



Basis, Getaway Girls and the Women's Counselling and Therapy Service (WCTS) **A Service-User Led Theory of Change (TOC)**

www.yorkconsulting.co.uk



Women's Counselling
and Therapy Service



Basis
yorkshire



Author and Contact Details

Date: March 2018

York Consulting LLP
Smithfield House
92 North Street
LEEDS
LS2 7PN

Tel: 0113 2223545

Fax: 0113 2223540

Email: philip.wilson@yorkconsulting.co.uk

York Consulting would like to thank the project staff at Basis, Getaway Girls and Women's Counselling and Therapy Service (WCTS), who gave up their time to speak with us about their services. We would like to thank the key workers at Basis and Getaway Girls, who engaged their service users with the project, offered reassurance, and arranged for us to speak with them. We would also like to thank the service users who spoke to us on a one to one basis, for sharing their journeys with us with such honesty and bravery; you were all incredibly articulate and truly inspirational. We would like to thank the Lionesses, for their constructive feedback on the initial drafts of the tools, and the key workers, who supported us to manage the group. Without all of you, this project would not have been possible.

Contents

1	Introduction.....	5
2	Background and Context.....	8
3	Developing The Theory of Change (TOC) and Questionnaires.....	14
4	Discussion and Conclusions.....	26
5	Appendix A: Participant Information Sheet and Consent Form	28
6	Appendix B: Tools	31
7	Appendix C: Topic Guide.....	32
8	Appendix D: First Draft Theory of Change (TOC)	32
9	Appendix E: First Draft Questionnaires.....	34
10	Appendix F: Second Theory of Change (TOC).....	46
11	Appendix G: Second Draft Questionnaires.....	48
12	Appendix H: Final Theory of Change (TOC).....	60
13	Appendix I: Final Questionnaires.....	63



Introduction

The Evaluation Fund

- 1.1 In 2017, the Centre of Expertise for Child Sexual Abuse, led by Barnardos, welcomed bids for grants from their Evaluation Fund to support services in the child sexual abuse (CSA) and child sexual exploitation (CSE) sector (reference together as CSE/A). The purpose of the grant was to build evaluation capacity in order to *“lay the groundwork for working towards the Centre’s aim of understanding what is effective practice to prevent and tackle child sexual exploitation and abuse”*¹.
- 1.2 Following a competitive application process, with 61 applications received, the Centre allocated 17 Evaluation Fund grants to enable frontline services across England and Wales to become evaluation-ready. The grant funding was to be used between October 2017 and March 2018.
- 1.3 One of the grants was awarded to Basis Yorkshire, who in partnership with Getaway Girls and Women's Counselling and Therapy Service (WCTS), and with the support of York Consulting (YCL), wanted to design a service-user led Theory of Change (TOC) and accompanying outcome measurement tools.

“lay the groundwork for working towards the Centre’s aim of understanding what is effective practice to prevent and tackle child sexual exploitation and abuse”

1. Available from: <https://www.csacentre.org.uk/research-publications/evaluation-fund/>



The Project

- 1.4 The project involved five phases of activity:
 - Establishing Scope and Context
 - Understanding the Context
 - Testing and Mapping Outcomes
 - Evidencing Outcomes
 - Reporting.
- 1.5 In phase one, YCL undertook qualitative consultations with staff at the three partner services, in order to understand the nature and structure of the support offered. A review of literature related to CSE/A nationally and locally was completed, in addition to telephone interviews with four stakeholders, to further set the context in which this evaluation activity sits.
- 1.6 Once consultation guides were agreed, paired face to face interviews were completed with 14 service users from Basis (6) and Getaway Girls (8) by an experienced qualitative researcher from YCL. Some of the service users from Basis had also received input from WCTS, allowing YCL to capture the impact of this element of support, as well. Every precaution was taken to ensure that interviews were carefully and sensitively managed, in line with strict ethical policies. The interviews directly influenced the development of the TOC. The TOC was used to scope existing questionnaires in the public domain, and of the limited number available, none were deemed to be suitable. Therefore, bespoke pre- and post-intervention questionnaires were designed.
- 1.7 Once the first drafts of the TOC and questionnaires were in place, further qualitative consultation was undertaken with ex-service users in the form of a focus group with the Lionesses at Basis, in order to validate the tools. The TOC and questionnaires were then re-drafted using this feedback.
- 1.8 A final focus group with staff from all organisations was undertaken to share the final TOC and questionnaires.
- 1.9 This rigorous process has ensured that the TOC and tools are shaped completely by the service users and provide a robust framework for any future evaluation activity. Robust internal evaluation activity within CSE/A services ensures that they continue to meet the needs of service users and provide high quality support. This is important as CSE/A becomes a more widely discussed and acknowledged subject locally and nationally.



Background and Context

- 2.1** Child sexual exploitation (CSE) is defined as a “form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.”²
- 2.2** Data on the scale of CSE/A nationally is patchy and inconsistent and not regularly published by leading agencies. However, recent studies have placed significant importance on understanding the scale of the issue and some findings have emerged. Based on evidence submitted to the Child Sexual Exploitation in Gangs and Groups (CSEGG) Inquiry, at least 16,500 children – the equivalent of every pupil in three medium sized secondary schools – were identified as being at risk of child sexual exploitation in a given year.³ Moreover, in 2015-2016, 28,600 children were assessed as being at risk of CSA by children's services in England⁴ and 53,811 CSA offenses were recorded by police in England and Wales⁵.
- 2.3** The scale of the problem, and several high-profile cases within the last few decades, has made improving policy around CSE/A a concern of national importance. The government has published several notable reports on the issue, and commissioned research and investigation into past abuse and ways to improve future support. This included establishing the National Working Group (NWG) and providing it with £1.24 million to develop a national taskforce to tackle child abuse ⁶.

Types of CSE/A

- 2.4** CSE/A can take many forms including: sexual, physical, emotional and digital. There are also a number of models, including (but not limited to) the relationship, party lifestyle and gang, describing how CSE/A is perpetrated.
- 2.5** Older adult exploitation – the ‘relationship’ model – is a common form of CSE/A, and occurs when an adult offender (at least five years older) befriends and grooms the young person, particularly through focussing on their vulnerabilities. The young person may believe that they are in a loving and consensual relationship, but in fact are often used by the ‘relationship’ for other purposes, for example paying off debts or gaining status⁷.
- 2.6** Another common grooming model is the ‘party lifestyle’ model, which typically targets groups of young people. Typically, young people are groomed by other young people and invited to parties in their local area. Drugs and alcohol are then offered, but subsequently removed until a repayment method can be agreed. The exploited young person usually agrees to the repayment scheme, as they do not want to be excluded from the parties or are simply too scared to say no⁸.
- 2.7** There is limited understanding about the ‘gang’ model, but this can include sexual exploitation through gang initiation rituals, gang pressure, or as a punishment for crossing areas/boundaries⁹. Young people may also be encouraged to recruit peers into the gangs, exposing them to similar CSE/A treatment and making it difficult to identify the controlling perpetrators¹⁰.

² Department for Education (DfE) (2017): ‘Definition and a guide for practitioners, local leaders and decision makers working to protect children from child sexual exploitation’.

³ The office of the Children's Commissioner (2012): ‘Interim report: “I thought I was the only one. The only one in the world”’.

⁴ DfE (2015): ‘Children in need census’.

⁵ Home Office (2017): ‘Police recorded crime and outcomes open data tables’.

⁶ National Working Group (date unknown): ‘About NWG network and the work we do’.

⁷ The Children's Society (date unknown): ‘What is child sexual exploitation?’.

⁸ Safeguarding children (date unknown): ‘What are the different grooming models?’.

⁹ Safe and sound (date unknown): ‘Grooming models’.

¹⁰ The Children's Society (date unknown): ‘What is child sexual exploitation?’.

2.8 According to the Child Exploitation and Online Protection Centre, most CSE/A cases now take place online. When sexual exploitation happens online, young people may be persuaded, or forced to: send or post sexually explicit images of themselves; take part in sexual activities via a webcam or smartphone; and/or have sexual conversations by text or online.¹¹ Abusers may threaten to send images, video or copies of conversations to the young person's friends and family unless they continue to take part in the activities¹².

2.9 Barnardo's notes that "the internet and new technologies have enabled potential victims to be accessible and available to perpetrators, who may be anonymous, quickly and freely in ways that would otherwise would not be possible."¹³ The internet enables users to feel that they are protected and can remain anonymous, resulting in increased risk-taking and lower inhibitions.



Victims of CSE/A

2.10 Research into the victims of CSE indicates that there is not a typical type of victim. Children and young people both male and female, of a range of ages and ethnicities, with varying sexual orientation have been subject to CSE/A. The characteristics common to all victims are not their age, ethnicity, disability, or sexual orientation, but their vulnerability and powerlessness¹⁴.

2.11 There are though common trends across victims. The average age at which concerns are first raised is typically 12 to 15, although recent studies have shown that rates are increasing amongst 8 to 11-year olds, particularly in relation to online exploitation.¹⁵ The majority of victims are girls, and around 80 per cent of victims (interviewed as part of the CSEGG Inquiry) were recorded as being of a white background¹⁶. Less is known about the disability and sexual orientation of victims¹⁷.

