? Do women have choice/control over the support they are given?
- **How much contact do the women have with each other? How do they get on?** Do they help each other/give each other support? Do many of them seek this mutual support when they move in/come to appreciate it? Are there sometimes tensions? What do these tend to be about? Do workers try to ease them/what would help ease them?
- **Are refuges good/bad places for children to live in?** What do you think the best/worst things are for them? What support/facilities are there for them? Is it appropriate/enough? (probe – children's rooms, toys, outside play areas, availability/quality of children's workers) Could any more be done to help them? Do the children get on together? Do they help/support each other? Are there problems? Is it different for older/younger, boys/girls?
- **Do women get a say in how the refuge is run?** (prompt – role in developing general rules and policies; also day-to-day issues of cooking, cleaning etc.) What about children – do they get a say, what it? Could the involvement of women and children be improved? How?

4. Impact on Other Aspects of Life

- **Is there anything about staying in refuges in general, or this refuge in particular, that affects women's health, employment/education, family or friendship networks.** (prompt on location/accommodation type/services available)
- **Is there anything about staying in refuges in general, or this refuge in particular, that affects children's education, friendship networks, family relationships, health/ well-being** (prompt on location/accommodation type/services available)

5. Moving On

Can families stay here as long as they like/need, or are they expected/encouraged to move on? How long do they stay on average? Where do most move onto (probe – tenure, partner, friends/family, shared/self contained, cluster/dispersed, furnished/unfurnished, location etc.) Are they helped to organise that? What type of help/is it enough?

Do they generally receive any continuing contact/help from WA workers after they move out? What type/how often/how long for?

What about other residents – do women/children often keep in touch when they move on?

6. Priorities

- **What is the most important thing that makes a refuge a good/bad place to stay? What should the priority be in improving them?** (probe – accommodation type and standards, support from staff, facilities for children)
- **Should the Government spend money on new refuges or on a different form of provision? What about other approaches – exclude abusers, supporting women who return to abuser, local auth/HA temp or permanent accom?**
- **What type of refuges should they fund?** (probe - *shared house* (with own bedroom or ensuite; sharing kitchen/livingroom/bathroom; communal area even if no shared facilities); *own flat in WA close*; *own (dispersed) flat or house*) What should the top priority be?

Appendix E: Topic Guide for Interviews with Children

1. Moving In/Expectations

How long have you been staying here for? Have you ever stayed in this/another refuge before? How many times? When was that?

How did you feel about leaving home? How did you feel about coming here to live? Did your brothers/sisters feel the same way?

Before you arrived what did you think it would be like? Were you told anything about the refuge before you moved in? Was there anything in particular you were worried about/anything you were hoping for/was important to you? Were you able to bring your things/pets to the refuge?

What did you think when you first got here? Was there anything that you were surprised/pleased/disappointed about you when you first arrived?

Could anything have made moving in here easier/better for you?

2. Experiences

How do you feel living here now? What are the best/worst things about living in the refuge? Is there anything in particular you would want to change? Is it the same/different as other refuges you've stayed in?

Is there anything you could do at home that can't do here (or vice versa)?

How do you think your mum/brothers/sisters feel about living here?

What's it like sharing a house with other families? Do you like having them around or would it be better to live just with your mum/brothers and sisters?

What's your room/flat like? Best/worst thing about it? Is it big/nice/clean/quiet enough?

What's it like sharing a room with your mum/ brothers and sisters? (probe – safety/security, sleeping, changing) Do you have anywhere to go if you want to be on your own? Is there space for your things?

Do you share bathroom/livingroom/kitchen with other families? How do you feel about that? Are these shared places big/clean/nice/quiet enough?

How/where do you play/hang out? Who with?

What services are there for children/yp here? Are there children's/yp workers here? How much time do you spend with them? Is that enough/too much? What are they like? What do they do? What do you think of the play sessions/trips/one-to-one sessions? What do you think about the other staff?

Is there a children's/yp room(s)? What's it like? Is it big/nice/clean enough? How much time do you spend there? What do you do there? What toys/games/facilities are in there? Are there enough things for children/yp your age? Is there anything else you would like/prefer for children/yp in the refuge?

Do you have anywhere to play outside? What's that like?

Do children/yp get a say in things around here? What sort of things? Would you like a say in anything else?

How do the children/yp get on in here? Is that always the case? Does it depend on what age you are/ whether boy or girl? Do they help/play with each other? Do they upset/annoy each other? How could they be helped to get on better? What do your brothers/sisters think?

3. Impact on Other Aspects of Life

Have you been to school since you came here? Is it your old school or a new one? How do you feel about that/has it causes you any problems/have you settled? Has your attendance/schoolwork been affected by living here? Why? What would help you with this?

Have you kept in touch with your friends since moving in here? How do you feel about that? Have you made other friends? Do your friends know where you live/how would you feel about them knowing?

Have you kept in touch with your grandparents/other relatives since moving here? How do you feel about that?

How have you been/ how has your health been since you've been living here?

4. Moving On

Do you know how long you will be living here/where you will live next? Has anyone talked to you about this? Have you had a say in what will happen next/would you like one?

Would you like to keep in touch with any of the families/children/workers from here when you leave the refuge? Why/why not?

5. Priorities

Are you glad your mum brought your family to live at the refuge or do you wish she had found somewhere else for you all to go?

Are refuges like this a good or bad place for children/yp to live in? Why? Does it matter if you are a boy or girl/ older or younger?

What would make the refuge a better place for new young person if they were to move in (probe – more staff or facilities/equipment or space/rooms)? What would make it a better place for your mum/other mums?

The Government is planning to spend some money on new refuges/improving refuges. Is this a good idea? What type of refuges should they spend the money on? (probe - *shared house* (with only bedroom or ensuite; sharing kitchen and/or bathroom and/or livingroom); *own flat in WA close*; *own (dispersed) flat or house*). **Are communal areas (children's rooms/other communal space) a good idea even if don't have to share facilities?**

Appendix F: Self-Complete Questionnaires

Everything you write in this form will be treated in confidence, and only the researchers will have access to it. No names or identifying details will be used in anything we write.

1. Personal Details

Name:

Age:

Do you have any children staying here with you?:

(Last) refuge stayed at:

2. Experiences

Is there anything else about living in the refuge you'd like to say?

3. Moving On

Is there anything else about moving on from the refuge that you'd like to add?

4. Priorities

Is there anything else about improving refuges that you'd like to say?

5. Any Other Points

Is there anything else we've not thought to ask you that you think we should know?

Appendix G General Questionnaire

AUDIT OF REFUGE PROVISION IN SCOTLAND: *GENERAL*

This questionnaire will give us an overview of the work undertaken by your Women's Aid Group.

OVERVIEW OF YOUR WOMEN'S AID GROUP

1. How many refugees does your Women's Aid Group have? _____

2. What type of area does your Women's Aid Group serve?
(Tick all that apply)

City
Town
Rural area

3. How many *paid* staff does your Women's Aid group have? (Please count each member of staff only once.)

Full-time Part-time

How many of these posts (full or part-time) are funded from time limited sources?

General refuge workers	_____	_____	_____
Children's workers	_____	_____	_____
Office based workers	_____	_____	_____
Finance/administrative workers	_____	_____	_____
Follow-on/outreach workers	_____	_____	_____
Other (please specify)	_____	_____	_____
Total worker hours each week	_____	_____	

4. How many *unpaid* workers does the Group currently have? _____

5. What are the total worker hours contributed on average each week by unpaid workers? _____

6. Do you ever employ sessional/hourly paid workers:

for work with children

Yes No

for work with women

Yes No

7. Is your Women's Aid Group managed by: (please tick only one)

a collective

a manager

other (please specify)

8. Does your group have a training budget? Yes No

9. Does your group have a training policy? Yes No

10. Do your Group's workers receive training from any of the following? (Tick all that apply)

Other workers from the Group providing 'on the job' training

Other local Women's Aid groups

Scottish Women's Aid

Other agencies (please specify)

11. Does your local Group (or your funders) require formal qualifications for any of your workers? *(Please specify type of qualification)*

		<i>Type of qualification(s) required</i>
General refuge workers	Yes <input type="checkbox"/> No <input type="checkbox"/>	_____
Children's workers	Yes <input type="checkbox"/> No <input type="checkbox"/>	_____
Office based workers	Yes <input type="checkbox"/> No <input type="checkbox"/>	_____
Finance/administrative workers	Yes <input type="checkbox"/> No <input type="checkbox"/>	_____
Follow-on/outreach workers	Yes <input type="checkbox"/> No <input type="checkbox"/>	_____
Other <i>(please specify)</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>	_____

12. Are your children's workers and/or children's services registered under the Regulation of Care (Scotland) Act 2001? Yes No

13. If no, are you expecting to seek this registration? Yes No

14. Are your children's workers and/or children's services currently registered under the Children Act 1989? Yes No

15. If no, were you previously registered under the Children Act 1989? Yes No

SERVICES PROVIDED TO WOMEN LIVING IN REFUGE ACCOMMODATION

16. Does your Group provide women residents with advice on the following? If so please indicate what type of advice. *(Tick all that apply)*

	Information and signposting	Casework/on- going support	Advocacy/ representation
Welfare benefits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal/relationship matters (e.g. interdicts)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Homelessness rights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing allocation/housing options	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mortgage/rent arrears	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education/employment/training services (for women)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schools/other children's services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health/social work services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug or alcohol misuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Harassment and illegal eviction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other <i>(please specify)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. Does your Group provide women residents with any of the following types of support? Often Sometimes Seldom Never

	Often	Sometimes	Seldom	Never
Practical help with moving into the refuge (initial transport to refuge etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help with collecting personal belongings from family home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transporting women and children to other agencies (schools etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accompanying women to meetings/interviews (solicitors etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Individual counselling/emotional support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Structured group-work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social activities, clubs and events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Material help in refuge (clothes, food, toys, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Practical help with moving-on (removals, furniture, household equipment etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interpreter/signing services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pet fostering service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other <i>(please specify)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. Is direct work with women residents regularly undertaken in the evenings/at weekends? Yes No

19. Does your local Women's Aid Group provide any of the following on a 24-hour basis?

On-site staff Yes No
 On-call/emergency response Yes No
 On-call/telephone counselling Yes No
 Answer-phone Yes No
 Other (please specify) _____ Yes No

20. Do women residents have a key/named worker? Yes No

SERVICES PROVIDED TO CHILDREN/YOUNG PEOPLE LIVING IN REFUGE ACCOMMODATION

21. Does your Group provide children and young people living in your refuge accommodation with advice on the following? If so please indicate what type of advice (tick all that apply).

