

LGBT+ Domestic Abuse Service Provision Mapping Study



Report produced by:
Prof. Catherine Donovan, Durham University;
Dr. Jasna Magić and Sarah West, Galop

Support with survey design and promotion:
Dr. Cerys Bradley



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About Galop

Galop is the national LGBT+ anti-abuse charity. Founded in 1982, we have been championing the needs and safety of the LGBT+ community for nearly 40 years.

Galop works directly with thousands of LGBT+ people who have experienced abuse and violence every year. We specialise in supporting victims and survivors of domestic abuse, sexual violence, hate crime, and other forms of abuse including honour-based abuse, forced marriage, and so-called conversion therapies. We are a service run by LGBT+ people, for LGBT+ people, and the needs of our community are at the centre of what we do.

We are person-centred, empowerment-based, and trauma-informed – meaning our focus is always on helping LGBT+ victims and survivors decide what is best for them, and then supporting them through their journey.

We use what we learn working on the frontlines to work for national and local policy change to improve outcomes for LGBT+ victims and survivors of abuse and violence. We build evidence through key pieces of research and push for legislative change, improved statutory guidance for victims, and better understanding of the needs of LGBT+ people around the country.

About the Domestic Abuse Commissioner

The Domestic Abuse Commissioner is an independent voice that speaks on behalf of victims and survivors. The Commissioner will use her statutory powers, which are set out in the Domestic Abuse Bill, to raise public awareness and hold both agencies and government to account in tackling domestic abuse.

The Domestic Abuse Bill will give her specific powers which will enable her to fulfil this role, and places legal duties on public sector bodies to cooperate with her and to respond to any recommendations that she makes to them. This will enable the Commissioner to really drive forward change, and hold local agencies and national government to account for their role in responding to domestic abuse.

An estimated 2.3 million adults experienced domestic abuse between March 2019 and March 2020. One in five children lives with domestic abuse. These figures are unacceptable, and the Domestic Abuse Commissioner will use her unique powers to fight for change. She will campaign to ensure that domestic abuse services are available for everyone including Black, Asian and racially minoritised communities, LGBTQ+, and disabled survivors across England and Wales.

Introduction

Scope

This study maps the provision of specialist support for LGBT+ victims and survivors of domestic abuse in England and Wales. In doing so the study maps evidence of LGBT+ inclusion through 11 indicators that signal good practice; we also document services' main funding streams and staffing resources.

Objectives:

- Map the provision of specialist support for LGBT+ victims and survivors of domestic abuse
- Understand the degree to which this support is 'by and for' LGBT+ people
- Identify gaps in provision.

Terminology

Galop accepts and uses sexual orientation and gender identity terms and definitions as provided by Stonewall.¹ This includes using LGBT+ as an acronym for lesbian, gay, bi and trans people. To recognise nuances in experience and explore the provision to service users who might be lesbian, gay or bisexual and/or who might be trans, non-binary or genderqueer, throughout the survey and this report, we make a distinction between sexuality and gender identity; we refer to LGB+ and/or T+ people where referring to evidence produced by this study.

We use the term LGBT+ 'by and for' services to refer to organisations/services led by and for the community they serve. For example, that could include an LGBT+ service led by and for LGBT+ people. Other examples include services led by and for BAME women, or victims and survivors with disabilities.² Unless otherwise stated, this report uses this term to mean services specifically by and for LGBT+ people and led by those who openly identify as LGBT+, although some other services who responded to the survey are 'by and for' other specific communities.

The term 'LGBT+ domestic abuse service' is used to refer to all services providing specialist support (service, programme, project) to LGBT+ victims and survivors. This includes LGBT+ 'by and for' organisations with a domestic abuse service; and VAWG organisations and generic domestic abuse services with an LGBT+ specialist domestic abuse service.

¹ Glossary of terms: www.stonewall.org.uk/help-advice/glossary-terms

² C.f.: M. Field & J. Rowlands, 2020.

Key indicators of LGBT+ inclusion

In mapping the provision of LGBT+ specialist domestic abuse services we structure evidence around 11 key indicators of LGBT+ inclusion that signal good practice; i.e. underpin domestic abuse support that appropriately meets the needs of LGB+ and/or T+ victims and survivors.

Even though some of the specialist services documented in this report have been in place for over a decade, none have been independently evaluated. This means there are currently no developed indicators on accessibility and efficiency of any services documented in this report. To develop key indicators of LGBT+ inclusion for domestic abuse support, we draw on previous research³ and on our knowledge and expertise supporting domestic abuse services and practitioners, building on LGBT+ inclusive aspects of their practice.⁴

Key indicators of LGBT+ inclusion

- Training on LGBT+ needs relevant to service provision
- A code of practice/organisational policy that includes LGBT+ service users
- Monitoring for both sexual orientation and gender identity
- Advertising domestic abuse services in LGBT+ specific venues/relevant settings
- Explicitly stating that services are open to LGBT+ victims and survivors on e.g. website, promotional materials
- Including/sharing information relevant to LGBT+ victims and survivors on website, social media channels
- Providing gender-neutral bathrooms on premises; ensuring they are available in other venues where services are provided
- Requiring or encouraging staff to put their pronouns in their e-mail signatures
- Asking new service users their pronouns
- Partnership working with LGBT+ domestic abuse organisation/service
- Recruitment of LGBT+ staff

³ C.f. Donovan and Hester 2014; Magić and Kelly, 2019.