2.12 Victims also often show at least one of the following vulnerabilities: prior abuse in the family; deprivation; homelessness; disability; being in care; gang-association; being a young carer; frequently running away from home or going missing; and/or lacking friends of the same age group¹⁸. Vulnerabilities are deliberately exacerbated by offenders in the interest of retaining control¹⁹.

2.13 Despite common misconceptions about victims of CSE/A, children from loving and secure homes can be abused, as well as children with pre-existing vulnerabilities. The majority of sexually-exploited children are living at home when their abuse begins. For example, only 20 to 25 per cent of victims are in care, and children living at home can be more vulnerable as they are not known to social services²⁰. However, a disproportionate number of victims are living in residential care compared to the total number of children in care²¹.

¹¹ CEOP (2010): 'The way forward'.

¹² NSPCC (date unknown): 'Online abuse'.

¹³ Barnardo's (2014): 'Digital dangers: the impact of technology on the sexual abuse and exploitation of children and young people'.

¹⁴ The office of the Children's Commissioner (2012): 'Interim report: "I thought I was the only one. The only one in the world"'.

¹⁵ DfE (2017): 'Definition and a guide for practitioners, local leaders and decision makers working to protect children from child sexual exploitation'.

¹⁶ The office of the Children's Commissioner (2012): 'Interim report: "I thought I was the only one. The only one in the world"'.

¹⁷ C. Fox (2016): 'It's not on the radar': the hidden diversity of children and young people at risk of sexual exploitation in England'.

¹⁸ National working group (date unknown): '.

¹⁹ Child exploitation and online protection centre (2011): 'Out of mind, out of sight: breaking down barriers to understanding child sexual exploitation'.

²⁰ DfE (2017): 'Definition and a guide for practitioners, local leaders and decision makers working to protect children from child sexual exploitation'.

²¹ The office of the Children's Commissioner (2012): 'Interim report: "I thought I was the only one. The only one in the world"'.

Perpetrators of CSE/A

2.14 Far less is known about the individual characteristics of perpetrators of CSE/A than about their victims. Agencies rarely record data on those who perpetrate CSE/A and what they do record is often incomplete and inconsistent. Victims are also frequently only able to provide aliases, nicknames or physical descriptions of their perpetrators.²²

2.15 The little evidence that does exist suggests that, like the victims, there is no typical perpetrator. Data on perpetrators analysed by the office of the Children's Commissioner showed that offenders were identified as ranging in age from 12 to 75, with approximately half being under 25²³, and were 72 per cent male and 10 per cent female²⁴. Furthermore, although high-profile cases have meant a focus on perpetrators from an Asian background, people from a white background were identified by the CSEGG Inquiry as forming the largest group of perpetrators.

2.16 The behavioural characteristics and personality of perpetrators are more predictable. People who sexually exploit children are often described as highly manipulative individuals²⁵ and often have particular behavioural characteristics, such as needing and deriving satisfaction from the status and power they have over their victims²⁶. They are also able to identify and exploit weaknesses of others and use this to maintain control or distance children and young people from those who may be able to protect them²⁷.

22 The office of the Children's Commissioner (2012): 'Interim report: "I thought I was the only one. The only one in the world"'.

23 Child exploitation and online protection centre (2011): 'Out of mind, out of sight: breaking down barriers to understanding child sexual exploitation'.

24 The remaining 18 per cent were undisclosed / unidentifiable; The office of the Children's Commissioner (2012): 'Interim report: "I thought I was the only one. The only one in the world"' ; Child exploitation and online protection centre (2011): 'Out of mind, out of sight: breaking down barriers to understanding child sexual exploitation'.

25 The office of the Children's Commissioner (2012): 'Interim report: "I thought I was the only one. The only one in the world"'.

26 Child exploitation and online protection centre (2011): 'Out of mind, out of sight: breaking down barriers to understanding child sexual exploitation'.

27 NSPCC (date unknown): 'Child sexual exploitation: who is affected'.

28 The office of the Children's Commissioner (2012): 'Interim report: "I thought I was the only one. The only one in the world"'.

Impacts of CSE/A

2.17 The impacts of CSE/A on children and young people are wide ranging, and can have negative impacts on their daily lives, not just during the period of abuse but in the long-term.

2.18 One of the main impacts is a deterioration in mental health. Data from the CSEGG Inquiry notes that 85 per cent of the young people they interviewed had either self-harmed or attempted suicide as a result of CSE²⁸. Other types of mental health problems that are closely linked to CSE/A are depression, anxiety, and low self-esteem. A local stakeholder noted that there is a "clear link" between mental health and CSE/A, especially in the long-term and mental health issues can include personality disorders and emotional problems. Evidence also suggests that there is a strong link between victims of CSE/A and the development of drug and/or alcohol problems. 41 per cent of all responses to the CSEGG Inquiry's call for evidence identified victims as having a drug and/or alcohol problem as a result of CSE²⁹.

2.19 Relationships with family and friends can also deteriorate due to CSE/A, and the NSPCC reports that more than one in three (34 per cent) of children who experienced contact sexual abuse by an adult did not tell anyone about it³⁰. Perpetrators are often skilled manipulators that function by isolating the victim from their support networks. In the longer term, experiences of victims can affect relationship building, especially with their own children³¹. Evidence from a local stakeholder also indicated that CSE/A can mean that people struggle to cope with adult life and the building of healthy relationships.

2.20 CSE/A can also lead to victims committing crimes either as part of the process of being exploited or as a result of it. The CSEGG Inquiry noted that 37 per cent of the responses to their call for evidence noted a link between CSE and offending. This can also have long-term implications on education and employment prospects³².

29 The office of the Children's Commissioner (2012): 'Interim report: "I thought I was the only one. The only one in the world"'.

30 NSPCC (2017): 'Child abuse and neglect in the UK today'.

31 DfE (2017): 'Definition and a guide for practitioners, local leaders and decision makers working to protect children from child sexual exploitation'.

32 DfE (2017): 'Definition and a guide for practitioners, local leaders and decision makers working to protect children from child sexual exploitation'; The office of the Children's Commissioner (2012): 'Interim report: "I thought I was the only one. The only one in the world"'.

CSE/A in Leeds

2.21 Although exact national or regional figures are not available, evidence suggests that the number of young people at risk of grooming and sexual exploitation has been steadily rising within Leeds and West Yorkshire. Figures from West Yorkshire Police indicate that between April 2013 and April 2014, 153 children were at risk in Leeds, compared to 47 the previous year³³. However, figures from the Women's Counselling and Therapy Service (WCTS) indicate that many more women and children are at risk, as between 2015 and 2016 alone, 339 women accessed the services that this one organisation provides³⁴.

2.22 Escalating rates of CSE/A, as well as national attention, has made it an increasingly important consideration for Leeds and is being tackled as a local priority. The Leeds Mental Health Needs Assessment also flagged that young women are a priority group for support in the city and follow-up work is currently being undertaken to understand where future support should be provided³⁵. Leeds City Council's 2015-2016 Safer Leeds Strategy³⁶ noted CSE as part of one of their three key priority areas – 'keeping people safe from harm'. The Strategy aims to protect children and adults from CSE, through integrating sexual exploitation awareness and referral processes with other community engagement and campaign work. They also aim to raise awareness and capacity to protect vulnerable people through multi-agency activity.

2.23 The Leeds Safeguarding Children Board (LSCB) also produced a Child Sexual Exploitation Strategy 2015-2017³⁷, which highlighted four strategic areas: identification; prevention; support and protection; and prosecution. Other action is also being taken by the LSCB, including staff recruitment to aid support for victims of CSE/A, and improving communication and awareness through engagement with Third Sector organisations³⁸. These strategies are part of the Council's wider approach of 'spending to save'.

2.24 In terms of practical action, the Safe Project is a multi-agency team (employing social workers, youth workers and community workers) based within Children's Service that support young people to be safe and free from CSE/A by providing intensive, flexible and timely support³⁹. They also take a whole family approach and work closely with the young person's social worker. West Yorkshire police have also recently appointed a new post specifically looking at protecting victims and reducing levels of CSE/A within the region.

Work of the Three Services

2.25 All three of the services provide women-centred support to help women and girls deal with their experiences of CSE/A. They all primarily deal with disadvantaged women, for example those living in poverty and with mental health issues. There is also a focus on multi-agency working and clear linkages between all three services, for example in terms of referrals.



³³ West Yorkshire Police (2014): 'Child sexual exploitation'.

³⁴ WCTS (2016): 'Impact report 2015-2016'.

³⁵ Leeds City Council (2017): 'Leeds in Mind 2017: Mental Health Needs Assessment'.

³⁶ Leeds City Council (2015): 'Safer Leeds Strategy'.

³⁷ Leeds Safeguarding Children Board (2015): 'Child sexual exploitation strategy 2015-2017'.

