



CLIENT VOICES WEEK

2023



Introduction

Crossroads Derbyshire offers a range of domestic abuse services across the High Peak and Derbyshire Dales, providing a place of safety, and supporting people to live free from abuse.

In 2023 we relaunched our annual Client Voices Week, a service-wide survey and consultation exercise designed to identify what we do well, where we could improve, and what our clients would like us to do differently.

The purpose of Client Voices Week is to ensure that inclusivity, diversity and client's views continue to be at the heart of all that we do.

“Derbyshire services were better than I expected”.



Methodology and Scope

During the week of 26th-30th June 2023 we conducted one-to-one interviews, group feedback sessions and interviews with current and former clients, as well as conversations with our own staff and volunteers, and professionals from other agencies.

Clients and professionals were invited to participate by our team of staff and volunteers. Participation was optional and was completely anonymous. We did not put any pressure on anyone to take part in the survey, and we shared it as widely as possible.

Clients who were currently in service or any who had been supported since 1st January 2023 were included in the mailing. We excluded any client where we were not confident that it was safe to make contact but we did not select in any other way.

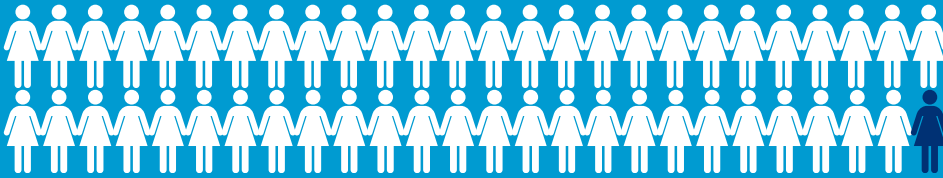
Questions were devised to invite a range of feedback including quantitative and qualitative feedback. We invited responses about where we could improve as well as where we were performing well. We limited the number of questions so as to not put participants off by making the survey too long.

This report summarises the findings of our surveys, focusing on what is going well, what could be improved, and the actions we are taking in response.

This year 52 adults, 21 children & young people and 31 professionals took the time to share their views.

Client Safety

Of the 52 clients asked, "*do you think our support has made you feel safer?*" 51 said yes and 1 said don't know.



- Yes
- Don't know

I was provided with panic alarms, window, door alarms and security cameras
Also having the reassurance of someone to talk too

This service saved my life. I was days away from suicide when Crossroads got in touch.

My support worker coordinated with my Drs Surgery to make a safe place available for us to meet.

I wish more women could know about the service Crossroads provides to find the courage to break free of abusive relationships.

I would just like to thank crossroads for helping me through one of the most horrific, terrifying, sad and lonely experiences of my whole life. I want to thank Gail for checking in with my youngest daughter at her school and talking to her and helping her settle in. I would personally like to thank everyone but particularly Sharon who seen the seriousness of my situation straightaway and supported me emotionally and made sure we were safe and was never not at the end of the phone. So thank you to you all ❤️

Community Support

The weekly phone calls put my mind at ease as I have someone to talk too and my worker has gone above and beyond to ensure I feel safe and supported

I was completely isolated and alone. Having someone to call is a lifeline. Having someone who knows who to call for particular help, even better. Having someone care, be there, show up, make calls, tell me how to help myself, someone who has more information than I do - there's no way to explain how that feels.

Just having someone to discuss concerns and situations with, has given me the confidence to raise and report concerns.

It stopped my feeling like I was going crazy, it made me feel that someone understood what was happening and was able to give me practical and useful advice.

The support I have received is outstanding & enabled me to leave an abusive 35 year relationship. On really low days I cannot say how much it helped. I owe my support worker so much.

I didn't know what to expect. I was frightened and alone. My Dr became involved and connected me with Crossroads. I don't think I would still be here today if he (and they) hadn't been there to help me.

I've enjoyed the support so much, I feel like I've learnt a lot and I feel like I haven't been judged.

It has helped me and my family feel safer and helped me learn to move on and heal.