	Information/ signposting	Casework/ on-going support	Advocacy/ representation
Education, employment and training services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social work services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug or alcohol misuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal matters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child protection issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fostering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

22. Do children's workers provide any of following services:

	Often	Sometimes	Seldom	Never
Individual counselling/support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Day-time play activities for pre-school children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
After school play activities for school-age children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evening play activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weekend play activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organised workshops/ group-work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Excursions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Liaison with schools, social work, youth organisations etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephone counselling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23. Is direct work with children/young people living in your refuge accommodation regularly undertaken in the evenings/at weekends? Yes No

24. Is there an emergency/out of hours service available specifically for children/young people? Yes No

25. Is there additional provision for children/young people in the school holidays? Yes No

If yes, please specify _____

26. Do children/young people living in your refuge accommodation have a key/named worker? Yes No

PARTICULAR GROUPS

27. How often do any of the following groups approach you for accommodation?

	Often	Sometimes	Seldom	Never
Women from ethnic minorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Women whose first language is not English	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Women with drug problems (still using)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Women with drug problems (stabilised)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Women with alcohol problems (still drinking)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Women with alcohol problems (recovering)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Women with male children aged 16 and over	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Women with serious mental health problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Women or children with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Women or children with learning difficulties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Women who are asylum seekers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Women who have been abused by a person other than a partner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Women whose children have been abused (main reason for seeking refuge)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Older women (50+)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lesbian women	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gypsy traveller women	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Young women (16-18)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Single women	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Women with large families (more than 3 children)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (<i>please specify</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

28. Are you able to provide appropriate refuge accommodation and support for these women?

	Often	Sometimes	Seldom	Never
Women from ethnic minorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Women whose first language is not English	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Women with drug problems (still using)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Women with drug problems (stabilised)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Women with alcohol problems (still drinking)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Women with alcohol problems (recovering)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Women with male children aged 16 and over	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Women with serious mental health problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Women or children with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Women or children with learning difficulties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Women who are asylum seekers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Women who have been abused by a person other than a partner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Women whose children have been abused (main reason for seeking refuge)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Older women (50+)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lesbian women	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gypsy traveller women	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Young women (16-18)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Single women	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Women with large families (more than 3 children)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (<i>please specify</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

29. If you are not able to provide appropriate accommodation and support for any of these groups, could you explain why?

MOVE-ON ACCOMMODATION AND SUPPORT

30. Do any of the following pose problems for women moving on from refuge accommodation in your area?

	Oft en	Sometimes	Seldom	Never
Women not wanting to leave refuge support/staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children not wanting to leave refuge support/staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Women not wanting to leave refuge accommodation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children not wanting to leave refuge accommodation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scarcity of housing advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Length of wait for housing offer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of housing offered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of neighbourhood offered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other problems with location (e.g. proximity to family/partner)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Length of wait for 'decent' offer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of offers allowed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Benefit delays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Concern about contact with or harassment from the abuser	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

31. Do you offer follow-on support to former refuge residents?
(If no, go straight to question 34)

Yes No

32. Is this follow-on support targeted on: (tick only one)

- women
 children
 both women and children

33. What form does follow-on support take?

	Women		Children/young people	
Home visits/meetings in other agreed place	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Office appointments	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Drop-in facilities	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Support groups/clubs	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Accompanying to appointments	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Telephone follow up	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Other (please specify)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>

PENDING PROVISION

34. Does your Group have any plans for more refuge accommodation? Please include projects which are due to open shortly. (If no, go straight to question 44)

Yes No

35. Could you indicate how many new refuges of the following types will be provided?

- Shared flat/house _____
- Group/cluster of single occupancy flats in same building **with** communal areas (e.g. communal living room or meeting area) _____
- Group/cluster of single occupancy flats in same building **without** communal areas _____
- Group/cluster of shared flats in same building **with** communal areas _____
- Group/cluster of shared flats in same building **without** communal areas _____
- Group/cluster of both single occupancy and shared flats in same building **with** communal areas _____
- Group/cluster of both single occupancy and shared flats in same building **without** communal areas _____
- Dispersed single occupancy flats spread throughout the neighbourhood _____
- Don't know _____

36. In total how many new family spaces will there be? *(Please include spaces for single women)* _____

37. What steps have been achieved? *(If more than one refuge pending, please use one column per refuge when providing answers.)*

	Refuge 1	Refuge 2	Refuge 3
Ideas stage	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>
Site or building identified	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>
Brief for project written	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>
Design team appointed	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>
Scheme design completed	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>
Permissions granted	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>
Contractor appointed	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>
Works on site	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>
Practical completion and hand over achieved	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>
Expected date of handover	_____	_____	_____

38. What funding is already in place?

	Refuge 1	Refuge 2	Refuge 3
<i>Capital funding</i> for the building	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>
<i>Capital funding</i> for the furniture and equipment	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>
<i>Revenue funding</i> for general refuge workers	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>
<i>Revenue funding</i> for children's workers	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>

39. What type of building will the refuge be? *(Tick only one)*

	Refuge 1	Refuge 2	Refuge 3
Purpose built for use as a refuge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Purpose converted/adapted for use as a refuge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unconverted existing building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other <i>(please specify)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

40. Is it intended that your refuge will provide in whole or in part specialist accommodation for the following groups?

	Refuge 1	Refuge 2	Refuge 3
Women from ethnic minorities	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>
Women whose first language is not English	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>
Women with drug problems (still using)	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>
Women with drug problems (stabilised)	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>
Women with alcohol problems (still drinking)	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>
Women with alcohol problems (recovering)	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>
Women with male children aged 16 and over	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>
Women with serious mental health problems	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>
Women or children with disabilities	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>
Women or children with learning difficulties	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>
Women who are asylum seekers	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>
Women who have been abused by a person other than a partner	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>
Women whose children have been abused (main reason for seeking refuge)	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>
Older women (50+)	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>
Lesbian women	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>
Gypsy traveller women	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>
Young women (16-18)	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>
Single women	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>
Women with large families (more than 3 children)	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>
Other <i>(please specify)</i>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>

41. How many children's playrooms/teenagers' rooms will there be?

Refuge 1	Refuge 2	Refuge 3
_____	_____	_____

42. How many family spaces will be suitable for occupation by people with 'varying needs'?

_____	_____	_____
-------	-------	-------

43. How many family spaces will be suitable for occupation by people who use a wheelchair?

_____	_____	_____
-------	-------	-------

PRIORITIES

44. To what extent are the following still needed in your area? (Please circle the number which most closely reflects your view, where 1 = urgently needed, and 5 = not needed at all.)

More general refuge workers	1	2	3	4	5
More children's workers	1	2	3	4	5
More office based workers	1	2	3	4	5
More bedspaces	1	2	3	4	5
Higher physical/space standards in existing refuges	1	2	3	4	5
Better toys/equipment for children under 10	1	2	3	4	5
Better equipment for children over 10	1	2	3	4	5
More children's rooms for specific age groups	1	2	3	4	5
Specialist refuges (ethnic minorities, drug users, etc)	1	2	3	4	5
Quicker rehousing	1	2	3	4	5
Slower rehousing	1	2	3	4	5
Higher quality rehousing	1	2	3	4	5
Longer office opening hours	1	2	3	4	5
Better out of hours provision	1	2	3	4	5
More outreach work for women	1	2	3	4	5
More outreach work for children	1	2	3	4	5
More follow-on work for women	1	2	3	4	5
More follow-on work for children	1	2	3	4	5
Other (please specify) _____	1	2	3	4	5

45. In your view, which three of the above represent the highest priorities in your area?

46. In your view, which of these models of refuge accommodation best meets the needs of the majority of women and children? (Tick only one)

Shared flat/house	<input type="checkbox"/>
Group/cluster of single occupancy flats in same building with communal areas (e.g. communal living room or meeting area)	<input type="checkbox"/>
Group/cluster of single occupancy flats in same building without communal areas	<input type="checkbox"/>
Group/cluster of shared flats in same building with communal areas	<input type="checkbox"/>
Group/cluster of shared flats in same building without communal areas	<input type="checkbox"/>
Group/cluster of both single occupancy and shared flats in same building with communal areas	<input type="checkbox"/>
Group/cluster of both single occupancy and shared flats in same building without communal areas	<input type="checkbox"/>
Dispersed single occupancy flats spread throughout the neighbourhood	<input type="checkbox"/>

47. Is there anything else about the situation in your local area that you would like to add?

Appendix H Shared Refuge Questionnaire

AUDIT OF REFUGE PROVISION IN SCOTLAND: SHARED REFUGE

This questionnaire relates to refuge accommodation which is a shared flat/house.