⁴ C.f. Barriers Faced by LGBT+ People in Accessing Non-LGBT+ Domestic Abuse Support Services, Galop, 2018.

Data collection and analysis

Data collection and analysis

The research team developed an online questionnaire, based on a service provider survey designed by NatCen, as part of a feasibility study looking at options to map and monitor the provision of domestic abuse services in England and Wales.

The questionnaire was live from 22 March to 19 April 2021 and sent to a sample of 207 national, regional and local VAWG, domestic abuse and LGBT+ services. The sample included organisations known to Galop who are LGBT+ domestic abuse specialists, members of the national LGBT+ domestic abuse network, partners, referral contacts of Galop's National LGBT+ Domestic Abuse Helpline and those who have requested training on LGBT+ domestic abuse from Galop in the last two years.


We heard back from a total of 56 organisations, of which 6 identified as LGBT+ organisations with no domestic abuse support. A further 37 organisations who responded did not provide specialist support for LGBT+ victims and survivors. The final sample refers to 13 services identifying as VAWG organisations, domestic abuse organisations, or LGBT+ organisations providing specialist domestic abuse services/support to LGB+ and/or T+ victims and survivors of domestic abuse.

We would like to note that data collection took place during a very challenging time for the voluntary sector which will have additionally restricted the already limited capacity of services and professionals. The study was conducted at the end of the financial year, which is a particularly busy time of the year in terms of requirements to submit monitoring data for funders, and when many contracts are coming to an end and issues such as redundancy, redeployment etc., are at the fore. In the course of circulating the survey, we also became aware of similar mapping work being conducted by other organisations, which was an additional competitor for the time and attention of respondents. Some of the issues we had with securing responses and clarifying answers may be linked to the timing of this project.

Additionally, another challenging aspect of securing participation was the study timeframe, which necessitated all stages of this study to be completed in two months. This did not allow for a more methodical and rigorous approach to consolidation and triangulation of reported data, for example, through follow-up interviews. Therefore where data is lacking or patchy, e.g. the sections on funding and staffing resources, we draw on previously published research⁵ to address the gaps.

⁵ C.f. References section of this report

Limitations



Due to limited participation and a small, self-selected sample, we would like to acknowledge that this mapping is not comprehensive; there might be other organisations across England and Wales that identify as LGBT+ ‘by and for’ domestic abuse services/organisations or other VAWG or domestic abuse organisations who provide specialist support to LGBT+ victims and survivors of domestic abuse.

The services being delivered may also have changed since the survey was undertaken due to funding, staffing or organisational changes. For this reason, we suggest the data outlined in this report is used for indicative comparisons across LGBT+, domestic abuse and VAWG sectors. It can also serve as a form of baseline against which future progress in this area can be assessed.

Summary of key findings

1. There are a small number of LGBT+ domestic abuse services; most are victim support services based in London.
2. LGBT+ domestic abuse support is largely provided by LGBT+ 'by and for' organisations with a domestic abuse service.
3. On a lesser scale, LGBT+ specialist support also exists within VAWG and generic domestic abuse organisations.
4. No funded LGBT+ 'by and for' domestic abuse services exist in the South West and North East of England, or in Wales.
5. There are no LGBT+ specific services for LGB+ and or T+ perpetrators and/or perpetrator programmes.
6. There is a lack of emergency accommodation/ housing services for LGB+ and/or T+ people, in particular GB+ and/or T+ men.
7. There is a lack of service provision for LGB+ and or T+ children and young people outside of London.
8. LGBT+ 'by and for' domestic abuse services often work outside of their geographical remit and beyond their capacity to meet the demand.
9. On average, LGBT+ domestic abuse services are small, with just one or two staff members employed.
10. There are currently 3.5 FTE LGBT+ IDVAs based in 4 services: Galop, LGBT Foundation, RISE and LGBT Birmingham.
11. Most services have no main source of funding. The management of multiple funders is an extra set of pressures for the LGBT+ specialist domestic abuse sector.
12. VAWG and domestic abuse organisations providing a specialist LGBT+ service are less likely to adopt key indicators for LGBT+ inclusion relevant to the needs of non-binary and/or trans+ service users.
13. Partnership working appears to be underdeveloped; only a small number of services indicate referral pathways to their local MARAC suggesting that most others are not embedded in their local 'coordinated community response' to domestic abuse.
14. Two 'by and for' LGBT+ organisations are not funded to provide support for domestic abuse, but continue to deliver this work due to demand.