Accommodation Services

Out of 10:

“How would you rate our services?”

100% said that moving to our accommodation made them feel safer.



The safe and calm environment that Crossroads provided meant we were both handed the opportunity to grow with feeling safe. My confidence as a whole completely grew and now I feel a lot happier as a result.

I had a lot of support emotionally and physically with settling in the refuge and coming off social services

I didn't know what to expect when moving into a refuge but the experience was the opposite. I wasn't scared anymore and it was the best change that I needed.

Having support has allowed me to gain confidence and knowledge I have grown as a person within the time being in Refuge. Having opportunities to do the Freedom program and counseling, support workers helped loads

My worker became someone one i could truly tell how I feel and trust, the advice I have been given during my darkest times, just the all round support was phenomenal.

Cannot thank my worker enough for the help during my pregnancy and post partum period, always reminded me to keep going and how strong I am. All in the team are true angels.

Children's Support

When asked out of 10

“How much has the service helped your family?”



I loved going in the playroom. The painting was my favourite. I liked it when we went to the beach.

I would just like to thank crossroads for helping me through one of the most horrific, terrifying, sad and lonely experiences of my whole life ...

Going above and beyond to help me and my daughters. I would recommend crossroads to everyone that needs support.

I loved going in the playroom. The painting was my favourite. I liked it when we went to the beach.

My support worker helped me to realise what control is. It helped me look out for the signs in my boyfriend and end my unhealthy relationship

I have loved the support and felt like I could talk about anything I needed and ask even stupid questions about the abuse and I would never be judged.

If I did not have this support I honestly did not think I could have come through my separation and divorce as well as I have and my children and would have suffered much more.

Young people

When asked out of 10

“Did our work help you understand healthy relationships?”



The support was very helpful and it was nice to know that I have somewhere to go if I need help as a woman in future relationships. I have learned how to use contraception to keep myself safe and the options I have for my sexual health/body.

It means that we could talk about relationship issues/advice, friendships, contraception, self/confidence, periods, boundaries. Kind of like a big sister drop in to talk about all the things girls have problems with.

My support worker helped me to realise what control is. It helped me look out for the signs in my boyfriend and end my unhealthy relationship

I have loved the support and felt like I could talk about anything I needed and ask even stupid questions about the abuse and I would never be judged.

We have been able to speak about unhealthy relationships and abuse that nobody really ever talks about and I feel safe and comfortable around Amy as she's really kind and doesn't make you feel judged. She has really helped me.

Professionals and Stakeholders

When asked out of 10

“How much has the support helped your client?”



I have been so impressed by the service and they have helped my clients so much. The support is really consistent and varied and my clients have really benefitted from the support.

The support around healthy relationship and staying safe is really valuable, this way we can have the whole school approach but also target specific individuals who require further support.

Crossroads is a lovely fantastic service. All the staff are so dedicated and caring. It is a service that is well needed, lot's of families would be in a terrible place without the Crossroads service.

Service is always bespoke to each client I refer, the service my clients receive is always above expectation

You said we did...

We have implemented many of the suggestions clients have made to us and hope to implement many more following Client Voices Week.

Playroom



Three of the women who live at the Harmony Project said they felt that the playroom was hard to keep tidy and safe because lots of items were within easy reach.

We raised money for the playroom to be refurbished, so that it can be used by babies and toddlers with their mother present, and it is now a much more welcoming and relaxing space.



Peer Support

Some of the young people who have taken part in our Choices programme said they would like to offer support to their peers.

We are piloting a peer support programme in High Schools, and talking to our funders about rolling this out across the county next year.



Summer Groups



"I would love to see more summer groups for the kids" Adult Outreach client.

We have been running children and young people's groups throughout the summer holidays at the request of our clients. During these groups we have been to the beach, water sport activities, pizza making and much more fun!



Acknowledgements

We would like to thank all of the survivors and professionals who contributed to this report. Your views and opinions are so important to us.

If you would like to comment on anything in this report, or if you have any feedback to give us at any time, please contact us.

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