OVERVIEW OF SHARED REFUGE

1. How many shared flat/house refuges does your Women's Aid Group have? _____

(If more than one, please use one column per shared refuge when providing answers)

2. How many 'family spaces' does each shared refuge have?

	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
	_____	_____	_____	_____	_____	_____

3. How many of the following does each shared refuge have?

	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
<i>bedrooms</i>	_____	_____	_____	_____	_____	_____
<i>bathrooms</i>	_____	_____	_____	_____	_____	_____
<i>shower rooms</i>	_____	_____	_____	_____	_____	_____
<i>separate WCs</i>	_____	_____	_____	_____	_____	_____
<i>kitchen/diners</i>	_____	_____	_____	_____	_____	_____
<i>separate kitchens not used for eating meals</i>	_____	_____	_____	_____	_____	_____
<i>dining rooms</i>	_____	_____	_____	_____	_____	_____
<i>living rooms</i>	_____	_____	_____	_____	_____	_____
<i>formal meeting rooms</i>	_____	_____	_____	_____	_____	_____
<i>children's playrooms</i>	_____	_____	_____	_____	_____	_____
<i>teenagers rooms</i>	_____	_____	_____	_____	_____	_____
<i>informal play areas</i>	_____	_____	_____	_____	_____	_____
<i>laundry rooms</i>	_____	_____	_____	_____	_____	_____
<i>garden/outside play areas</i>	_____	_____	_____	_____	_____	_____
<i>Women's Aid on-site office</i>	_____	_____	_____	_____	_____	_____
<i>other (please specify)</i>	_____	_____	_____	_____	_____	_____

4. Do families share the following facilities with other families? (Please leave blank if facility not provided)

	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
<i>bathroom</i>	Y <input type="checkbox"/> N <input type="checkbox"/>					
<i>shower room</i>	Y <input type="checkbox"/> N <input type="checkbox"/>					
<i>separate WC</i>	Y <input type="checkbox"/> N <input type="checkbox"/>					
<i>kitchen/diner</i>	Y <input type="checkbox"/> N <input type="checkbox"/>					
<i>separate kitchen not used for eating meals</i>	Y <input type="checkbox"/> N <input type="checkbox"/>					
<i>dining room</i>	Y <input type="checkbox"/> N <input type="checkbox"/>					
<i>living room</i>	Y <input type="checkbox"/> N <input type="checkbox"/>					

5. Please circle the number which most accurately reflects how often the following situations occur in each refuge:

1=always; 2=often, 3=sometimes; 4=seldom; and 5=never

	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
Mothers sharing bedrooms with their children due to space constraints	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Single women sharing bedrooms with other single women	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Families sharing bedrooms with other families	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5

	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
6. What is the maximum number of people you have accommodated in the refuge at any one time over the last year?	_____	_____	_____	_____	_____	_____

7. Has the refuge been granted an HMO licence?	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>			
--	--	--	--	--	---	---

8. If no, has an application been made for an HMO licence for the shared refuge?	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>			
--	--	--	--	--	---	---

9. Do the residents occupy the refuge as: (<i>tick only one</i>)	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
residential occupiers (with occupancy agreement)	<input type="checkbox"/>					
residential occupiers (without occupancy agreement)	<input type="checkbox"/>					
short assured tenants	<input type="checkbox"/>					
assured tenants	<input type="checkbox"/>					
common-law tenants	<input type="checkbox"/>					
other (<i>please specify</i>) _____	<input type="checkbox"/>					

10. Who owns the refuge building? (<i>Tick only one</i>)	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
Local authority	<input type="checkbox"/>					
Housing association	<input type="checkbox"/>					
Women's Aid Group	<input type="checkbox"/>					
Other (<i>please specify</i>) _____	<input type="checkbox"/>					

11. Was the refuge purpose built?	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/>			
-----------------------------------	--	--	---	---	---	---

12. Is the refuge intended to provide in whole or in part specialist accommodation for the following groups?

	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
Women from ethnic minorities	Y <input type="checkbox"/> N <input type="checkbox"/>					
Women whose first language is not English	Y <input type="checkbox"/> N <input type="checkbox"/>					
Women with drug problems (still using)	Y <input type="checkbox"/> N <input type="checkbox"/>					
Women with drug problems (stabilised)	Y <input type="checkbox"/> N <input type="checkbox"/>					
Women with alcohol problems (still drinking)	Y <input type="checkbox"/> N <input type="checkbox"/>					
Women with alcohol problems (recovering)	Y <input type="checkbox"/> N <input type="checkbox"/>					
Women with male children aged 16 and over	Y <input type="checkbox"/> N <input type="checkbox"/>					
Women with serious mental health problems	Y <input type="checkbox"/> N <input type="checkbox"/>					
Women or children with disabilities	Y <input type="checkbox"/> N <input type="checkbox"/>					
Women or children with learning difficulties	Y <input type="checkbox"/> N <input type="checkbox"/>					
Women who are asylum seekers	Y <input type="checkbox"/> N <input type="checkbox"/>					
Women who have been abused by a person other than a partner	Y <input type="checkbox"/> N <input type="checkbox"/>					
Women whose children have been abused (main reason for seeking refuge)	Y <input type="checkbox"/> N <input type="checkbox"/>					
Older women (50+)	Y <input type="checkbox"/> N <input type="checkbox"/>					
Lesbian women	Y <input type="checkbox"/> N <input type="checkbox"/>					
Gypsy traveller women	Y <input type="checkbox"/> N <input type="checkbox"/>					
Young women (16-18)	Y <input type="checkbox"/> N <input type="checkbox"/>					
Single women	Y <input type="checkbox"/> N <input type="checkbox"/>					
Women with large families (more than 3 children)	Y <input type="checkbox"/> N <input type="checkbox"/>					
Other (<i>please specify</i>) _____	Y <input type="checkbox"/> N <input type="checkbox"/>					

DETAILS OF PHYSICAL SHARED PROVISION

	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
13. Does the refuge have a secure entry system?	Y <input type="checkbox"/> N <input type="checkbox"/>					
14. Does the refuge have CCTV?	Y <input type="checkbox"/> N <input type="checkbox"/>					
15. Does the refuge have multiple points of entry from the street?	Y <input type="checkbox"/> N <input type="checkbox"/>					
16. Are there bedroom or living room windows on the ground floor which overlook the street?	Y <input type="checkbox"/> N <input type="checkbox"/>					
17. Does the refuge have smoke alarms/detectors?	Y <input type="checkbox"/> N <input type="checkbox"/>					
18. Does the refuge have fire blankets/extinguishers?	Y <input type="checkbox"/> N <input type="checkbox"/>					
19. Does the refuge have fire safety inspections on a regular basis from the Fire Brigade?	Y <input type="checkbox"/> N <input type="checkbox"/>					
20. Does the refuge have child safety equipment available?	Y <input type="checkbox"/> N <input type="checkbox"/>					

	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
21. Does the refuge have a telephone/payphone for use by residents?	Y <input type="checkbox"/> N <input type="checkbox"/>					
22. Does the refuge have central heating?	Y <input type="checkbox"/> N <input type="checkbox"/>					
23. Can the residents control the heating throughout the refuge?	Y <input type="checkbox"/> N <input type="checkbox"/>					
24. Does the refuge have a regular redecoration programme?	Y <input type="checkbox"/> N <input type="checkbox"/>					
25. Does the refuge have a planned repair/maintenance programme?	Y <input type="checkbox"/> N <input type="checkbox"/>					
26. Does the refuge have secure storage space for residents' personal belongings?	Y <input type="checkbox"/> N <input type="checkbox"/>					
27. Is there level access or ramped entry to the refuge for wheelchair access?	Y <input type="checkbox"/> N <input type="checkbox"/>					
28. Does the ground floor have full accommodation for wheelchair users?	Y <input type="checkbox"/> N <input type="checkbox"/>					

	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
29. Does the refuge have bedrooms of varying sizes to accommodate different family sizes?	Y <input type="checkbox"/> N <input type="checkbox"/>					
30. Is there at least one window in each bedroom?	Y <input type="checkbox"/> N <input type="checkbox"/>					
31. Are all bedroom doors lockable?	Y <input type="checkbox"/> N <input type="checkbox"/>					
32. Do all bedrooms have heating which can be controlled by residents?	Y <input type="checkbox"/> N <input type="checkbox"/>					
33. How many bedrooms have an en-suite bathroom?	_____	_____	_____	_____	_____	_____
34. How many bedrooms have a television?	_____	_____	_____	_____	_____	_____
35. How many bedrooms have a small seating area?	_____	_____	_____	_____	_____	_____
36. On average, how many beds are there usually in each bedroom?	_____	_____	_____	_____	_____	_____

	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
37. Is there normally at least one bath/shower for every 6 people (including children)?	Y <input type="checkbox"/> N <input type="checkbox"/>					
38. Is there normally at least one toilet for every 5 people (including children)?	Y <input type="checkbox"/> N <input type="checkbox"/>					
39. Is there a wash hand basin in every WC or in the adjacent room?	Y <input type="checkbox"/> N <input type="checkbox"/>					
40. Do all bathrooms/shower rooms/WC's have lockable doors?	Y <input type="checkbox"/> N <input type="checkbox"/>					
41. Are there both shower and bath facilities available to all residents?	Y <input type="checkbox"/> N <input type="checkbox"/>					
42. Is there constant hot water?	Y <input type="checkbox"/> N <input type="checkbox"/>					

	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
43. Is there normally at least one kitchen sink per three women residents?	Y <input type="checkbox"/> N <input type="checkbox"/>					
44. Is there normally at least one cooker per three women residents?	Y <input type="checkbox"/> N <input type="checkbox"/>					
45. Is there normally at least one fridge per three women residents?	Y <input type="checkbox"/> N <input type="checkbox"/>					
46. Is there normally at least one washing machine per three women residents?	Y <input type="checkbox"/> N <input type="checkbox"/>					
47. Are there lockable kitchen cupboards?	Y <input type="checkbox"/> N <input type="checkbox"/>					
48. Is there a table suitable for eating at available to all residents?	Y <input type="checkbox"/> N <input type="checkbox"/>					

	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
49. Is there a television in the living room?	Y <input type="checkbox"/> N <input type="checkbox"/>					
50. Is there a video in the living room?	Y <input type="checkbox"/> N <input type="checkbox"/>					
51. Is there at least one window in the living room?	Y <input type="checkbox"/> N <input type="checkbox"/>					
52. How many seating spaces are there in the living room?	_____	_____	_____	_____	_____	_____

	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
53. Is there equipment available specifically for older children's use (e.g. stereo, computer, Playstation)	Y <input type="checkbox"/> N <input type="checkbox"/>					
54. Are there books/toys/games available for younger children?	Y <input type="checkbox"/> N <input type="checkbox"/>					
55. Are there toilets conveniently located for the children's playroom? (Please leave blank if no children's room)	Y <input type="checkbox"/> N <input type="checkbox"/>					
56. Is there a garden/outside play area suitable for children/young people to play in?	Y <input type="checkbox"/> N <input type="checkbox"/>					
57. Is the garden/outside play area adequately fenced or otherwise protected from intruders? (Please leave blank if no garden)	Y <input type="checkbox"/> N <input type="checkbox"/>					

	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
58. Are the following facilities available to residents at any time? (Please leave blank if the facility is not provided)						
kitchen/diners	Y <input type="checkbox"/> N <input type="checkbox"/>					
separate kitchens not used for eating meals	Y <input type="checkbox"/> N <input type="checkbox"/>					
dining rooms	Y <input type="checkbox"/> N <input type="checkbox"/>					
living rooms	Y <input type="checkbox"/> N <input type="checkbox"/>					
formal meeting rooms	Y <input type="checkbox"/> N <input type="checkbox"/>					
children's playrooms	Y <input type="checkbox"/> N <input type="checkbox"/>					
teenagers' rooms	Y <input type="checkbox"/> N <input type="checkbox"/>					
informal play areas	Y <input type="checkbox"/> N <input type="checkbox"/>					
laundry	Y <input type="checkbox"/> N <input type="checkbox"/>					
garden/outside play areas	Y <input type="checkbox"/> N <input type="checkbox"/>					