Recommendations

1. Increase and make long-term funding available for LGBT+ 'by and for' domestic abuse services. For example, Safelives' Safe Fund report recommends that £10 million would be needed to ensure full provision for LGBT+ victims and survivors of domestic abuse across England and Wales.⁶
2. Recognise that LGBT+ specialist domestic abuse services need time for recruitment and training, planning, and supervision to provide meaningful services.
3. Ensure sustainable funding to ensure both continued implementation of services and continued support for those programs once they are implemented.
4. Develop specific measures to ensure there is sustainable and accessible support for high-risk LGBT+ victims and survivors, including IDVA advocacy and refuge provision wherever they live. This should mean both an increase in the geographical coverage of specialist LGBT+ provision, and an increase in the capacity of existing services to meet local need.
5. Develop specific services/programmes for LGBT+ perpetrators.
6. Increase emergency accommodation and housing programs/provision for LGBT+ people and in particular for GBT+ men and non-binary people.
7. Increase training opportunities to further build/develop the capacities of practitioners supporting LGBT+ victims and survivors (including training on terminology and monitoring for sexual orientation and gender identities).
8. Training packages should be designed and delivered by specialist LGBT+ domestic abuse services or experts.
9. LGBT+ specialist training should be a requirement for all staff working with victims and survivors of domestic abuse and be embedded in available funding pots to allow organisations and services to work with external experts.
10. Promote and increase opportunities for partnership working with other relevant voluntary and statutory services to improve the support for multiple and complex needs of LGBT+ victims and survivors.
11. Encourage VAWG and domestic abuse organisations to establish close links with specialist LGBT+ domestic abuse services, to be able to signpost and make informed referrals.
12. Increase opportunities for LGBT+ 'by and for' domestic abuse services to develop referral pathways to their local MARAC and to become embedded in their local Coordinated Community Response to domestic abuse.
13. Provide funding for an independent evaluation of services for LGBT+ victims and survivors, to underpin the development of a framework of quality standards and best practice for the delivery of quality service

⁶ Safelives, 2020.

Type of service and support provided

Of 13 organisations providing specialist support to LGBT+ victims and survivors of domestic abuse:

- Nine self-identified as LGBT+ 'by and for' organisations; STAR refuge at the Outside Project, Outhouse East, Birmingham LGBT, Stonewall Housing, Naz and Matt Foundation, SAYit, Galop, Intercom Trust, LGBT Foundation
- Two identified as VAWG organisations; Latin American Women's Aid (LAWA), and Llamau Domestic Abuse service

Two identified as domestic abuse services; IDAS domestic abuse service, RISE

The type of support provided varies depending on the service, including:

- victim support/direct client services, such as advocacy and casework service, emergency accommodation, recovery services, helpline or web-based support (e.g. online forums)
- second-tier and capacity-building projects and programs, such as outreach, training and awareness-raising activities, strategic engagement, research and policy development.

With the exception of LAWA and Outhouse East, which only provide support to women (inclusive of trans women), all other direct client service providers reported supporting LGBT+ victims and survivors across all genders.

All organisations in the sample provided a range of services directly or indirectly targeting victims and survivors of domestic abuse. We were unable to find any specific services for LGBT+ perpetrators and/or perpetrator programs. Call it Out, a capacity-building program at SAYit (Sheffield) was one of the two second-tier projects; the other one is based at Galop, which was also the only service reporting delivering research and national policy development work.

Five LGBT+ domestic abuse services reported providing accommodation-based services accessible to LGBT+ people, or LBT+ women (LAWA). Four of these specialist projects were based either within a VAWG organisation or generic domestic abuse service. Due to time constraints we were unable to determine to what extent these services were accessed by those identifying as LGBT+, however previous research shows that LGBT+ men in particular struggle to access emergency accommodation.⁷ STAR refuge at the Outside Project, based in London, is the only LGBT+ 'by and for' service providing emergency accommodation in the sample.

⁷ C.f. *ibid.*

Key findings

Data also suggests only a small number of services have developed domestic abuse support targeting specific groups within LGBT+ communities, for example:

- Latin American Women's Aid (LAWA) identified as a 'by and for' organisation, working to end violence against Latin American, Black and minoritised women and girls, providing specialist services to LGB+ and Trans+ women within these populations
- Llamau Domestic Abuse Services and Stonewall Housing provide young people's service and support around homelessness, which is fully open to all those who identify as LGBT+
- Galop provides specialist trans advocacy and LGBT+ young people's service.

Gaps in the provision of support targeting specific groups within LGBT+ communities were particularly evident in the area of providing specialist support for LGBT+ children and young people outside of London.

Box 1: LGBT Jigsaw – supporting homeless LGBT+ young people (case study)

LGBT Jigsaw is a partnership project led by Stonewall Housing. It was set up in 2008 to connect young LGBT+ people who were homeless or having trouble at home (including experiencing domestic abuse from family members) with other LGBT+ specialist organisations such as Galop (providing community safety and domestic abuse support) and the Albert Kennedy Trust (providing emergency accommodation, information and advice).

The partnership offers a range of services needed to prevent and address youth homelessness. The programme can also support in addressing underlying problems such as mental health and emotional issues, offer access to counselling and group support, benefit advice, debt support and financial literacy development, as well as employment, education and training support. LGBT Jigsaw is part of the London Youth Gateway, led by New Horizon Youth Centre, and is the only pan-London programme funded by London Councils to tackle youth homelessness.