³⁸ Leeds Safeguarding Children Board (2014): 'Current action being taken in Leeds to tackle CSE'.

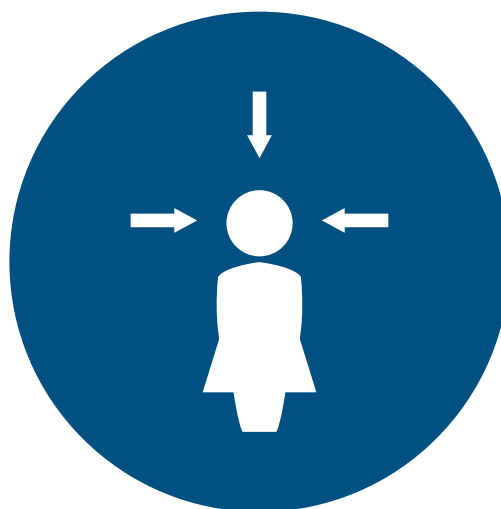
³⁹ Leeds City Council (2015): 'One-minute guide: the Safe Project'.

Basis Yorkshire

- 2.26 Basis Yorkshire works with girls and young women up to the age of 25 who are experiencing sexual exploitation, particularly those who are at medium or high risk; provides safety, information and support to sex workers living and/or working in Leeds; and helps to support women in need based on their historic experience of CSE. Referrals come from a variety of sources including schools, the police, other agencies, and self-referrals.
- 2.27 The support received is very much tailored to the individual – taking a young person-centred approach – and mainly constitutes one-to-one support, due to the nature of the young people's vulnerabilities and the intensity of the work that needs to be undertaken. The support is flexible and moves at the pace of the young person and is often seen as less threatening as it is not linked to the local authority or social services.
- 2.28 Interviews with key stakeholders at Basis indicated four stages of work with the young people: engagement and building trust; understanding the risk; awareness raising; and moving on. For those who require long-term support, the Lioness groups aims to support women to help each other in small groups of about 8 to 10.
- 2.29 A strategic stakeholder we interviewed as part of this evaluation noted that Basis and the SAFE project were "working well together to manage demand".

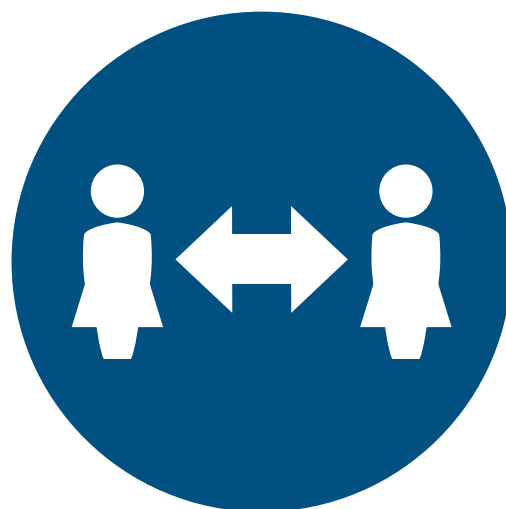
Getaway Girls

- 2.30 Getaway Girls empowers girls and young people aged 11-25 to build their confidence, develop new skills and take positive risks in a supported environment. This is achieved through individual support, group work, residential opportunities, creative arts, sports developments, adventure education, training, peer support, and opportunities for voice and influence. Getaway Girls aim to use these as tools to raise aspirations and build resilience; they take a young person-centred approach and run 16 groups per week.
- 2.31 Support is provided to a diverse range of girls and young women and is particularly targeted at women who are experiencing barriers or discrimination, including early pregnancy; experience in the care system; being a young carer; issues with poverty and employment; experience of domestic violence, and mental health issues; and presence of learning disabilities.



Women's Counselling and Therapy Service (WCTS)

- 2.32 WCTS offers a free or low cost accessible counselling and psychotherapy service for women in Leeds, who are living on low incomes. The aim of the service is to find new and better ways of dealing with difficult experiences through the process of talking about and exploring feelings and thoughts. The counselling is about giving them space to discuss their experiences and explore their emotions and understanding of themselves. This provides an opportunity for older women to explore past experiences and find a way to move forward.
- 2.33 A local stakeholder highlighted that this service "fills an important gap" in counselling services and takes the pressure off other counselling services that are struggling with austerity measures. It was also felt that having women-specific services was incredibly important, as these services provide safe spaces for women and acknowledge the gendered risks associated with CSE/A. The staff were described as "really good advocates for women" and "provide great leadership to keep women's issues on the table". WCTS also have a representative on the mental health partnership board, providing the only advocacy for women and women's health.
- 2.34 The service has four goals: delivery of an increasing range of psychotherapeutic services to support and empower vulnerable and disadvantaged women; building unique added value through consultancy and clinical supervision that improves effectiveness of others' work with vulnerable women; increasing awareness of the perception of WCTS by developing an integrated marketing, fundraising strategy and increasing funder partnerships; and consolidating organisational excellence by creating robust operations and assuring quality throughout the organisation.





Developing The Theory Of Change (TOC) and Questionnaires

Initial Qualitative Consultation with Service Users

- 3.1 Ethical policies and procedures were placed at the heart of this project. The cohort of service users who participated in the initial qualitative consultation exercise were the 14 who agreed of the 17 that had been carefully selected by their key worker and invited to participate. It was agreed that it was unethical to invite those currently experiencing CSE/A to participate, and so only women who had historically experienced or historically been at risk of CSE/A were chosen.
- 3.2 Participants were provided with an information sheet and consent form about the project (**Appendix A**); this was shared with them through their key worker and completed prior to the interview. It was deemed most ethical to undertake interviews in pairs; both the key worker and the service user attended. Service users agreed that they felt most comfortable and reassured by having their key worker in attendance, but felt that they were still able to express their feelings and opinions honestly. One interview was undertaken without the presence of a key worker, but this was because the interviewee no longer worked with the service and so, did not have a key worker, and did not feel it important to have their previous key worker attend.
- 3.3 At the start of each interview, the YCL researcher explained what a TOC is, using an analogy of a cup of tea; pouring the tea from the pot into a cup is the **input**, drinking the tea is the **output**, and enjoying the brew is the **outcome**. Service users were also shown a more complex, but overly simplified TOC to give them an idea of what the TOC they were designing may ultimately look like. These tools are shown in **Appendix B**. A short topic guide was used as the basis of the interviews (**Appendix C**), but the discussion was very much led by the service user. It was made clear to service users that they were not obliged to talk about anything they didn't want to discuss, just because they were involved in a consultation. At the end of the interview, service users were given a £5 voucher as a thank you for their time.

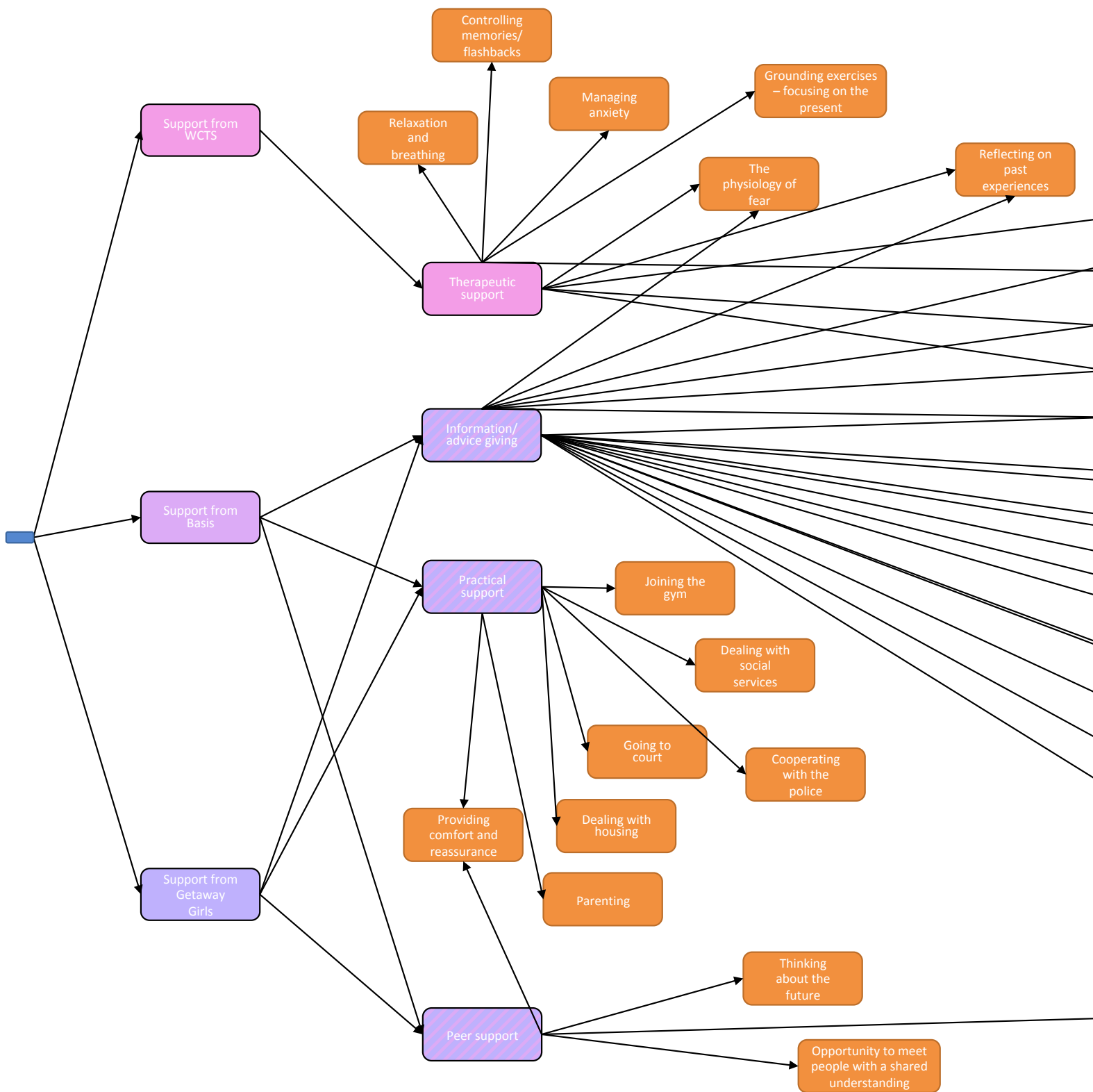
Service User Feedback – Initial Consultation