	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
59. Are residents responsible for cleaning:						
their own bedroom/en-suite	Y <input type="checkbox"/> N <input type="checkbox"/>					
communal/shared facilities	Y <input type="checkbox"/> N <input type="checkbox"/>					

	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
60. Is smoking permitted in the refuge? (Please tick only one)						
No	<input type="checkbox"/>					
Yes – anywhere in the refuge	<input type="checkbox"/>					
Yes – bedrooms only	<input type="checkbox"/>					
Other (please specify)	<input type="checkbox"/>					

DETAILS OF SERVICES FOR WOMEN

	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
61. Are there any workers based in the refuge? (If no, go to question 63)	Y <input type="checkbox"/> N <input type="checkbox"/>					
62. If yes, for how many hours per week are there usually workers present in the refuge? (Now go to question 66)	_____	_____	_____	_____	_____	_____
63. Where there are no workers based in the refuge, do women more commonly see workers by: (tick only one)	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
Visiting the off-site office	<input type="checkbox"/>					
Receiving visits to the refuge	<input type="checkbox"/>					
64. On average, how often do workers visit the refuge? (Tick only one)	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
Daily	<input type="checkbox"/>					
2 – 3 times a week	<input type="checkbox"/>					
Weekly	<input type="checkbox"/>					
Fortnightly	<input type="checkbox"/>					
Monthly or less often	<input type="checkbox"/>					
Never	<input type="checkbox"/>					
65. If workers visit the refuge, who usually initiates these visits? (Tick only one)	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
Women	<input type="checkbox"/>					
Workers	<input type="checkbox"/>					
	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
66. Do workers regularly visit the refuge in the evenings/at weekends?	Y <input type="checkbox"/> N <input type="checkbox"/>					
67. Is there a private space for support/counselling in the refuge?	Y <input type="checkbox"/> N <input type="checkbox"/>					
68. Is it common for women living in the refuge to visit an off-site office?	Y <input type="checkbox"/> N <input type="checkbox"/>					
69. What are the off-site office hours?	_____	_____	_____	_____	_____	_____
	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
70. Are women consulted about the organisation and rules of the refuge?	Y <input type="checkbox"/> N <input type="checkbox"/>					
71. If yes, what form does the consultation take?	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
Regular house meetings	Y <input type="checkbox"/> N <input type="checkbox"/>					
House meetings when issues arise	Y <input type="checkbox"/> N <input type="checkbox"/>					
Feedback/exit questionnaires	Y <input type="checkbox"/> N <input type="checkbox"/>					
One-to-one meetings	Y <input type="checkbox"/> N <input type="checkbox"/>					
Other (please specify)	Y <input type="checkbox"/> N <input type="checkbox"/>					

DETAILS OF SERVICES FOR CHILDREN/YOUNG PEOPLE

	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
72. Are there children's workers based in the refuge?	Y <input type="checkbox"/> N <input type="checkbox"/>					
73. If no, what kind of contact do children/young people have with Women's Aid?	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
Visiting the Women's Aid office	Y <input type="checkbox"/> N <input type="checkbox"/>					
Receiving visits by workers to the refuge	Y <input type="checkbox"/> N <input type="checkbox"/>					
Participating in activities with children's workers	Y <input type="checkbox"/> N <input type="checkbox"/>					
Other (please specify)	Y <input type="checkbox"/> N <input type="checkbox"/>					
74. How many days a week are children's workers available for the children/young people living in the refuge?	_____	_____	_____	_____	_____	_____
75. How many hours a week are children's workers available for the children/young people living in the refuge?	_____	_____	_____	_____	_____	_____
76. Do children living in this refuge have access to a children's playroom? (If no, please go to question 80)	Refuge 1 Y <input type="checkbox"/> N <input type="checkbox"/>	Refuge 2 Y <input type="checkbox"/> N <input type="checkbox"/>	Refuge 3 Y <input type="checkbox"/> N <input type="checkbox"/>	Refuge 4 Y <input type="checkbox"/> N <input type="checkbox"/>	Refuge 5 Y <input type="checkbox"/> N <input type="checkbox"/>	Refuge 6 Y <input type="checkbox"/> N <input type="checkbox"/>
77. If yes, where is the playroom?	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
In the refuge	<input type="checkbox"/>					
In an offsite Women's Aid office	<input type="checkbox"/>					
In another refuge	<input type="checkbox"/>					
Other (please specify)	<input type="checkbox"/>					
78. Is the children's playroom accessible to children: (tick only one)	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
all the time	<input type="checkbox"/>					
with either worker or parental supervision only	<input type="checkbox"/>					
with children's worker supervision only	<input type="checkbox"/>					
with (any) worker supervision only	<input type="checkbox"/>					
with parental supervision only	<input type="checkbox"/>					
other (please specify)	<input type="checkbox"/>					
79. How many hours per week is the children's playroom typically in use?	_____	_____	_____	_____	_____	_____
80. Do older children living in this refuge have access to a teenagers' room? (If no, please go to question 84)	Refuge 1 Y <input type="checkbox"/> N <input type="checkbox"/>	Refuge 2 Y <input type="checkbox"/> N <input type="checkbox"/>	Refuge 3 Y <input type="checkbox"/> N <input type="checkbox"/>	Refuge 4 Y <input type="checkbox"/> N <input type="checkbox"/>	Refuge 5 Y <input type="checkbox"/> N <input type="checkbox"/>	Refuge 6 Y <input type="checkbox"/> N <input type="checkbox"/>
81. If yes, where is the teenagers' room?	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
In the refuge	<input type="checkbox"/>					
In an off-site Women's Aid office	<input type="checkbox"/>					
In another refuge	<input type="checkbox"/>					
Other (please specify)	<input type="checkbox"/>					
82. Is the teenagers' room accessible: (tick only one)	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
all the time	<input type="checkbox"/>					
with either worker or parental supervision only	<input type="checkbox"/>					
with children's worker supervision only	<input type="checkbox"/>					
with (any) worker supervision only	<input type="checkbox"/>					
with parental supervision only	<input type="checkbox"/>					
Other (please specify)	<input type="checkbox"/>					
83. How many hours per week is the teenagers' room typically in use?	_____	_____	_____	_____	_____	_____

	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
84. Are children/young people consulted about the organisation and rules of the refuge?	Y <input type="checkbox"/> N <input type="checkbox"/>					
85. If yes, what form does the consultation take?						
Regular children's meetings	Y <input type="checkbox"/> N <input type="checkbox"/>					
Children's meetings when issues arise	Y <input type="checkbox"/> N <input type="checkbox"/>					
Feedback/exit questionnaires	Y <input type="checkbox"/> N <input type="checkbox"/>					
One-to-one talks	Y <input type="checkbox"/> N <input type="checkbox"/>					
Other (please specify)	Y <input type="checkbox"/> N <input type="checkbox"/>					

VIEWS ON REFUGE ACCOMMODATION AND SERVICE PROVISION

This section asks for your views on a number of aspects of the accommodation and support offered in your shared refuge(s). We recognise this will reflect your own personal views, and not necessarily those of your local group. Please circle the number that most closely reflects your views where 1 = strongly agree and 5 = strongly disagree.

	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
86. The close/external stairs/path to the refuge feel safe and well-lit	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
87. The refuge has an institutional feel	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
88. The refuge is too small for the number of people usually accommodated.	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
89. The garden is a pleasant space for families to enjoy	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
90. The bedrooms are not large enough to comfortably accommodate the number of people who normally use them	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
91. The refuge building/security measures act as a deterrent to ex-partners pursuing or harassing the women who are living here	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
92. There is adequate and secure storage space for residents' personal belongings	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
93. The size and number of bathrooms are adequate for the number of people normally using them	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
94. The bathroom(s) look dingy and unhygienic	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
95. The corridors and doors throughout the refuge are wide enough for wheelchair use	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
96. There are too few electrical sockets in the refuge	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
97. The reception area of the refuge is welcoming	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
98. The refuge could accommodate most people with physical disabilities	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5

	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
99. The refuge badly needs redecorating	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
100. The women often report feeling lonely living in the refuge	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
101. The refuge is well furnished throughout	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
102. The refuge could accommodate most people with sensory disabilities	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
103. The kitchen is poorly equipped with cutlery/crockery/pots and pans	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
104. The refuge is difficult to negotiate with a pram	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
105. The on-site office is often used by women to interact and socialise <i>(please leave blank if no on-site office)</i>	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
106. Bullying amongst women in the refuge is often a problem	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
107. The refuge feels ‘homely’	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
108. The white goods in the refuge are of a high standard	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
109. Cleanliness of the communal/shared areas is often a problem	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
110. There is adequate drying space/facilities for residents’ clothes	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
111. Residents feel vulnerable in our ground floor accommodation <i>(please leave blank if no ground floor accommodation)</i>	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
112. There is often insufficient hot water for the residents	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
113. There is adequate and secure food storage	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
114. The living room is a pleasant environment for families to relax in	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
115. The work-surface in the kitchen does not provide enough space for women to prepare meals	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
116. Women usually say they feel safe in the refuge	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
117. It’s difficult for women to find space to be alone in the refuge	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
118. There is sufficient storage space for residents’ large-scale personal possessions	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
119. The bedrooms are generally kept reasonably clean and tidy	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5

	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
120. The on-site office facilities are poor (<i>please leave blank if no on-site office</i>)	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
121. The Group has sufficient workers and other resources to provide women staying in the refuge with the support they need	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
122. There is often friction between the refuge and those living nearby	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
123. The location of the shared refuge is satisfactory with regard to the following factors:	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
safety/quality of neighbourhood	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
distance to shops and services	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
distance to school(s)	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
anonymity/security of building	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
distance to off-site Women's Aid office	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
public transport links	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
124. The provision for children's play outside is adequate in terms of:	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
size	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
safety	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
equipment	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
125. The children's playrooms/teenagers' rooms are adequate in terms of: (<i>please leave blank if no children's/teenagers' room</i>)	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
number	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
size	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
décor	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
facilities/toys	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
storage space	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
126. The refuge is safe for children	Refuge 1	Refuge 2	Refuge 3	Refuge 4	Refuge 5	Refuge 6
	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
127. Young children are well catered for in the refuge	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
128. Older children are well catered for in the refuge	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
129. Bullying amongst children in the refuge is often a problem	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
130. It's difficult for children/young people to find space to be alone in the refuge	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
131. The Group does not have sufficient workers and other resources to provide children staying in the refuge with the support and activities they need	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5

Appendix I Cluster Refuge Questionnaire

AUDIT OF REFUGE PROVISION IN SCOTLAND: GROUPS OF FLATS (CLUSTERS)

This questionnaire relates to refuge accommodation which consists of a number of separate flats grouped together in the same building/complex. Some clusters will have communal/shared facilities, others won't. Some clusters will consist of shared flats, others will have only single occupancy flats, and yet others again will have a mix of both. For this reason, some questions may not be relevant to all Groups.