Source: J. Magić and P. Kelley, 2019, pg. 48

Key findings

Evidence from the survey about IDVA services suggests there are currently only four LGBT+ IDVA specialists, based at LGBT+ Foundation (Manchester), Galop (London), RISE (Brighton and Hove) and Birmingham LGBT (Birmingham).

Apart from the National Domestic Abuse Helpline run by Galop, all other services operate at a local or regional level and are based within large metropolitan areas. LLamau Domestic Abuse Service was the only service in Wales targeting LGBT+ victims and survivors.

Respondents also noted that a geographical remit is not always strictly defined for their organisation. This was particularly true for those who were offering advocacy (casework services), community-support service and accommodation-based programmes. For example, some of Galop's domestic abuse services are available nationally, some regionally and some locally, depending on the type of the service (the advocacy and casework services are most often provided regionally and locally, whilst the helpline and remote casework services are most often delivered nationally). Several services with refuge provision accept referrals from all over the country, whilst also offering community-based support locally. There is some indication that 'by and for' services in the sample were more likely to struggle with defining their geographical remit e.g. LAWA explained, "[We're a] National organisation but most casework [is] within Greater London. We take high risk cases nationally".

LGBT+ domestic abuse services are most often delivered by LGBT+ organisations/ community services with a long history of providing support to LGBT+ communities. Some of these organisations were established in the early 1980s, such as Galop, Stonewall Housing and Intercom Trust.

Key findings

Table 1:
Services who self-identify as 'by and for' LGB+ and/or T+ victims and survivors of domestic abuse; their geographical remit and main source of funding

Name of organisation	Type of service LGBT+	Type of support provided	Main target group	Geographical remit / based in	Main source of funding for domestic abuse work
STAR Refuge (at the Outside Project)	organisation with a domestic abuse specific service / accommodation-based service	Advocacy and casework service, accommodation-based service, recovery work, outreach work	LGB+ and/or T+	Regional – London / based in London	Fundraising and income-generating activities
Outhouse East	LGBT+ organisation with a domestic abuse specific service / Community-based service	Advocacy and counselling services, outreach services	Lesbian and bisexual women	Local – Essex / based in Essex	No funding
Birmingham LGBT+	LGBT+ organisation with a domestic abuse specific service / community-based service	Drop-in services, recovery work, LGBT+ IDVA service, LGBT+ domestic abuse development and outreach work	LGB+ and/or T+	Local – Birmingham / based in Birmingham	Grants from nationwide charities or trusts e.g., National Lottery, Comic Relief
Stonewall Housing	LGBT+ organisation with a domestic abuse specific service / housing support / community-based service	Advocacy and casework service, service, recovery work, young people's service, outreach work	LGB+ and/or T+	Regional – pan London / based in London	Funding from local authority
Naz and Matt Foundation	LGBT+ organisation providing support for domestic abuse, with a focus on honour-based violence and forced marriage / community-based service	Helpline, online support service, recovery work, services for children and young people	LGB+ and/or T+	National / based in London	Fundraising and income-generating activities

Key findings

Name of organisation	Type of service LGBT+	Type of support provided	Main target group	Geographical remit / based in	Main source of funding for domestic abuse work
SAYIT	An LGBT+ organisation providing capacity-building in the area of LGBT+ domestic abuse for local mainstream services / community-based service	LGBT+ DA development and outreach work - LGBT+ domestic abuse capacity-building project	Services/ professionals supporting victims/ survivors of domestic abuse	Regional – South Yorkshire / Based in Sheffield	No main source of funding
Galop	LGBT+ organisation with a domestic abuse specific service / community-based service	Casework and advocacy service, national helpline and online support (webchat and survivors' forum), young person's service, trans advocacy service, LGBT+ IDVA, LGBT+ domestic abuse development and outreach work	LGB+ and/ or T+	Local, regional, national / based in London	Statutory funding and grants, no main single source of funding
Intercom Trust	LGBT+ organisation supporting victims/ survivors of domestic abuse / community-based service	Casework and counselling service	LGB+ and/ or T+	Local / regional (Cornwall, Devon, Dorset and Somerset)/ Based in Exeter	No funding
LGBT Foundation	LGBT+ organisation with a domestic abuse specific service / community-based service	Casework and advocacy service, helpline and online support, LGBT+ IDVA, LGBT+ domestic abuse development and outreach work	LGB+ and/ or T+	Regional – Greater Manchester/ based in Manchester	No main single source of funding