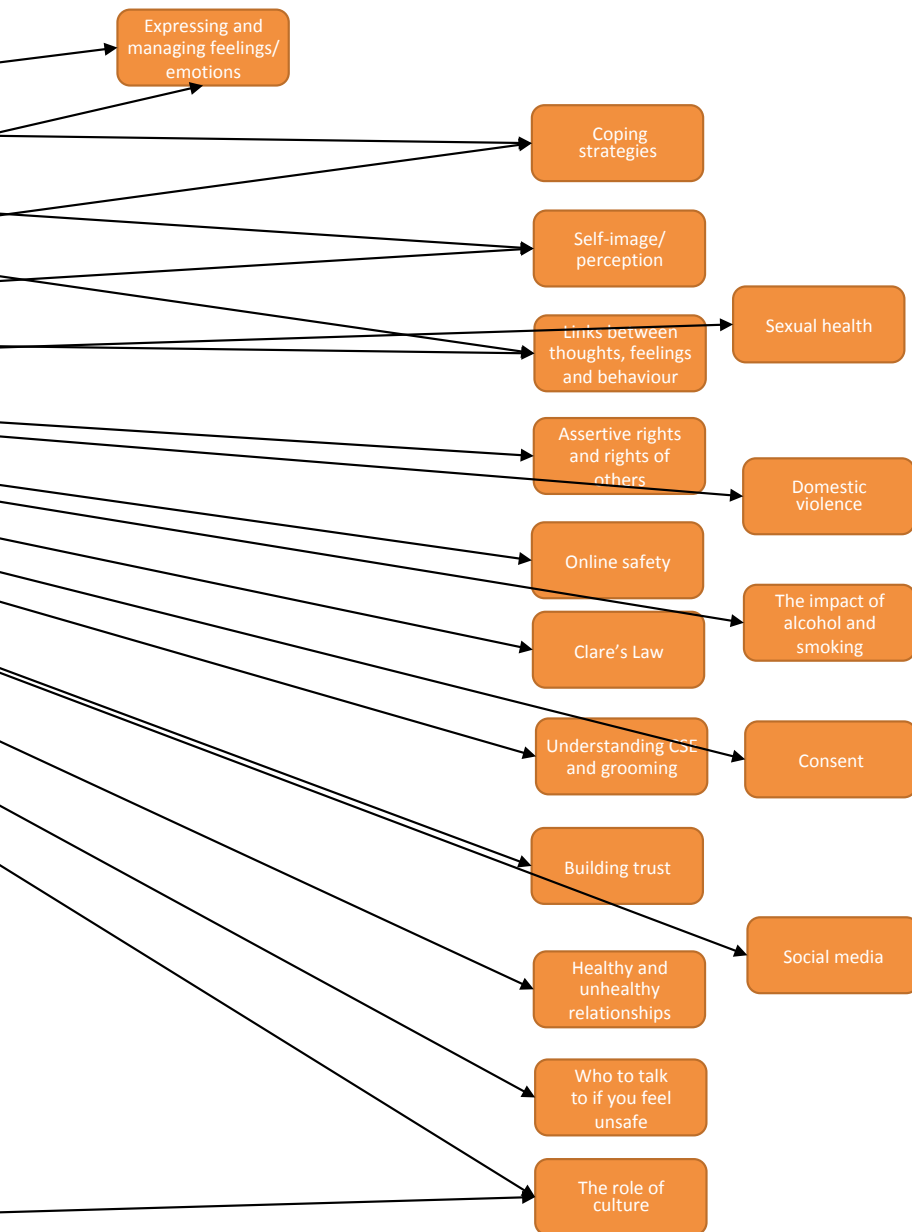
Engagement

- 3.4 Discussion with service users identified a number of elements crucial to ensuring successful engagement. For Basis and Getaway Girls, these were as follows:
- Support is compassionate
 - Support is non-judgemental
 - Engagement is voluntary
 - Support is delivered at a convenient location/time
 - Key workers have the time to persist with disengaged service users
 - Support is delivered in a manner that suits the service user
 - Support is delivered at an appropriate pace for the service user
 - Service users do not feel pressure to discuss past experiences
 - Support is independent/non-biased.
- 3.5 For WCTS, these were as follows:
- Service users see the value in therapeutic support
 - Support is compassionate
 - Support is non-judgemental
 - Engagement is voluntary.

Basis, Getaway Girls and the Women's Counselling and Therapy Service (WCTS)

A Service-User Led Theory of Change (TOC)





Support Structures

3.6

Support described by service users could be divided into:

- Therapeutic support, offered solely by WCTS
- Information and advice giving, offered by Getaway Girls and Basis
- Practical support, offered by Getaway Girls and Basis
- Peer support, offered by Getaway Girls and Basis.

3.7

Figure 3.1 shows in detail the extent of the support provided across the three services. In particular, it demonstrates unique elements and areas of cross-over between the services of the three organisations.

Outcomes

3.8

Service users identified specific outcomes related to each support activity, and in turn, further longer-term outcomes that the initial set had led to. The list of initial outcomes read:

- Improved control of emotions
- Improved understanding of emotions
- Improved understanding of choices made by self and others
- Improved self-esteem
- Improved self-worth
- Service users perceive key workers to be "on their side"
- Improved confidence
- Improved knowledge
- Reduced isolation

3.9

One of the key outcomes for the support was service users perceiving the key worker to be "on their side". This led to improved self-worth, improved trust of others, feeling reassured, improved self-belief and the ability to cope with court proceedings, for those going through the process. Interestingly, this outcome also reinforced successful engagement. Many service users spoke of the desire to continue working with their key worker because they had 'fought their corner', or supported them and been there for them, when they perceived that no one else had.

"It's nice to know someone's got my back – it makes me feel less alone."

"It's made me feel like I mean something"

"She's always fighting for me, when no one has done that before. It made me feel like I was worth it and deserved it, when I didn't before."

3.10

Initially, it was suggested by YCL and the services involved, that the impact statement should incorporate reducing, preventing and recovering from CSE/A. However, it became apparent through the consultation process with service users, that the impact statement needed to be much less broad, and much more specific to the individuals receiving the support. Ultimately, the impact the services can have is to equip their service users with the tools they need to cope with their experiences, keep themselves safe and make healthy choices. Although this could lead to prevention, there are many external factors which are out of the control of the services, and prevention is challenging to measure when services may no longer see users after the support period.

"She's always fighting for me, when no one has done that before. It made me feel like I was worth it and deserved it, when I didn't before."

Initial Design

3.11 Using the evidence from the consultations, a TOC was carefully designed, mapping inputs to unique shorter-term and longer-term outcomes, and ultimately, the overall impact. The first draft can be seen in **Appendix D**. All outcomes and the impact statement are evidenced by direct feedback from service users.

3.12 Once designed, the outcomes in the TOC were used as the basis for scoping existing questionnaires in the public domain. However, it was soon established that there are very few available and those that are, did not seem relevant to the outcomes established through this project. The Supporting Survivor Outcomes Measure⁴⁰ was considered, but was deemed to be too detailed and specific to those facing violence and abuse, which may not be relevant to all the service users that Basis and Getaway Girls encounter. Similarly, The Teenage Attitudes to Sex and Relationships (TASAR) scale⁴¹ was deemed to be inappropriate for older service users, and it was agreed that it would be more straightforward to have one tool suitable for service users of all ages, as opposed to different tools for those in different age bands. Although this could be considered to present a challenge, earlier qualitative consultation with service users from aged 15 to those in their late 30s evidenced that outcomes of the support remain consistent. The tool considered to be most suitable was the Full Effect Wellbeing and Resilience Tool (WART)⁴², but even this did not clearly align with the outcomes service users had discussed. Consequently, bespoke baseline and follow-up questionnaires for each of the three services were designed. The first drafts can be seen in Appendix E.