OVERVIEW OF CLUSTER REFUGE

1. How many *refuges* consisting of groups/clusters of flats does your Women's Aid Group have? _____

2. How many *individual* flats are provided in these groups/clusters? _____

3. How many 'family spaces' does each flat have? (Please use one column per individual flat when providing answers)	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6	Flat 7
	_____	_____	_____	_____	_____	_____	_____

4. How many of the following does each flat have?	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6	Flat 7
<i>bedrooms</i>	_____	_____	_____	_____	_____	_____	_____
<i>bathrooms</i>	_____	_____	_____	_____	_____	_____	_____
<i>shower rooms</i>	_____	_____	_____	_____	_____	_____	_____
<i>separate WCs</i>	_____	_____	_____	_____	_____	_____	_____
<i>kitchen/diners</i>	_____	_____	_____	_____	_____	_____	_____
<i>separate kitchens not used for eating meals</i>	_____	_____	_____	_____	_____	_____	_____
<i>dining rooms</i>	_____	_____	_____	_____	_____	_____	_____
<i>living rooms</i>	_____	_____	_____	_____	_____	_____	_____

5. Are any of the following shared facilities provided within the refuge building for use by all residents? (i.e. in addition facilities provided in individual flats)

<i>shared living/meeting room</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>
<i>children's playrooms</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>
<i>teenagers' rooms</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>
<i>informal play areas</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>
<i>laundry rooms</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>
<i>garden/outside play areas</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>
<i>Women's Aid on-site office</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>
<i>other (please specify)</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>

6. Are the flats always used as single occupancy accommodation? (i.e. for one family or one single woman only)	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6	Flat 7
	Y <input type="checkbox"/> N <input type="checkbox"/>						

7. Please circle the number which most accurately reflects how often the following situations occur in the flats: 1=always; 2=often, 3=sometimes; 4=seldom; and 5=never

	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6	Flat 7
Mothers sharing bedrooms with their children due to space constraints	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4
Single women sharing the flats with other single women	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4
Families sharing the flats with other families	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4
Single women sharing bedrooms with other single women	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4
Families sharing bedrooms with other families	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4

8. If women/families ever share flats, please indicate which of the following facilities they share. (Please leave blank if facility not provided)

	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6	Flat 7
bathroom	Y <input type="checkbox"/> N <input type="checkbox"/>						
shower room	Y <input type="checkbox"/> N <input type="checkbox"/>						
separate WC	Y <input type="checkbox"/> N <input type="checkbox"/>						
kitchen/diner	Y <input type="checkbox"/> N <input type="checkbox"/>						
separate kitchen not used for eating meals	Y <input type="checkbox"/> N <input type="checkbox"/>						
dining room	Y <input type="checkbox"/> N <input type="checkbox"/>						
living room	Y <input type="checkbox"/> N <input type="checkbox"/>						

9. What is the maximum number of people you have accommodated in the flats at any one time over the last year?

	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6	Flat 7
	_____	_____	_____	_____	_____	_____	_____

10. Do the residents occupy the refuge as: (tick only one)

	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6	Flat 7
residential occupiers (with occupancy agreement)	<input type="checkbox"/>						
residential occupiers (without occupancy agreement)	<input type="checkbox"/>						
short assured tenants	<input type="checkbox"/>						
assured tenants	<input type="checkbox"/>						
common-law tenants	<input type="checkbox"/>						
Scottish secure tenants	<input type="checkbox"/>						
short Scottish secure tenants	<input type="checkbox"/>						
other (please specify) _____	<input type="checkbox"/>						

11. Who owns the flats? (Tick only one)

	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6	Flat 7
Local authority	<input type="checkbox"/>						
Housing association	<input type="checkbox"/>						
Women's Aid Group	<input type="checkbox"/>						
Other (please specify) _____	<input type="checkbox"/>						

12. Was the refuge purpose built? Yes No

13. Has the refuge been granted an HMO licence? Yes No

14. If no, has an application been made for an HMO licence for the cluster refuge? (Please leave blank if not applicable) Yes No

15. Are the flats in the refuge intended to provide specialist accommodation for the following groups?

	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6	Flat 7
Women from ethnic minorities	Y <input type="checkbox"/> N <input type="checkbox"/>						
Women whose first language is not English	Y <input type="checkbox"/> N <input type="checkbox"/>						
Women with drug problems (still using)	Y <input type="checkbox"/> N <input type="checkbox"/>						
Women with drug problems (stabilised)	Y <input type="checkbox"/> N <input type="checkbox"/>						
Women with alcohol problems (still drinking)	Y <input type="checkbox"/> N <input type="checkbox"/>						
Women with alcohol problems (recovering)	Y <input type="checkbox"/> N <input type="checkbox"/>						
Women with male children aged 16 and over	Y <input type="checkbox"/> N <input type="checkbox"/>						
Women with serious mental health problems	Y <input type="checkbox"/> N <input type="checkbox"/>						
Women or children with disabilities	Y <input type="checkbox"/> N <input type="checkbox"/>						
Women or children with learning difficulties	Y <input type="checkbox"/> N <input type="checkbox"/>						
Women who are asylum seekers	Y <input type="checkbox"/> N <input type="checkbox"/>						
Women who have been abused by a person other than a partner	Y <input type="checkbox"/> N <input type="checkbox"/>						
Women whose children have been abused (main reason for seeking refuge)	Y <input type="checkbox"/> N <input type="checkbox"/>						
Older women (50+)	Y <input type="checkbox"/> N <input type="checkbox"/>						
Lesbian women	Y <input type="checkbox"/> N <input type="checkbox"/>						
Gypsy traveller women	Y <input type="checkbox"/> N <input type="checkbox"/>						
Young women (16-18)	Y <input type="checkbox"/> N <input type="checkbox"/>						
Single women	Y <input type="checkbox"/> N <input type="checkbox"/>						
Women with large families (more than 3 children)	Y <input type="checkbox"/> N <input type="checkbox"/>						
Other (<i>please specify</i>)	Y <input type="checkbox"/> N <input type="checkbox"/>						

DETAILS OF PHYSICAL CLUSTER PROVISION

The questions in this section relate to the refuge building in general

- 16. Does the refuge have a secure entry system? Yes No
- 17. Does the refuge have CCTV? Yes No
- 18. Does the refuge have multiple points of entry from the street? Yes No
- 19. Are there bedroom or living room windows on the ground floor which overlook the street? Yes No
- 20. Does the refuge have smoke alarms/detectors? Yes No
- 21. Does the refuge have fire blankets/extinguishers? Yes No
- 22. Does the refuge have fire safety inspections on a regular basis from the Fire Brigade? Yes No
- 23. Does the refuge have child safety equipment available? Yes No

- 24. Does the refuge have a telephone/payphone for use by residents? Yes No
- 25. Does the refuge have a planned repair/maintenance programme? Yes No
- 26. Does the refuge have a regular redecoration programme? Yes No
- 27. Are residents responsible for cleaning their own flat? Yes No
- 28. Is there level access or ramped entry to the refuge for wheelchair access? Yes No
- 29. Does the refuge have bedrooms of varying sizes to accommodate different family sizes? Yes No

- 30. Is there equipment available specifically for older children's use (e.g. stereo, computer, Playstation) Yes No
- 31. Are there books/toys/games available for younger children? Yes No
- 32. Are there toilets conveniently located for the children's playroom? (*Please leave blank if no children's room*) Yes No
- 33. Is there a garden/outside play area suitable for children/young people to play in? Yes No
- 34. Is the garden/outside play area adequately fenced or otherwise protected from intruders? (*Please leave blank if no garden*) Yes No

35. Are the following shared facilities available to residents at any time, i.e. facilities provided in addition to those in individual flats? (Please leave blank if the facility is not provided)

shared living/meeting room	Yes <input type="checkbox"/>	No <input type="checkbox"/>
children's playrooms	Yes <input type="checkbox"/>	No <input type="checkbox"/>
teenagers' rooms	Yes <input type="checkbox"/>	No <input type="checkbox"/>
informal play areas	Yes <input type="checkbox"/>	No <input type="checkbox"/>
laundry rooms	Yes <input type="checkbox"/>	No <input type="checkbox"/>
garden/outside play areas	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Women's Aid on-site office	Yes <input type="checkbox"/>	No <input type="checkbox"/>
other (please specify)	Yes <input type="checkbox"/>	No <input type="checkbox"/>

36. Please circle the number which most closely reflects how often the shared living/meeting room is used for the following purposes: 1=always; 2=often, 3=sometimes; 4=seldom; and 5=never (Please leave blank if no shared living/meeting room)

organised meetings/events	1 2 3 4 5
informal interaction between women and workers	1 2 3 4 5
informal interaction amongst women residents	1 2 3 4 5
other (please specify)	1 2 3 4 5

37. How many seating spaces are there in the shared living/meeting room? (Please leave blank if no shared living/meeting room)

38. Are there tea/coffee making facilities available in the shared living/meeting room or in an adjacent kitchen? (Please leave blank if no shared living/meeting room)

Yes No

39. Is there a television in the shared living/meeting room? (Please leave blank if no shared living/meeting room)

Yes No

40. Is smoking permitted in the refuge? (Please tick only one)

No	<input type="checkbox"/>
Yes – anywhere in the refuge building	<input type="checkbox"/>
Yes – in the individual flats only	<input type="checkbox"/>
Yes – in the bedrooms only	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>