Key findings

Table 2:
Domestic abuse/VAWG organisations providing specialist LGBT+ service

Name of organisation	Type of service LGBT+	Type of support provided	Main target group	Geographical remit / based in	Main source of funding for domestic abuse work
Latin American Women's Aid	Violence Against Women and Girls (VAWG) organisation / community-based service / accommodation-based service	Casework and advocacy, accommodation-based service, recovery work	Lesbian, bisexual and trans women	Regional – London / based in London	LGBT+ service partially funded. Main source: grants from trusts
LLamau Domestic Abuse Services	Violence Against Women and Girls (VAWG) organisation / community-based service / accommodation-based service	Casework and advocacy, a helpline, online support, open access drop-in services, recovery work, specific service for young people	LGB+ and/or T+	Operating Wales-wide	Funding from local authorities
IDAS	Domestic abuse organisation / also support for sexual violence / community-based service / accommodation-based service	Casework and advocacy, a helpline service, online support, open access drop-in services, recovery work	LGB+ and/or T+	Regional –York, North Yorkshire, Barnsley and Sheffield	Funding from local authorities
RISE	Domestic abuse organisation / community-based service/ accommodation-based service	Advocacy and casework service, recovery work	LGB+ and/or T+	Local – Brighton / based in Brighton	Funding from local authority

Key indicators of LGBT+ inclusion

Training

Eleven services reported providing training opportunities covering specific LGBT+ issues. Most often services provide training opportunities on LGB+ and/or T+ lives e.g. language, LGBT+ identities, understanding experiences of discrimination and abuse, and LGBT+ domestic abuse specific training.

Only four LGBT+ by and for services reported providing training specific to the needs of trans and/or non-binary service users and none of the VAWG and generic domestic abuse services reported providing and/or commissioning training in this area.

One of the reasons only a small number of services reported training specific to the needs of trans and/or non-binary service users may be that there are a very limited number of specialist trainers available in this area with expertise in domestic abuse. It may also be that invisibility and underrepresentation of trans and non-binary service users in VAWG and generic domestic abuse services result in this training not being identified as a need.

The frequency of training varies considerably. Findings suggest most services provide training with every influx of new staff, most frequently during the induction period.

Evidence also suggests that within LGBT+ 'by and for services' training is most often provided/delivered by an LGB+ and/or T+ expert internal to the organisation/service. Comments in this section suggest that funding is the main barrier for services to work with external experts for more targeted development opportunities in the area of domestic abuse e.g. IDVA training. In contrast, VAWG and generic domestic abuse services rely on external expertise to provide training in LGBT+ domestic abuse support.

Other indicators of LGBT+ inclusion

Findings suggest that providers in our sample broadly embed most of the key indicators of LGBT+ inclusion across their service/work (see Table 3).

While only seven out of thirteen reported that their code of practice includes LGBT+ service users, most LGBT+ 'by and for' providers commented that their organisation's reason for existing is to provide an excellent service to LGB+ and/or T+ service users, which makes a specific code of practice less necessary. Organisations also referred to and provided links to their mission and vision statements. On this basis we can assume that all LGBT+ 'by and for' services in this sample have codes of practice inclusive of LGBT+ service users.

Ten providers reported working with other statutory or voluntary services to provide support for domestic abuse. In addition, seven reported they work with

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more than one partner or refer to more than one service. While data on the nature of partnership work was limited, it suggests only a small number of LGBT+ 'by and for' providers (Galop, Birmingham LGBT+ and LGBT+ Foundation) have developed referral pathways to local MARACs. One of the reasons for this may be that only a few LGBT+ organisations are funded by statutory bodies and participate in regional DVA/VAWG strategies and processes. While time constraints did not allow a more in-depth exploration of this issue we would recommend further research on the impact and efficacy of partnership work by the LGBT+ 'by and for' domestic abuse sector; e.g. as part of a Coordinated Community Response.

Those working in partnership with other services reported working with a wide range of services, including housing specialists, IDVA services, counselling and therapy support, substance abuse support, young people's service, LGBT+ specialist immigration service.

Box 2: LGBT+ Domestic Abuse Partnership (case study)

A number of responding services were part of the London LGBT+ Domestic Abuse Partnership (DAP). This partnership brings together four LGBT+ 'by and for' services to provide a coordinated response to domestic abuse for LGBT+ victims and survivors in the Greater London Area. The DAP was one of the first partnerships to provide comprehensive services to LGBT+ victims and survivors whose needs were not being met by other specialist organisations. Since 2009 the partnership has developed advocacy services, helpline support, counselling and group work approaches to supporting survivors, and has been successful in generating much needed evidence and information around the domestic abuse affecting LGBT+ communities. The LGBT DAP acts as a specialist resource for LGBT+ people and addresses the lack of local services for LGBT+ survivors in London and the barriers to LGBT+ survivors accessing mainstream services. One of its main achievements is being able to respond to victims and survivors at varying levels of risk or need and also respond to the specific issues that LGBT+ survivors often encounter due to their sexuality and/or gender identity.

Source: J. Magić and P. Kelley, 2019, pg. 48

As Table 3 suggests, the most striking difference in services' reporting on indicators can be seen in the indicators referring to the use of/asking for service users' pronouns. While all LGBT+ 'by and for' domestic abuse service reported on this practice, none of the LGBT+ specialist services based in VAWG/ generic domestic abuse organisations reported on this practice.