Service User Feedback – Follow Up Consultation

3.13 A focus group was held with the Lionesses at Basis to validate the first draft TOC and questionnaires. The Lionesses are an ex-service user group, who come together on a fortnightly basis providing peer support. The Lionesses worked with key workers in smaller groups to review the TOC and questionnaires.



⁴⁰ Available from: <http://www.dmss.co.uk/pdfs/REVA-Brief-5-Guidance-for-service-providers-and-commissioners-FINAL-071015.pdf>

⁴¹ Available from: <http://www.dmss.co.uk/pdfs/TASAR-Scale.pdf>

⁴² Available from: <http://www.dmss.co.uk/pdfs/Wellbeing-and-Resilience-Tool.pdf>

The Theory of Change (TOC)

- 3.14 Initially, the Lionesses were asked to focus on the blue 'assumptions for successful engagement'. The feedback was generally positive, and they felt that the assumptions were accurate. However, they also felt that key assumptions had been missed. These included:
- Support is gender-based: they felt that they would not be able to talk openly and may behave differently in the presence of males. Being a women-support group improves engagement.
 - Service user likes their key worker: there was a lot of discussion around the relationship with the key worker, and how this influences engagement. The Lionesses noted that sometimes, the key worker initially involved may not be a good 'match' in terms of personality, through no fault of the key worker or the service user. The Lionesses made it clear that it's important to simply 'like' the key worker.
- 3.15 They also felt that 'support is delivered in a manner that suits the service user' needed to be more specific, as they were unsure what this meant. Therefore, this has been amended to 'support is delivered in a manner that suits the service user e.g. arts-based'.
- 3.16 Next, the Lionesses reviewed the orange 'initial outcomes' on the TOC. The Lionesses agreed with the following outcomes from the original draft:
- Improved control of emotions
 - Improved understanding of emotions
 - Improved self-esteem
 - Improved confidence
 - Improved knowledge.
- 3.17 In the case of the other initial outcomes, there was significant discussion.
- 3.18 The outcome 'improved understanding of choices made by self and others' was deemed to be inappropriate. The Lionesses felt that although they could understand, generally, the choices they had made, this phrasing suggested that they were to blame for some of the experiences that they had been through. In relation to the choices made by others, the Lionesses agreed that, generally, they did not understand why perpetrators had made the choices that they had. However, they did agree that, with the right support and circumstances, they felt more able to reflect on their past experiences, and so, this has been changed to 'improved ability to reflect on past experiences'.
- 3.19 Most of the Lionesses struggled to differentiate between self-esteem and self-worth, and agreed that, in relation to their experiences as service users, self-esteem seemed more appropriate. Some of the Lionesses felt that they still felt worthless, but that they had seen some improvements in their self-esteem through the one to one support they had previously had, and in particular, attending the group. There were also comments made that 'self-worth' could trigger someone to feel badly about themselves. Therefore, 'improved self-worth' has been removed.
- 3.20 The Lionesses found the phrasing of the following outcome challenging: 'service users perceive key workers to be "on their side"'. Although they acknowledged that they felt supported by their key worker, they didn't feel that, if it wasn't right for them to be, the key worker would be "on their side". As an example, one of the Lionesses suggested that if she had been violent towards another service user, regardless of the reason, the key worker would not be "on her side", as she had behaved inappropriately. Therefore, this outcome was been changed to 'service users perceive key workers to be an honest friend'.

3.21 The Lionesses also found the phrasing of 'reduced isolation' to be inappropriate, as it could trigger someone to feel badly. They acknowledge that, through the peer support and one to one work, they had made "supportive relationships" and had a good "support system". Therefore, this outcome has been changed to 'improved support network'.

3.22 The Lionesses agreed that, if the orange outcomes were achieved, then the green outcomes would make sense. They disliked the term 'vulnerability' and so 'reduced vulnerability' was changed to 'service user feels safer'. The Lionesses found the term 'empowerment' difficult to understand, but once explained to them, they agreed that this was an outcome that could be achieved through the support.

3.23 However, the Lionesses made it clear that achieving these outcomes takes time, and the length of time varies by service user. Some service users may experience some of the outcomes, but not others; or even outcomes in part. As an example, in relation to controlling emotions, one service user commented "I think I have control over my emotions, as I know how to control a situation before it gets out of control", but also said "sometimes things happen, which make you unable to control your emotions". There is no black and white. The Lionesses felt that it was important to record this on the TOC, and so the final draft TOC includes a sentence above the outcomes which recognises this point.

The Questionnaires

3.24 The Lionesses reviewed the baseline and follow-up questionnaires and provided constructive feedback on language and question choice. The workers also had significant input in relation to the questionnaires, which was an unexpected positive outcome of their support in the focus group.

3.25 The key workers were keen to voice their view that an outcome star was an acceptable and appropriate tool for use with their service users. However, currently, there is no outcome star specific enough to the support provided by the services, which aligns well with the outcomes suggested by service users. In addition, the aim of the bespoke questionnaires is to enable the services to evaluate their impact, as opposed to solely reflecting on service user functioning.

"I think I have control over my emotions, as I know how to control a situation before it gets out of control"

Baseline

- 3.26 At the top left-hand corner 'baseline questionnaire' was written, but the Lionesses did not understand the term 'baseline'. The Lionesses felt it needed to be simplified and so, this has been changed to 'at the start questionnaire'.
- 3.27 Positive feedback was received on the use of smiley faces above the strongly disagree to strongly agree scale, and so, these images have remained. However, service users struggled to understand the term 'neutral' and preferred 'maybe', so this has been replaced.
- 3.28 Based on the feedback given in relation to 'improved understanding of choices made by self and others', the question related to this has been replaced with 'I feel able to reflect on the past'. Similarly, based on the feedback in relation to self-esteem and self-worth, '*I have faith in my own abilities*' and '*I believe I am worthwhile*' have been removed, in favour of '*I recognise good qualities in myself*'. In addition, '*I do not feel isolated*' has been replaced with 'I have a good support network'.
- 3.29 Lionesses stated that they wouldn't be able to answer a question about their relationship with their worker on the first meeting, and so, this has been removed.
- 3.30 Although the Lionesses generally felt confident in answering a question around confidence, some service users felt that it needed to be more specific, and so this has been amended to '*I feel more confident in myself*'.
- 3.31 The question around knowledge in relation to subjects related to the body, sex and relationships was felt to be too broad and challenging to answer in the grid. This flowed through to the open question around specifically what subjects service users felt knowledgeable about. This question received extensive constructive criticism, as it was felt to be too personal and private. Service users were uncertain what to record and didn't feel that they would want to record anything. It was suggested that a specific tick list, where service users could indicate how confident they felt about a given subject, would be more appropriate; therefore, this has been included. This allows service users to get an idea of what they will cover in their one to one sessions, and prevents any ambiguity.
- 3.32 It was felt that the terminology used in the last two questions could be more 'user-friendly' and so these have been amended to 'please tell us if there is anything that you would like to learn or know more about' and 'what is your goal in working with [service]'.
- 3.33 One of the workers suggested that the baseline questionnaire should also include questions around expectations; what the service user expects of the worker, and what the worker can expect from them. This creates a mutual respect and understanding, and sets a good foundation for the support. Therefore, these two additional questions have been included.

"I recognise good qualities in myself"

Follow-Up

- 3.34 At the top left-hand corner 'closure questionnaire' was written, but the Lionesses did not like the term 'closure' and came up with the suggestion 'moving on', as it had more positive connotations. This has been amended.
- 3.35 The third and fourth questions have been amended to match the revised baseline questionnaire, based on the feedback provided on this. The workers raised concerns that the baseline and follow up questionnaires included the same questions; it was suggested that the follow up questionnaire should ask questions around being in a 'better' position. However, in order to measure pre- and post-intervention in the most robust way, we have chosen to keep the statements identical. Maintaining consistency allows us to directly compare the scores given at the start and end of the support period.
- 3.36 It was agreed that it was important to use the follow up questionnaire as a time to reflect back on the original goal set by the service user, and establish whether this was met. Therefore, a question has been included to support with this, in place of 'what do you feel you have achieved during your time with [service]'.
- 3.37 The grid related to 'final outcomes', looking at what service users have gained from the support, was felt to be somewhat challenging to answer. The Lionesses appeared able to reflect on whether their mental health and wellbeing, their relationships with others, and their level of vulnerability, had improved through the support, but felt it was difficult to reflect this on a Likert scale. They felt that it was very situation-dependent. In addition, as recognised in the TOC, the Lionesses disliked the term 'vulnerability' and also found the term 'empowerment' difficult to understand.
- 3.38 It became apparent through the discussion, that the question needed to include more direction, and so now reads:
- 'Please think about how you felt when you started working with Basis and how you feel now. Through the support of Basis, do you think there has been an improvement in any of the following areas:'*
- 3.39 The outcomes listed in the grid have been adapted to reflect the feedback on language:
- My mental health and wellbeing
 - My relationships with others
 - My ability to take control and assert my rights
 - How safe I feel
- 3.40 The Likert scale has been replaced with 'yes', 'somewhat', 'no', 'don't know', as, when asked in discussion, Lionesses gave these answers in relation to the areas above.
- 3.41 The question around what could be changed about the support has remained, but 'why' has also been added, as the workers felt it was important to obtain a deeper level of understanding around the answer to this question.
- 3.42 In the original draft, a question around areas that service users might like to know more about was included, directly linked to the grid on knowledge around the body, sex and relationships. It was felt that this didn't need to be linked to the grid and could be included as a final question to get an understanding of any additional support the service user feels they need. Therefore, the question reads 'please tell us if there is anything else [service] can support you with'.