The questions in this section relate to each individual flat in the refuge building

	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6	Flat 7
41. Does the flat have central heating?	Y <input type="checkbox"/> N <input type="checkbox"/>						
42. Can the residents control the heating throughout the flat?	Y <input type="checkbox"/> N <input type="checkbox"/>						
43. Does the flat have secure storage space for residents' personal belongings?	Y <input type="checkbox"/> N <input type="checkbox"/>						
44. Does the flat have full ground floor accommodation for wheelchair users?	Y <input type="checkbox"/> N <input type="checkbox"/>						

	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6	Flat 7
45. Is there at least one window in each bedroom?	Y <input type="checkbox"/> N <input type="checkbox"/>						
46. Are all bedroom doors lockable?	Y <input type="checkbox"/> N <input type="checkbox"/>						
47. Do all bedrooms have heating which can be controlled by residents?	Y <input type="checkbox"/> N <input type="checkbox"/>						
48. How many bedrooms have an en-suite bathroom?	_____	_____	_____	_____	_____	_____	_____
49. How many bedrooms have a television?	_____	_____	_____	_____	_____	_____	_____
50. How many bedrooms have a small seating area?	_____	_____	_____	_____	_____	_____	_____
51. On average, how many beds are there usually in each bedroom?	_____	_____	_____	_____	_____	_____	_____

	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6	Flat 7
52. Is there normally at least one bath/shower for every 6 people (including children)?	Y <input type="checkbox"/> N <input type="checkbox"/>						
53. Is there normally at least one toilet for every 5 people (including children)?	Y <input type="checkbox"/> N <input type="checkbox"/>						
54. Is there a wash hand basin in every WC or in the adjacent room?	Y <input type="checkbox"/> N <input type="checkbox"/>						
55. Do all bathrooms/shower rooms/WC's have lockable doors?	Y <input type="checkbox"/> N <input type="checkbox"/>						
56. Are there both shower and bath facilities available to all residents?	Y <input type="checkbox"/> N <input type="checkbox"/>						
57. Is there constant hot water?	Y <input type="checkbox"/> N <input type="checkbox"/>						

	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6	Flat 7
58. Is there normally at least one kitchen sink per three women residents?	Y <input type="checkbox"/> N <input type="checkbox"/>						
59. Is there normally at least one cooker per three women residents?	Y <input type="checkbox"/> N <input type="checkbox"/>						
60. Is there normally at least one fridge per three women residents?	Y <input type="checkbox"/> N <input type="checkbox"/>						
61. Is there normally at least one washing machine per three women residents?	Y <input type="checkbox"/> N <input type="checkbox"/>						
62. Are there lockable kitchen cupboards?	Y <input type="checkbox"/> N <input type="checkbox"/>						
63. Is there a table suitable for eating at available to all residents?	Y <input type="checkbox"/> N <input type="checkbox"/>						

	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6	Flat 7
64. Is there a television in the living room?	Y <input type="checkbox"/> N <input type="checkbox"/>						
65. Is there a video in the living room?	Y <input type="checkbox"/> N <input type="checkbox"/>						
66. Is there at least one window in the living room?	Y <input type="checkbox"/> N <input type="checkbox"/>						
67. How many seating spaces are there in the living room?	_____	_____	_____	_____	_____	_____	_____

DETAILS OF SERVICES FOR WOMEN

68. Are there any workers based in the refuge? (If no, go to question 70) Y N

69. If yes, for how many hours per week are there usually workers present in the refuge? (Now go to question 73) _____

70. Where there are no workers based in the refuge, do women more commonly see workers by: (tick only one)

visiting the offsite office
receiving visits to the refuge

71. On average, how often do workers visit the refuge? (Tick only one)

Daily
2 – 3 times a week
Weekly
Fortnightly
Monthly or less often
Never

72. If workers visit the refuge, who usually initiates these visits? (Tick only one)

Women
Workers

73. Do workers regularly visit the refuge in the evenings/at weekends? Y N
74. Is there a private space for support/counselling in the refuge? Y N
75. Is it common for women living in the refuge to visit an off-site office? Y N
76. What are the off-site office hours? _____
77. Are women consulted about the organisation and rules of the refuge? Y N
78. If yes, what form does the consultation take?
- | | |
|----------------------------------|---|
| Regular house meetings | Y <input type="checkbox"/> N <input type="checkbox"/> |
| House meetings when issues arise | Y <input type="checkbox"/> N <input type="checkbox"/> |
| Feedback/exit questionnaires | Y <input type="checkbox"/> N <input type="checkbox"/> |
| One-to-one meetings | Y <input type="checkbox"/> N <input type="checkbox"/> |
| Other (please specify) | Y <input type="checkbox"/> N <input type="checkbox"/> |

DETAILS OF SERVICES FOR CHILDREN/YOUNG PEOPLE

79. Are there children's workers based in the refuge? Y N
80. If no, what kind of contact do children/young people have with Women's Aid?
- | | |
|---|---|
| Visiting the Women's Aid office | Y <input type="checkbox"/> N <input type="checkbox"/> |
| Receiving visits by workers to the flat/refuge | Y <input type="checkbox"/> N <input type="checkbox"/> |
| Participating in activities with children's workers | Y <input type="checkbox"/> N <input type="checkbox"/> |
| Other (please specify) | Y <input type="checkbox"/> N <input type="checkbox"/> |
81. How many *days* a week are children's workers available for the children/young people living in the refuge? _____
82. How many *hours* a week are children's workers available for the children/young people living in the refuge? _____
83. Do children living in this refuge have access to a children's playroom? (If no, please go to question 87) Y N
84. If yes, where is the playroom?
- | | |
|-----------------------------------|--------------------------|
| In the refuge | <input type="checkbox"/> |
| In an off-site Women's Aid office | <input type="checkbox"/> |
| In another refuge | <input type="checkbox"/> |
| Other (please specify) | <input type="checkbox"/> |
85. Is the children's playroom accessible to children: (tick only one)
- | | |
|---|--------------------------|
| all the time | <input type="checkbox"/> |
| with either worker or parental supervision only | <input type="checkbox"/> |
| with children's worker supervision only | <input type="checkbox"/> |
| with (any) worker supervision only | <input type="checkbox"/> |
| with parental supervision only | <input type="checkbox"/> |
| other (please specify) | <input type="checkbox"/> |
86. How many hours per week is the children's playroom typically in use? _____
87. Do young people living in this refuge have access to a teenagers' room? (If no, please go to question 91) Y N
88. If yes, where is the teenagers' room?
- | | |
|-----------------------------------|--------------------------|
| In the refuge | <input type="checkbox"/> |
| In an off-site Women's Aid office | <input type="checkbox"/> |
| In another refuge | <input type="checkbox"/> |
| Other (please specify) | <input type="checkbox"/> |

89. Is the teenagers' room accessible: (tick only one)

- all the time
- with either worker or parental supervision only
- with **children's** worker supervision only
- with (any) worker supervision only
- with parental supervision only
- other (please specify)

90. How many hours per week are the teenagers' rooms typically in use? _____

91. Are children/young people consulted about the organisation and rules of the refuge? Y N

92. If yes, what form does the consultation take?

- Regular children's meetings Y N
- Children's meetings when issues arise Y N
- Feedback/exit questionnaires Y N
- One-to-one talks Y N
- Other (please specify) Y N

VIEWS ON REFUGE ACCOMMODATION AND SERVICE PROVISION

This section asks for your views on a number of aspects of the accommodation and support offered in your cluster refuge. We recognise this will reflect your own personal views, and not necessarily those of your local group. Please circle the number that most closely reflects your views where 1 = strongly agree and 5 = strongly disagree.

The questions in this section relate to the cluster refuge in general

93. The close/external stairs/path to the refuge feel safe and well-lit 1 2 3 4 5
94. The refuge has an institutional feel 1 2 3 4 5
95. The refuge is too small for the number of people usually accommodated. 1 2 3 4 5
96. The garden is a pleasant space for families to enjoy 1 2 3 4 5
97. The refuge building/security measures act as a deterrent to ex-partners pursuing or harassing the women who are living here 1 2 3 4 5
98. Women feel uncomfortable using the shared living/meeting room unless there is a specific reason to do so (please leave blank if no shared living/meeting room) 1 2 3 4 5
99. Residents feel vulnerable in our ground floor accommodation (please leave blank if no ground floor accommodation) 1 2 3 4 5
100. The reception area of the refuge is welcoming 1 2 3 4 5
101. The on-site office is often used by women to interact and socialise (please leave blank if no on-site office) 1 2 3 4 5
102. Bullying amongst women in the refuge is often a problem 1 2 3 4 5
103. Cleanliness of the communal/shared areas is often a problem 1 2 3 4 5
104. Women usually say they feel safe in the refuge 1 2 3 4 5
105. It's difficult for women to find space to be alone in the refuge 1 2 3 4 5
106. The flats are generally kept reasonably clean and tidy 1 2 3 4 5
107. Workers spend very little time in the shared living/meeting room interacting with women (please leave blank if no shared living/meeting room) 1 2 3 4 5
108. The shared living/meeting room is a comfortable and convenient place in which to gather (please leave blank if no shared living/meeting room) 1 2 3 4 5
109. The women often report feeling lonely 1 2 3 4 5
110. The on-site office facilities are poor (please leave blank if no on-site office) 1 2 3 4 5

111. The Group has sufficient workers and other resources to provide women living in the cluster with the support they need **1 2 3 4 5**
112. There is often friction between the refuge and those living nearby **1 2 3 4 5**
113. The shared living/meeting room is often used by women to interact and socialise (please leave blank if no shared living/meeting room) **1 2 3 4 5**
114. Older children are well catered for in the refuge **1 2 3 4 5**
115. Bullying amongst children in the refuge is often a problem **1 2 3 4 5**
116. It's difficult for children/young people to find space to be alone in the refuge **1 2 3 4 5**
117. The Group does not have sufficient workers and other resources to provide children living in the cluster with the support and activities they need **1 2 3 4 5**

118. The location of the cluster refuge is satisfactory with regard to the following factors:

- safety/quality of neighbourhood **1 2 3 4 5**
- distance to shops and services **1 2 3 4 5**
- distance to school(s) **1 2 3 4 5**
- anonymity/security of building **1 2 3 4 5**
- distance to off-site women's aid office **1 2 3 4 5**
- public transport links **1 2 3 4 5**