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Table 3:
Prevalence of key indicators of LGBT+ inclusion for LGBT+ 'by and for' services / VAWG and domestic abuse services providing LGBT specialist support

Key indicator of LGBT+ inclusion	Number/percentage of LGBT+ 'by and for' organisations	Number/percentage of VAWG/DA organisations
Code of practice that includes LGBT+ service users	5 / 55%	2 / 50%
Monitoring for sexual orientation	9 / 100 %	4 / 100%
Monitoring for gender identity	9 / 100%	4 / 100%
Advertising organisation or services in LGBT+ specific venues/relevant settings	9 / 100%	4 / 100%
Explicitly stating that services are open to LGBT+ people; e.g. website, promotional materials	9 / 100%	4/100%
Sharing/including information relevant to LGBT+ victims and survivors on website, social media channels	9 / 100%	4 / 100%
Providing gender-neutral bathrooms on premises; ensuring they are available in other venues where services are provided	7 / 78%	2 / 50%
Requiring or encouraging staff to put their pronouns in their e-mail signatures	9 / 100%	2 / 50%
Asking new service users their pronouns	8 / 89%	0 / 0%
Partnership working with LGBT+ domestic abuse specialist organisations or community groups	7 / 78%	3 / 75%
Recruitment of staff who are LGBT+	9 / 100%	3 / 75%

Funding and staffing

On the whole, data suggests LGBT+ domestic abuse services are small, with just one or two staff members employed. Galop is the largest employer, with 8 FTE staff on the DA team (equivalent, as some of these are part-time), including 5 FTE posts working directly with victims and survivors across casework and helpline services.

This study shows evidence of only 4 LGBT+ IDVA specialists (total of 3.5 FTE LGBT+ IDVAS), based at LGBT+ Foundation (Manchester), Galop (London), RISE (Brighton and Hove) and Birmingham LGBT (Birmingham).

LGBT+ 'by and for' domestic abuse services rely on multiple sources of funding (an average of four) to sustain their services. Funders are most likely to be: local authorities, central government, grants from nationwide charities or trusts e.g., National Lottery and Comic Relief, grants from regional or specialist charities. Various fundraising and income-generating activities are also relied on. There is no clear pattern to the main source of funding, and three organisations reported that they did not have a single main source.

Limited information was provided on the funding for LGBT+ specific services provided by VAWG and domestic abuse services. Two said that in 2019/20 their LGBT+ services were funded solely from their local authority, and one solely from nationwide charity grants, although for the latter it was highlighted that this only partially covers the cost of the services provided and the shortfall is covered from other sources. A fourth service had three sources of funding. Two LGBT 'by and for' services (Outhouse East and Intercom Trust) are not funded to deliver domestic abuse support, but nevertheless do so due to demand for this type of support.

Data on the end dates of funding is patchy. Where this was provided it suggests some organisations have not heard about funding for services that are due to come to an end within the next three months. Short term funding and uncertainty about funding continuation has many negative impacts on services: there are the risks of losing expertise if staff leave when contracts are uncertain; it can prevent services from having a long term plan of service development and being able to evaluate their provision; it can lead to a precarity in the organisation and sector that has negative impacts for individual practitioners, organisations, service users and the sector.⁸

Where data was available it suggests most LGBT+ domestic abuse services have been commissioned in the last five years; eight organisations reported this to be the case. The exception is RISE's LGBT+ service and LGBT+ Domestic Abuse Partnership coordinated by Galop, both of which have been running since 2010.

Where information was provided, staff working on LGBT+ projects or with LGBT+ victims and survivors do so for all, or the majority of their job, suggesting they specialised in this area of work.

All LGBT+ 'by and for' services as well as LAWA and RISE provided additional information confirming that they employ LGBT+ staff for their LGBT+ specific services.

⁸ C.f. Donovan and Butterby, 2020.

Conclusion

The main findings of this study are broadly in line with previous research suggesting LGBT+ specialist domestic abuse services are largely unavailable within many local authority areas in England and Wales but particularly in the South West and North East of England and in Wales.⁹

This study uncovered 13 voluntary sector providers delivering LGBT+ specialist support based in England (Birmingham, Brighton & Hove, London, Manchester and Sheffield) and Wales. LGBT+ specialist services in our sample exist in a variety of organisational settings. They are delivered by LGBT+ organisations, VAWG services and domestic abuse services.

The range of support across services most typically includes casework and advocacy. A small number of services also offer practical housing advice and emergency accommodation, while The National Domestic Abuse Helpline hosted by Galop is the only UK-wide LGBT+ specialist helpline. In addition, there are currently 3.5 FTE LGBT+ IDVAs based in four services. Due to their small number, LGBT+ domestic abuse services often work outside of their geographical remit and beyond their capacity to meet the demand.¹⁰

Funding is a major challenge for LGBT+ domestic abuse specialist services. Even though the experiences of services are not homogenous in this area, evidence suggests services rely on multiple sources of funding, including funding from local authorities, central government, grants from national charities or trusts and income-generating activities. The management of multiple funders is an extra set of pressures for this specialist sector. In addition, two LGBT+ 'by and for' domestic abuse services are currently not funded to deliver domestic abuse support, but nevertheless do so due to demand.