Practitioner feedback

3.43 Using the evidence from the focus group, described above, the TOC and questionnaires were re-drafted; the second drafts can be seen in **Appendix F and G**.

3.44 The final tools were shared with staff during a focus group on the 22nd March 2018. It was agreed that this review needed to honour the design, language and influence of the service users. The purpose of this discussion was to reflect on the changes made in the previous review and to consider any other important changes that might improve the TOC and questionnaires, prior to sign-off.

“There is no black and white’ The service users were conveying their idea that each service user is different”



The Theory of Change (TOC)

3.45 It was agreed that the TOC, while complex was a very good overview of the three services and captured all the relevant issues. Three key points were raised:

- The practitioners were unsure about the use of the term ‘friend’ in the initial outcome ‘Service users perceive key workers to be an honest friend’. The service users had previously changed this from ‘Service users perceive key workers to be on their side’. While the practitioners recognised the idea of an ‘honest friend’ as one who will tell you something straight, they felt that the idea of a key working being a friend was potentially misleading. The best that practitioners considered alternatives that they felt service users would understand such as ‘advocate’ and ‘mentor’. Following further consultation with the Lionesses, WCTS and Getaway Girls there was agreement that ‘honest friend’ should be replaced with ‘honest mentor’.
- A very small change was made to the longer term outcome “improved awareness of how their behaviour impacts on others” in order to remove the word ‘their’ as all other statements were without direct reference to service users. Therefore, it was changed to ‘improved awareness of how behaviour impacts on others’.
- One of the other longer term outcomes ‘reduced feelings of guilt’ was discussed by the practitioners. They felt that as number of other negative feelings/emotions should be included such as anger, sadness, fear, guilt, blame and shame. Therefore, it was decided to change this to ‘reduced negative feelings’.
- There was discussion about the statement the service users wanted including at the top of the TOC. This included the statement ‘There is no black and white’. The service users were conveying their idea that each service user is different. The practitioners felt that it would be best if the expression ‘black and white’ be included in single quotation marks to make clear it was an expression used by service users, rather than a term being used by the services themselves.

The Questionnaires

- 3.46 The practitioners reviewed the revised baseline and follow-up questionnaires and provided further feedback on language and questionnaire design. They were particularly considering how the questionnaire would be used in different circumstances by services users with differing abilities (to understand, comprehend and write answers).

Baseline

- 3.47 The second set of questions starting 'Tick a box to tell us how confident you are in your knowledge of the subjects below' gave options of Not confident, Fairly confident and Confident, however, the practitioners felt that a 'does not apply option' was important, as some options may not be relevant to some service users.
- 3.48 The last statement in the same question 'Healthy and unhealthy relationships' was felt to work better if it was separated into two distinct statements: 'Healthy relationships' and 'Unhealthy relationships'.

Follow-Up

- 3.49 The two changes described above were reflected in the moving on questionnaire.
- 3.50 In the question 'If you look back at the original goal you set when starting with Basis, do you feel that you have met this goal?' the answer options were discussed. It was felt by the practitioners that the middle option 'Somewhat' was not the most accessible language. The group considered 'sort of' as language often used by young people, but that it might not be so familiar with older service users. Therefore, the term 'A little' was used.

- 3.51 In the question 'Please think about how you felt when you started working with Basis and how you feel now. Through the support of Basis, do you think there has been an improvement in any of the following areas:' the answer options were changed to reflect to change described in the previous paragraph. The practitioners also considered whether the statement 'My ability to take control and assert my rights' accurately recognised the distinction between knowing your rights and asserting your rights. Therefore, they added a question above it, focusing on knowledge of rights 'My knowledge of my rights'.

Final Designs

- 3.52 Using further feedback from the practitioners focus group, the TOC and questionnaires were re-drafted; the final drafts can be seen in **Appendix H and I**.
- 3.53 Practitioners also considered that when the questionnaires are used in future then they may benefit from having the following associated elements:
- A crib sheet to confirm the definition of terms and the range of issues within some statements. This would support practitioners with differing levels of experience and also aid consistency of application.
 - A pro forma, designed along the lines of the questionnaire that might help practitioners to collect additional information arising out of the questions and answers through an ongoing discussion.

Discussion and Conclusions

Discussion

- 4.1 This has been an interesting and unique project, putting service users at the heart of the design of new evaluation tools. There have been a number of key successes and challenges, explored below.

What's Worked Well

- 4.2 Both Basis Yorkshire and Getaway Girls have key workers who have good relationships and hold regular meetings with their service users. This enabled them to engage the women and girls in the project without much additional burden on the service user. Basis also has a historic CSA/E peer support group (the Lionesses), who meet fortnightly, which made it easy to arrange a focus group to discuss the first drafts of the tools. Key workers attending the interviews with service users worked well; they remained quiet throughout, but were a reassuring presence for the service user. In addition, if a service user found it difficult to answer a question, the key worker was able to prompt them through their specific knowledge of the support they have received. Interviews have been handled ethically and sensitively; participant information sheets and consent forms have been used and are available for any future evaluation work. The focus group with Lionesses, attended by key workers, worked well, in that the key workers were able to manage smaller groups of service users, and gather more detailed information. In addition, having the key workers at the group allowed them to offer their feedback on the first draft of the tools, also.

The Challenges

- 4.3 Initially, there were some challenges in getting service user engagement and so the period of undertaking interviews had to be extended into the new year (it was previously supposed to end by Christmas). However, having previously worked with young people with multiple and complex needs in an evaluation capacity, 'buffer time' had already been included in the project plan to allow for this. It was a challenge capturing the value of WCTS without directly engaging their service users, due to ethical considerations, but this was done through Basis service users. Managing the focus group with the Lionesses was challenging; the role of the key workers in this group was essential to obtaining good quality feedback. Validating the tools with Getaway Girls service users became a challenge; it was not possible to undertake a focus group with those who have had CSE support, due to ethical considerations, and the other groups at the service, which are already formed, would not be aware of the CSE support. In the end, it was concluded that the best approach was to use the Lionesses only to validate the tools.

Conclusions

- 4.4 The project has provided Basis, Getaway Girls and WCTS with an evaluation framework, in the form of a TOC, which maps the input of their three services into one document. The services now have robust evaluation questionnaires, in order to measure impact of their activity.



Appendix A:

Participant Information Sheet and Consent Form

Service User Led Theory of Change Participant Information Sheet

Introduction

This information sheet tells you what the development of the service user led theory of change (TOC) will involve. If anything is unclear, or if you would like more information, please speak to your key worker who will be able to discuss this with you.

Who are York Consulting?

York Consulting are supporting Basis, Getaway Girls and Women's Counselling and Therapy Service (WCTS) to design a TOC, which captures how their activities and support lead to positive outcomes for service users, through the eyes of the service user. York Consulting are in the offices next door to Basis and have a team of highly skilled researchers who will be supporting with this project. More information about York Consulting can be found here: www.yorkconsulting.co.uk

Why are we doing this project?

Designing a TOC allows the partners involved to understand how the activities they undertake make a difference to service users and meet their ultimate goals of preventing CSE, reducing the risk of CSE and supporting individuals to recover from the impacts of CSE. By designing the TOC from the perspective of service users, partners can be confident that their activities do lead to the outcomes service users identify, as opposed to assuming what they're doing is making a difference. Once the TOC is completed, it will be possible to look at existing evaluation tools and to redraft these to ensure that all measurable outcomes are taken into account.



How will I be involved in the evaluation?

By consenting to take part in the project, you will be interviewed by a researcher from York Consulting. This will be on a face to face, one to one basis. If you prefer, you can have your key worker with you during the interview. You will be asked about how you became involved with the service, what activities the service undertook with you, and how these made a difference to you. This information will be used to develop the TOC. The TOC will form part of a report to the Centre for Expertise on Child Sexual Abuse. All information reported will be anonymous; nothing will be attributed to you. Everything you say during the interview will be kept confidential. If you indicate that you are at risk of harm or harming others in an interview where your key worker is not present, we will need to refer this directly to the Local Authority Designated Officer (LADO). If you indicate that you are at risk of harm or harming others in an interview where your key worker is present, your key worker will follow their own safeguarding procedures.

Do I have to take part?

No. It is up to you to decide whether or not to take part. If, having read this information sheet, you decide that you do not want to take part, you must let your key worker know.