119. The provision for children's play outside is adequate in terms of:

- size **1 2 3 4 5**
- safety **1 2 3 4 5**
- equipment **1 2 3 4 5**

120. The children's playrooms/teenagers' rooms are adequate in terms of: (please leave blank if no children's playrooms/teenagers' rooms)

- number **1 2 3 4 5**
- size **1 2 3 4 5**
- décor **1 2 3 4 5**
- facilities/toys **1 2 3 4 5**
- storage space **1 2 3 4 5**

The questions in this section relate to each individual flat in the cluster refuge building

	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6	Flat 7
121. The bedrooms are not large enough to comfortably accommodate the number of people who normally use them	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
122. There is adequate and secure storage space for residents' personal belongings	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
123. The size and number of bathrooms are adequate for the number of people normally using them	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
124. The bathroom(s) look dingy and unhygienic	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
125. The corridors and doors throughout the flat are wide enough for wheelchair use	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
126. There are too few electrical sockets in the flat	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5

	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6	Flat 7
127.The flat could accommodate most people with physical disabilities	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
128.The flat badly needs redecorating	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
129.The flat is well furnished throughout	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
130.The flat could accommodate most people with sensory disabilities	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
131.The kitchen is poorly equipped with cutlery/crockery/pots and pans	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
132.The flat is difficult to negotiate with a pram	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
133.The flat feels ‘homely’	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
134.The white goods in the flat are of a high standard	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
135.There is adequate drying space/facilities for residents’ clothes	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
136.There is often insufficient hot water for the residents	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
137.There is adequate and secure food storage	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
138.The living room is a pleasant environment for families to relax in	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
139.The work-surface in the kitchen does not provide enough space for women to prepare meals	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
140.There is sufficient storage space for residents’ large-scale personal possessions	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5

Appendix J Dispersed Self-Contained Flats Questionnaire

AUDIT OF REFUGE PROVISION IN SCOTLAND: DISPERSED SELF-CONTAINED FLATS

This questionnaire relates to refuge accommodation which consists of dispersed self-contained flats. By this we mean flats spread across an area or neighbourhood, occupied usually by only one family or one single woman. However, in some Women's Aid Groups, individual flats may also be used where necessary to accommodate several families or single women at any one time. This means that some of the questions below may not be relevant to all Groups.

OVERVIEW OF DISPERSED SELF-CONTAINED FLATS

1. How many dispersed self-contained flats does your Women's Aid Group have? _____
(If more than one, please use one column per flat when providing answers)

2. How many 'family spaces' does each flat have? Flat 1 Flat 2 Flat 3 Flat 4 Flat 5 Flat 6

3. How many of the following does each flat have? Flat 1 Flat 2 Flat 3 Flat 4 Flat 5 Flat 6

bedrooms _____

bathrooms _____

shower rooms _____

separate WCs _____

kitchen/diners _____

Separate kitchens not used for eating meals _____

dining rooms _____

living rooms _____

children's playrooms _____

teenagers' rooms _____

informal play areas _____

laundry rooms _____

garden/outside play areas _____

Women's Aid on-site office _____

other (please specify) _____

Flat 1 Flat 2 Flat 3 Flat 4 Flat 5 Flat 6

4. Are the flats always used as single occupancy accommodation? (i.e. for one family or one single woman only) Y N Y N Y N Y N Y N Y N

5. Please circle the number which most accurately reflects how often the following situations occur in each flat:
1=always; 2=often; 3=sometimes; 4=seldom; and 5=never

	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
Mothers sharing bedrooms with their children due to space constraints	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Single women sharing the flats with other single women	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Families sharing the flats with other families	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Single women sharing bedrooms with other single women	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Families sharing bedrooms with other families	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5

	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
6. What is the maximum number of people you have accommodated in each flat at any one time over the last year?	_____	_____	_____	_____	_____	_____

	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
7. Do the residents occupy the flats as: (tick only one)						
residential occupiers (with occupancy agreement)	<input type="checkbox"/>					
residential occupiers (without occupancy agreement)	<input type="checkbox"/>					
short assured tenants	<input type="checkbox"/>					
assured tenants	<input type="checkbox"/>					
common-law tenants	<input type="checkbox"/>					
Scottish secure tenants	<input type="checkbox"/>					
short Scottish secure tenants	<input type="checkbox"/>					
other (please specify) _____	<input type="checkbox"/>					

	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
8. Who owns each flat? (Tick only one)						
Local authority	<input type="checkbox"/>					
Housing association	<input type="checkbox"/>					
Women's Aid Group	<input type="checkbox"/>					
Other (please specify) _____	<input type="checkbox"/>					

	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
9. Is the flat intended to provide specialist accommodation for the following groups?						
Women from ethnic minorities	Y <input type="checkbox"/> N <input type="checkbox"/>					
Women whose first language is not English	Y <input type="checkbox"/> N <input type="checkbox"/>					
Women with drug problems (still using)	Y <input type="checkbox"/> N <input type="checkbox"/>					
Women with drug problems (stabilised)	Y <input type="checkbox"/> N <input type="checkbox"/>					
Women with alcohol problems (still drinking)	Y <input type="checkbox"/> N <input type="checkbox"/>					
Women with alcohol problems (recovering)	Y <input type="checkbox"/> N <input type="checkbox"/>					
Women with male children aged 16 and over	Y <input type="checkbox"/> N <input type="checkbox"/>					
Women with serious mental health problems	Y <input type="checkbox"/> N <input type="checkbox"/>					
Women or children with disabilities	Y <input type="checkbox"/> N <input type="checkbox"/>					
Women or children with learning difficulties	Y <input type="checkbox"/> N <input type="checkbox"/>					
Women who are asylum seekers	Y <input type="checkbox"/> N <input type="checkbox"/>					
Women who have been abused by a person other than a partner	Y <input type="checkbox"/> N <input type="checkbox"/>					
Women whose children have been abused (main reason for seeking refuge)	Y <input type="checkbox"/> N <input type="checkbox"/>					
Older women (50+)	Y <input type="checkbox"/> N <input type="checkbox"/>					
Lesbian women	Y <input type="checkbox"/> N <input type="checkbox"/>					
Gypsy traveller women	Y <input type="checkbox"/> N <input type="checkbox"/>					
Young women (16-18)	Y <input type="checkbox"/> N <input type="checkbox"/>					
Single women	Y <input type="checkbox"/> N <input type="checkbox"/>					
Women with large families (more than 3 children)	Y <input type="checkbox"/> N <input type="checkbox"/>					
Other (please specify)	Y <input type="checkbox"/> N <input type="checkbox"/>					

DETAILS OF PHYSICAL PROVISION

	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
10. Does the flat have a secure entry system?	Y <input type="checkbox"/> N <input type="checkbox"/>					
11. Does the flat have CCTV?	Y <input type="checkbox"/> N <input type="checkbox"/>					
12. Are there bedroom or living room windows on the ground floor which overlook the street?	Y <input type="checkbox"/> N <input type="checkbox"/>					
13. Does the flat have smoke alarms/detectors?	Y <input type="checkbox"/> N <input type="checkbox"/>					
14. Does the flat have fire blankets/extinguishers?	Y <input type="checkbox"/> N <input type="checkbox"/>					
15. Does the flat have fire safety inspections on a regular basis from the Fire Brigade?	Y <input type="checkbox"/> N <input type="checkbox"/>					
16. Does the flat have child safety equipment available?	Y <input type="checkbox"/> N <input type="checkbox"/>					
	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
17. Does the flat have a telephone/payphone for use by residents?	Y <input type="checkbox"/> N <input type="checkbox"/>					
18. Does the flat have central heating?	Y <input type="checkbox"/> N <input type="checkbox"/>					
19. Can the residents control the heating throughout the flat?	Y <input type="checkbox"/> N <input type="checkbox"/>					
20. Is the flat regularly redecorated?	Y <input type="checkbox"/> N <input type="checkbox"/>					
21. Is the flat included in a planned repair and maintenance programme?	Y <input type="checkbox"/> N <input type="checkbox"/>					
22. Does the flat have secure storage space for resident's personal belongings?	Y <input type="checkbox"/> N <input type="checkbox"/>					
23. Is there level access or ramped entry to the flat for wheelchair access?	Y <input type="checkbox"/> N <input type="checkbox"/>					
24. Does the flat have full ground floor accommodation for wheelchair users?	Y <input type="checkbox"/> N <input type="checkbox"/>					
	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
25. Is there at least one window in each bedroom?	Y <input type="checkbox"/> N <input type="checkbox"/>					
26. Are all bedroom doors lockable?	Y <input type="checkbox"/> N <input type="checkbox"/>					
27. Do all bedrooms have heating which can be controlled by residents?	Y <input type="checkbox"/> N <input type="checkbox"/>					
28. How many bedrooms have an en-suite bathroom?	_____	_____	_____	_____	_____	_____
29. How many bedrooms have a television?	_____	_____	_____	_____	_____	_____
30. How many bedrooms have a small seating area?	_____	_____	_____	_____	_____	_____
31. On average, how many beds are there usually in each bedroom?	_____	_____	_____	_____	_____	_____
	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
32. Is there normally at least one bath/shower for every 6 people (including children)?	Y <input type="checkbox"/> N <input type="checkbox"/>					
33. Is there normally at least one toilet for every 5 people (including children)?	Y <input type="checkbox"/> N <input type="checkbox"/>					
34. Is there a wash hand basin in every WC or in the adjacent room?	Y <input type="checkbox"/> N <input type="checkbox"/>					
35. Do all bathrooms/shower rooms/WC's have lockable doors?	Y <input type="checkbox"/> N <input type="checkbox"/>					
36. Are there both shower and bath facilities available to all residents?	Y <input type="checkbox"/> N <input type="checkbox"/>					
37. Is there constant hot water?	Y <input type="checkbox"/> N <input type="checkbox"/>					
	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
38. Is there normally at least one kitchen sink per three women residents?	Y <input type="checkbox"/> N <input type="checkbox"/>					
39. Is there normally at least one cooker per three women residents?	Y <input type="checkbox"/> N <input type="checkbox"/>					