Having benchmarked the support across 11 key indicators of LGBT+ inclusion, we find that broadly services in this sample embed most of these indicators. The most notable gap and the difference between providers in this area was addressing the needs of trans and non-binary people. LGBT+ specialists in VAWG and generic domestic abuse organisations are less likely to meet the indicators most specifically addressing the needs of non-binary and trans people. These include asking service users for pronouns, asking staff to indicate their pronouns, having gender-neutral bathrooms and ensuring that when using other premises there are gender-neutral bathrooms.

There has not been any independent evaluation of 'by and for' LGBT+ domestic abuse service provision. Whilst the inclusivity factors outlined in this report are based on a combination of research and practice expertise and provide a framework for the delivery of a service, there is as yet no empirically driven framework for best practice and quality standards in the delivery of services to LGBT+ victims and survivors.

⁹ C.f. Magić and Kelley, 2019.

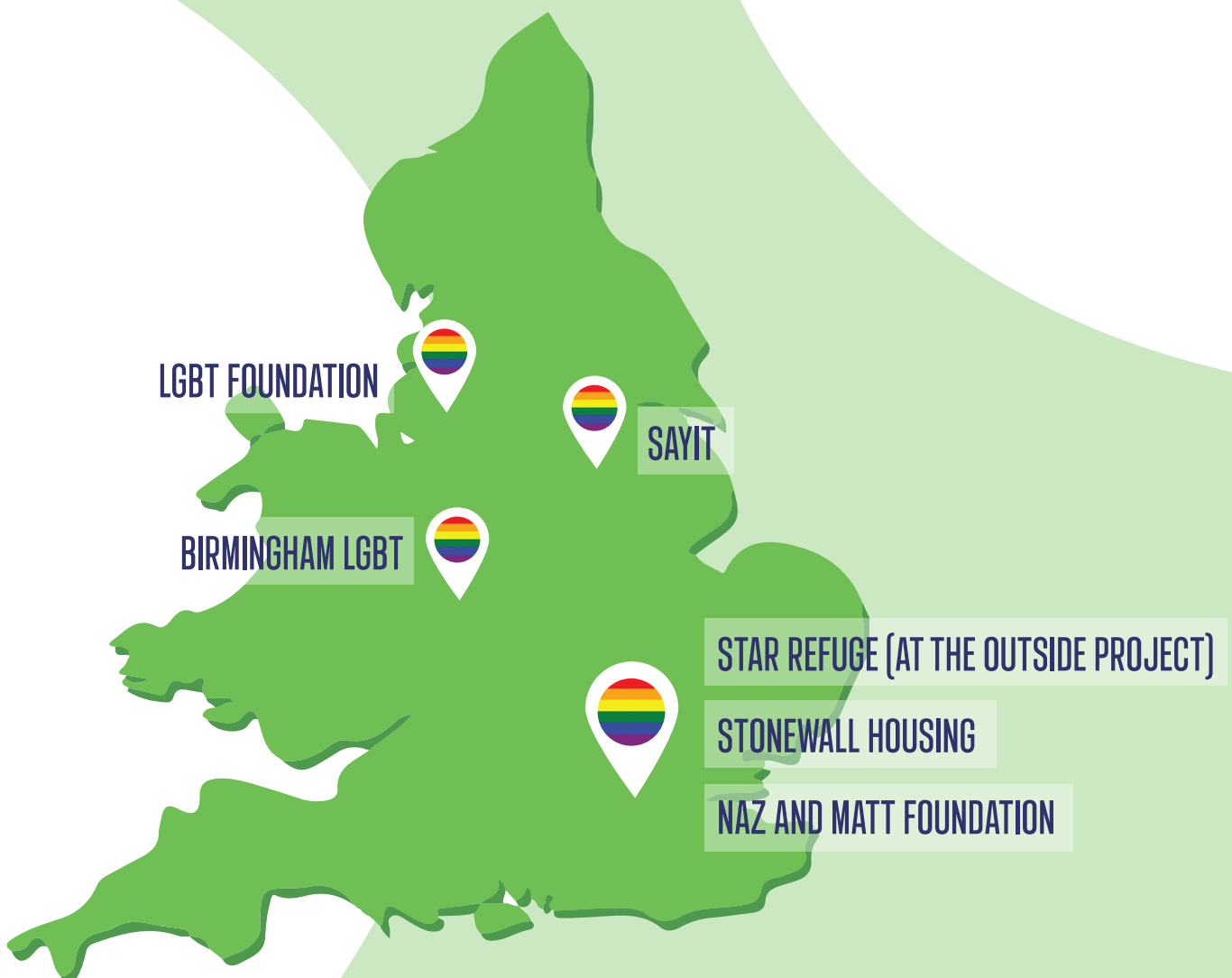
¹⁰ C.f. Donovan and Butterby, 2020.