What happens if I don't want to carry on with the research?

You will be asked at the start of the interview whether you are still happy to participate. If you decide you are not, then the interview will not take place. If you decide during the interview that you are not happy to continue, the interview will be stopped and any information collected already will be destroyed.

Will my data be kept confidential?

Yes. York Consulting will hold information about you securely and will not share this information with anyone else. However, if you indicate that you are at risk of harm or harming others, this will be referred to the LADO or your key worker will follow their own safeguarding procedures.

Will my involvement effect the service I receive?

No. Whether you choose to participate or not, the service you receive will not be affected.

Will my data be anonymous?

Yes. You will not be identifiable in the report.

What will happen to the information I provide?

In 2018, York Consulting will write a report, which will include the TOC and any evaluation tools that have been developed. The information that you provide will help the researchers to design the TOC and write this report.

Who can I contact about the research if I have any queries or complaints?

Contact details are provided for Basis, Getaway Girls and York Consulting on the accompanying consent form. You can also speak to your key worker.

Service User Led Theory of Change Consent Form

Please read the information sheet that you have been given about the evaluation before completing this form.

Please tick if you agree:

- I confirm that I have read and understood the information sheet. I have had the opportunity to think about the information, ask questions and am happy with the answers.
- I understand that my participation is voluntary and that I am free to withdraw at any time without giving any reason. I understand that if I withdraw from the study the information I have provided up to that point will be destroyed.
- I understand that information I share will inform a report, theory of change and accompanying tools, but I will remain anonymous and nothing I say will be attributed to me.
- I understand that by participating in this research, or by choosing to withdraw, there will be no effect on the service I receive.
- I understand that information I share will remain confidential, unless I say anything that indicates that I am at risk of harm or harming others.
- I know who to speak to if I have any queries or complaints about the research.
- I consent to participating in the research, and understand that this will involve being interviewed by a researcher from York Consulting.

☐☐☐☐☐☐☐

Your name (please print): _____

Signed: _____ Date: _____

Basis: Moya Woolven

Phone: 0113 243 0036 | Email: Moya.Woolven@basisyorkshire.org.uk

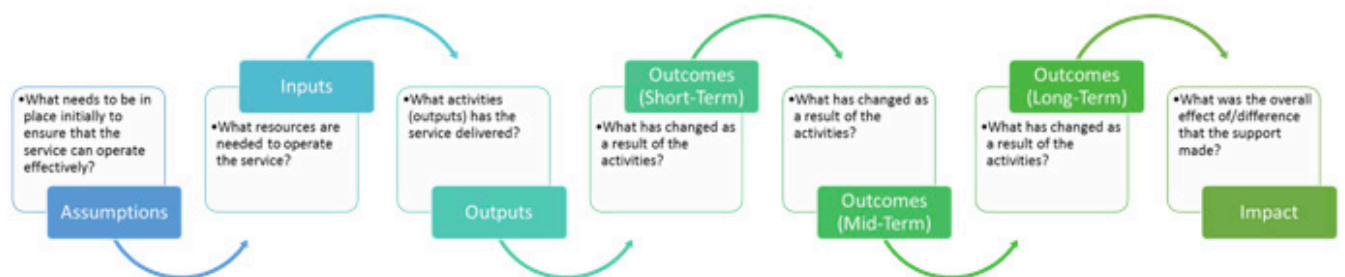
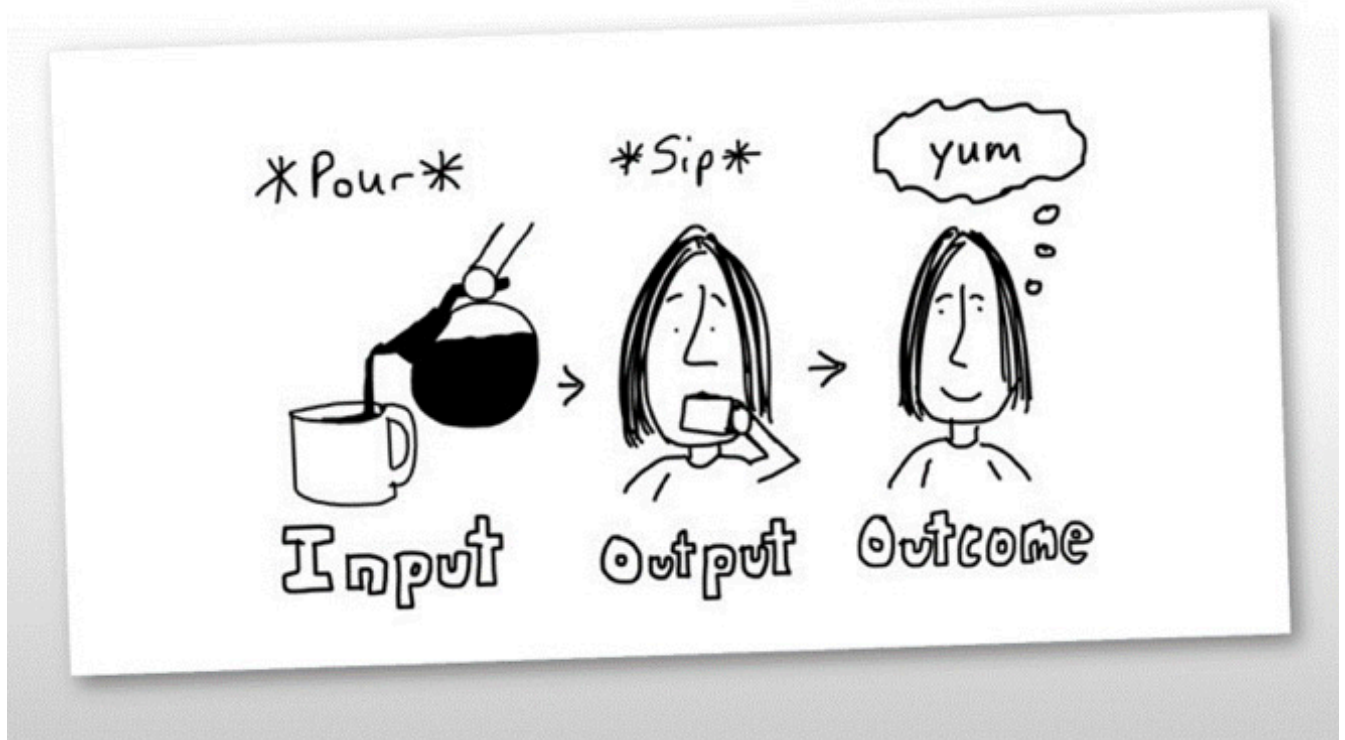
Getaway Girls: Flavia Docherty