	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
40. Is there normally at least one fridge per three women residents?	Y <input type="checkbox"/> N <input type="checkbox"/>					
41. Is there normally at least one washing machine per three women residents?	Y <input type="checkbox"/> N <input type="checkbox"/>					
42. Are there lockable kitchen cupboards?	Y <input type="checkbox"/> N <input type="checkbox"/>					
43. Is there a table suitable for eating at available to all residents?	Y <input type="checkbox"/> N <input type="checkbox"/>					

	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
44. Is there a television in the living room?	Y <input type="checkbox"/> N <input type="checkbox"/>					
45. Is there a video in the living room?	Y <input type="checkbox"/> N <input type="checkbox"/>					
46. Is there at least one window in the living room?	Y <input type="checkbox"/> N <input type="checkbox"/>					
47. How many seating spaces are there in the living room?	_____	_____	_____	_____	_____	_____

	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
48. Is there equipment available specifically for older children's use (e.g. stereo, computer, Playstation)	Y <input type="checkbox"/> N <input type="checkbox"/>					
49. Are there books/toys/games available for younger children?	Y <input type="checkbox"/> N <input type="checkbox"/>					
50. Is there a garden/outside play area suitable for children/young people to play in?	Y <input type="checkbox"/> N <input type="checkbox"/>					
51. Is the garden/outside play area adequately fenced or otherwise protected from intruders? (Please leave blank if no garden)	Y <input type="checkbox"/> N <input type="checkbox"/>					

	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
52. Are residents responsible for cleaning the flat?	Y <input type="checkbox"/> N <input type="checkbox"/>					

	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
53. Is smoking permitted in the flat? (Please tick only one)						
No	<input type="checkbox"/>					
Yes – anywhere in flat	<input type="checkbox"/>					
Yes – bedrooms only	<input type="checkbox"/>					
Other (please specify)	<input type="checkbox"/>					

DETAILS OF SERVICES FOR WOMEN

	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
54. Do women more commonly see Women's Aid workers by: (tick only one)						
visiting the Women's Aid office	<input type="checkbox"/>					
receiving visits to the flat	<input type="checkbox"/>					

	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
55. On average, how often do workers visit the flat? (Tick only one)						
Daily	<input type="checkbox"/>					
2 – 3 times a week	<input type="checkbox"/>					
Weekly	<input type="checkbox"/>					
Fortnightly	<input type="checkbox"/>					
Monthly or less often	<input type="checkbox"/>					
Never	<input type="checkbox"/>					

	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
56. If workers visit the flat, who usually initiates these visits? (Tick only one)						
Women	<input type="checkbox"/>					
Workers	<input type="checkbox"/>					

	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
57. Do workers regularly visit the flat in the evenings/at weekends?	Y <input type="checkbox"/> N <input type="checkbox"/>					
58. Is it common for women living in the flat to visit a Women's Aid office?	Y <input type="checkbox"/> N <input type="checkbox"/>					
59. What are the Women's Aid office hours?	_____	_____	_____	_____	_____	_____
	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
60. Are women consulted about the organisation and rules of the flat?	Y <input type="checkbox"/> N <input type="checkbox"/>					
61. If yes, what form does the consultation take?	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
Feedback/exit questionnaires	Y <input type="checkbox"/> N <input type="checkbox"/>					
House meetings when issues arise	Y <input type="checkbox"/> N <input type="checkbox"/>					
Feedback/exit questionnaires	Y <input type="checkbox"/> N <input type="checkbox"/>					
One-to-one meetings	Y <input type="checkbox"/> N <input type="checkbox"/>					
Other (please specify)	Y <input type="checkbox"/> N <input type="checkbox"/>					

DETAILS OF SERVICES FOR CHILDREN/YOUNG PEOPLE

	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
62. What kind of contact do children/young people have with Women's Aid?						
Visiting the Women's Aid office	Y <input type="checkbox"/> N <input type="checkbox"/>					
Receiving visits by workers to the flat	Y <input type="checkbox"/> N <input type="checkbox"/>					
Participating in activities with children's workers	Y <input type="checkbox"/> N <input type="checkbox"/>					
Other (please specify)	Y <input type="checkbox"/> N <input type="checkbox"/>					
	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
63. How many days a week are children's workers available for the children/young people living in the flat?	_____	_____	_____	_____	_____	_____
64. How many hours a week are children's workers available for the children/young people living in the flat?	_____	_____	_____	_____	_____	_____
	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
65. Do the children living in the flat have access to a children's playroom? (If no, please go to question 69)	Y <input type="checkbox"/> N <input type="checkbox"/>					
66. If yes, where is the playroom?	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
In the flat	Y <input type="checkbox"/> N <input type="checkbox"/>					
In the Women's Aid office	Y <input type="checkbox"/> N <input type="checkbox"/>					
In another flat/refuge	Y <input type="checkbox"/> N <input type="checkbox"/>					
Other (please specify)	Y <input type="checkbox"/> N <input type="checkbox"/>					
67. Is the children's playroom accessible to children: (tick only one)	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
all the time	<input type="checkbox"/>					
with either worker or parental supervision only	<input type="checkbox"/>					
with children's worker supervision only	<input type="checkbox"/>					
with (any) worker supervision only	<input type="checkbox"/>					
with parental supervision only	<input type="checkbox"/>					
other (please specify)	<input type="checkbox"/>					
68. How many hours per week is the children's playroom typically in use?	_____	_____	_____	_____	_____	_____

	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
69. Do older children have access to a teenagers' room? (If no, please go to question 73)	Y <input type="checkbox"/> N <input type="checkbox"/>					
70. If yes, where is the teenagers' room?						
In the flat	Y <input type="checkbox"/> N <input type="checkbox"/>					
In the Women's Aid office	Y <input type="checkbox"/> N <input type="checkbox"/>					
In another flat/refuge	Y <input type="checkbox"/> N <input type="checkbox"/>					
Other (please specify)	Y <input type="checkbox"/> N <input type="checkbox"/>					
71. Is the teenagers' room accessible: (tick only one)	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
all the time	<input type="checkbox"/>					
with either worker or parental supervision only	<input type="checkbox"/>					
with children's worker supervision only	<input type="checkbox"/>					
with (any) worker supervision only	<input type="checkbox"/>					
with parental supervision only	<input type="checkbox"/>					
Other (please specify)	<input type="checkbox"/>					
72. How many hours per week is the teenagers' room typically in use?	_____	_____	_____	_____	_____	_____
73. Are children/young people consulted about the organisation and rules of the flat?	Y <input type="checkbox"/> N <input type="checkbox"/>					
74. If yes, what form does the consultation take?	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
Regular children's meetings	Y <input type="checkbox"/> N <input type="checkbox"/>					
Children's meetings when issues arise	Y <input type="checkbox"/> N <input type="checkbox"/>					
Feedback/exit questionnaires	Y <input type="checkbox"/> N <input type="checkbox"/>					
One-to-one talks	Y <input type="checkbox"/> N <input type="checkbox"/>					
Other (please specify)	Y <input type="checkbox"/> N <input type="checkbox"/>					

IEWS ON FLAT ACCOMMODATION AND SERVICE PROVISION

This section asks for your views on a number of aspects of the accommodation offered in your dispersed self-contained flat(s). We recognise this will reflect your own personal views, and not necessarily those of your local group. Please circle the number that most closely reflects your views where 1 = **strongly agree** and 5 = **strongly disagree**.

	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
75. The close/external stairs/path to the flat feel safe and well-lit	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
76. The flat has an institutional feel	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
77. The flat is too small for the number of people usually accommodated.	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
78. The garden is a pleasant space for families to enjoy	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
79. The bedrooms are not large enough to comfortably accommodate the number of people who normally use them	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
80. The building the flat is located in/security measures installed act as a deterrent to ex-partners pursuing or harassing the women who are living here	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5

	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
81. There is adequate and secure storage space for residents' personal belongings	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
82. The size and number of bathrooms are adequate for the number of people normally using them	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
83. The bathroom(s) looks dingy and unhygienic	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
84. The corridors and doors throughout the flat are wide enough for wheelchair use	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
85. There are too few electrical sockets in the flat	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
86. The reception area/hallway in the flat is welcoming	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
87. The flat could accommodate most people with physical disabilities	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
88. The flat badly needs redecorating	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
89. The women often report feeling lonely living in the flat	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
90. The flat is well furnished throughout	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
91. The flat could accommodate most people with sensory disabilities	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
92. The kitchen is poorly equipped with cutlery/crockery/pots and pans	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
93. The flat is difficult to negotiate with a pram	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
94. Bullying amongst women in the flat is often a problem <i>(please leave blank if flat is never shared)</i>	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
95. The flat feels 'homely'	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
96. The white goods in the flat are of a high standard	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
97. Cleanliness of the communal/shared areas is often a problem <i>(please leave blank if flat is never shared)</i>	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
98. There is adequate drying space/facilities for residents' clothes	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
99. Residents feel vulnerable in our ground floor accommodation <i>(please leave blank if no ground floor accommodation)</i>	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
100. There is often insufficient hot water for the residents	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
101. There is adequate and secure food storage	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
102. The living room is a pleasant environment for families to relax in	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5

	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
103. The work-surface in the kitchen does not provide enough space for women to prepare meals	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
104. Women usually say they feel safe in the flat	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
105. It's difficult for women to find space to be alone in the flat	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
106. There is sufficient storage space for residents' large-scale personal possessions	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
107. The flats are generally kept reasonably clean and tidy	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
108. The Group has sufficient workers and other resources to provide women in dispersed flats with the support they need	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
109. There is often friction between the flat and those living nearby	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
110. The location of the dispersed flat is satisfactory with regard to the following factors:	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
safety/quality of neighbourhood	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
distance to shops and services	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
distance to school(s)	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
anonymity/security of building	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
distance to off-site women's aid office	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
public transport links	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
111. The provision for children's play outside is adequate in terms of:	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
size	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
safety	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
equipment	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
112. The flat is safe for children	Flat 1	Flat 2	Flat 3	Flat 4	Flat 5	Flat 6
	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
113. Young children staying in the flat are well catered for	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
114. Older children staying in the flat are well catered for	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
115. Bullying amongst children in the flat is often a problem (please leave blank if flat is never shared)	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
116. It's difficult for children/young people to find space to be alone in the flat	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
117. The Group does not have sufficient workers and other resources to provide children staying in the dispersed flats with the support and activities they need	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5



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