Geography of LGBT+ domestic abuse service provision

Map 1: LGBT+ 'by and for' domestic abuse support

The map below shows LGBT+ 'by and for' organisations funded to provide a specialist LGBT+ domestic abuse service. Not all of the services discussed above are included:

- Intercom Trust who cover the South-West and Outhouse East, covering Essex, are not on this map as they are not funded to provide LGBT+ domestic abuse services. They will, by necessity, have limits on their ability to provide support.
- SayIt, covering South Yorkshire, do not appear on the map as they do not provide direct client services.

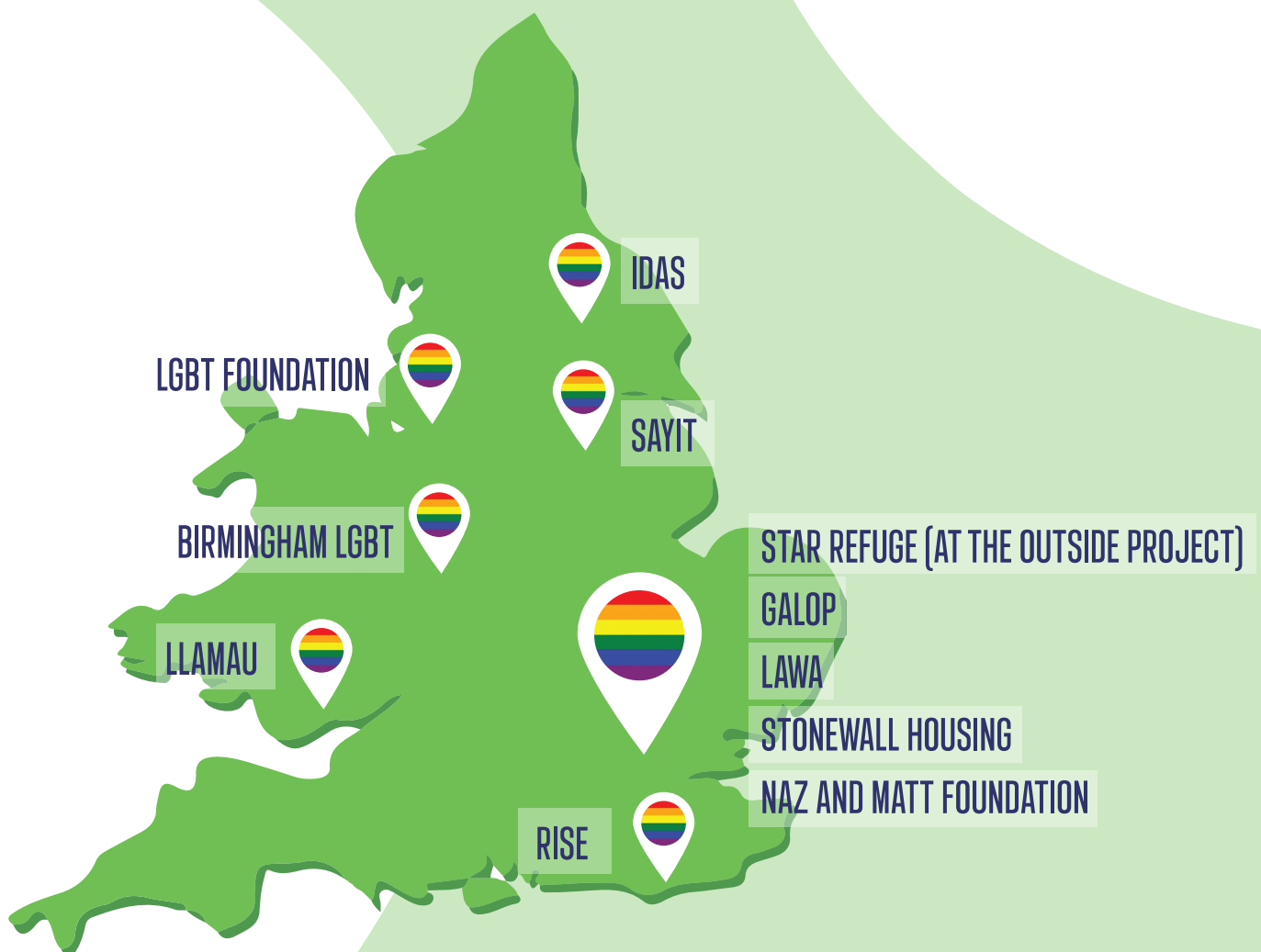


Geography of LGBT+ domestic abuse service provision

Map 2: All organisations providing LGBT+ specialist domestic abuse support

The map below shows organisations funded to provide a specialist LGBT+ domestic abuse service. Not all of the services discussed above are included:

- Intercom Trust who cover the South-West and Outhouse East, covering Essex, are not on this map as they are not funded to provide LGBT+ DA services.
- SayIt, covering South Yorkshire, do not appear on the map as they do not provide direct services to victims and survivors of domestic abuse.



References



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Get help



If you are LGBT+ and experiencing violence or abuse, such as hate crime, domestic abuse or sexual violence, you can contact Galop directly:

galop.org.uk

LGBT+ Hate Crime Helpline

020 7704 2040

National LGBT+ Domestic Abuse Helpline

0800 999 5428

Galop

info@galop.org.uk
galop.org.uk