Phone: 0113 240 5894 | Email: flavia.docherty@getawaygirls.co.uk

York Consulting: Amy Woolger

Phone: 0113 222 3545 | Email: amy.woolger@yorkconsulting.co.uk

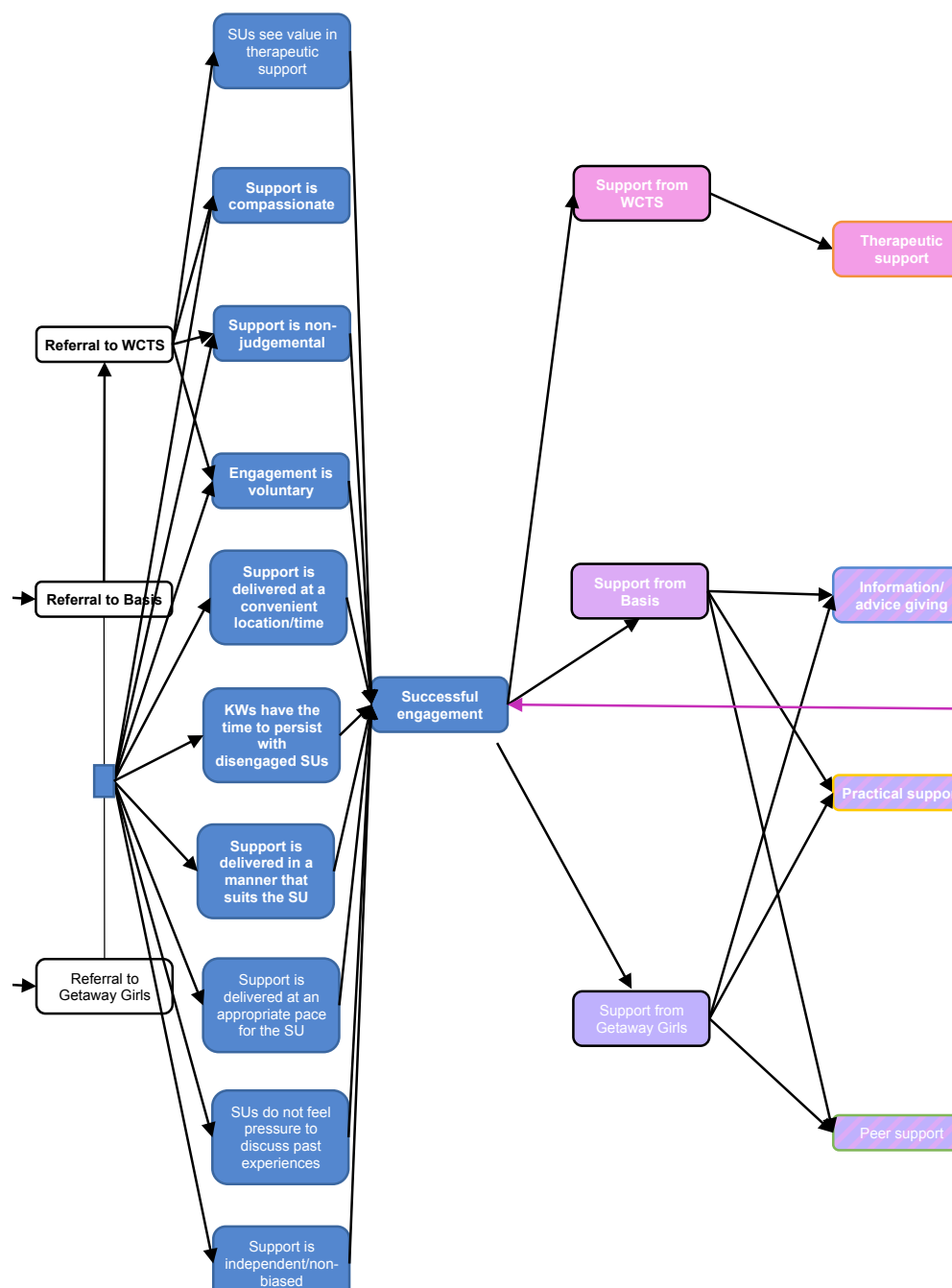
Appendix B: Tools

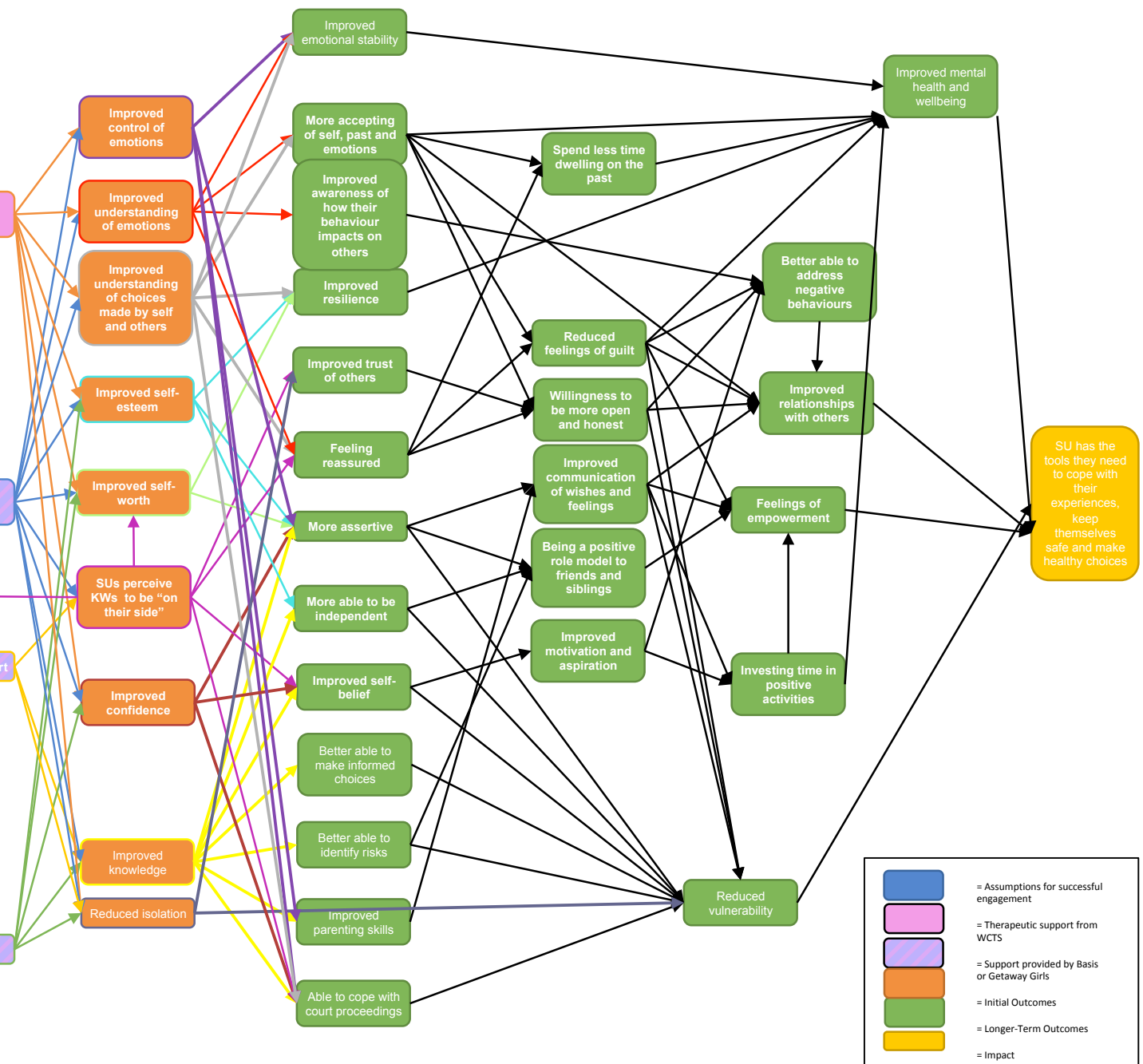


Appendix C: Topic Guide

1. How long have you been involved with [name of service]?
2. Before you started working with [name of service], were you working with anybody else?
3. What led you to start working with [name of service]?
4. What kind of activities have you been involved with? What difference did these activities make to you? How did this make you feel?
5. Has your involvement with the service had an impact on any other individuals? (e.g. family, friends, partner, children etc.)
6. What if anything, has ultimately changed for you, since your involvement with [name of service]?
7. What would things look or feel like if you had never been involved with [name of service]?
8. What are the best things about [name of service]? What made the biggest difference to you? Why?
9. Was there anything that you didn't like? That didn't make a difference to you? Why?
10. Is there anything else that you would like to say about your involvement with [name of service]?

Appendix D: First Draft Theory of Change (TOC)





Appendix E:






First Draft Questionnaires

Baseline Questionnaire

How do you feel?

The purpose of this questionnaire is to understand **how you are feeling**.

Please think about the **last month**. Tick a box to tell us how much you agree with the statements below.

	 Strong Disagree	 Disagree	 Neutral	 Agree	 Strong Agree
I feel in control of my emotions					
I understand why I feel the emotions that I do					
I understand the choices that I and others have made in the past					
I have faith in my own abilities					
I believe that I am worthwhile					
I believe that my worker is on my side					
I feel confident					
I feel knowledgeable about subjects related to the body, sex and relationships					
I do not feel isolated					

Please tell us what subjects (related to the body, sex and relationships) you feel knowledgeable about:

There are no right or wrong answers.



Baseline Questionnaire

Please tell us if there is anything that you would like to know more about:

What would you like to achieve during your time with Basis?






Thank you for completing the questionnaire

Baseline Questionnaire

How do you feel?

The purpose of this questionnaire is to understand **how you are feeling**.

Please think about the **last month**. Tick a box to tell us how much you agree with the statements below.






	 Strong Disagree	 Disagree	 Neutral	 Agree	 Strong Agree
I feel in control of my emotions					
I understand why I feel the emotions that I do					
I understand the choices that I and others have made in the past					
I have faith in my own abilities					
I believe that I am worthwhile					
I believe that my worker is on my side					
I feel confident					
I feel knowledgeable about subjects related to the body, sex and relationships					
I do not feel isolated					

Please tell us what subjects (related to the body, sex and relationships) you feel knowledgeable about:

Please tell us what subjects (related to the body, sex and relationships) you feel knowledgeable about:

Closure Questionnaire

Please think about your time with Basis, what do you feel you have gained from the support? Tick a box to tell us how much you agree with the statements below.

	 Strong Disagree	 Disagree	 Neutral	 Agree	 Strong Agree
My mental health and wellbeing has improved					
I have improved relationships with others e.g. parents, siblings, partner...					
I feel empowered					
I do not feel vulnerable					

In your own words, what do you feel you have achieved during your time at Basis?

If you could change one thing about the support from Basis, what would it be?

Thank you for completing the questionnaire








Baseline questionnaire

How do you feel?

The purpose of this questionnaire is to understand **how you are feeling**.

Please think about the **last month**. Tick a box to tell us how much you agree with the statements below.

	 Strong Disagree	 Disagree	 Neutral	 Agree	 Strong Agree
I feel in control of my emotions					
I understand why I feel the emotions that I do					
I understand the choices that I and others have made in the past					
I have faith in my own abilities					
I believe that I am worthwhile					
I believe that my worker is on my side					
I feel confident					
I feel knowledgeable about subjects related to the body, sex and relationships					
I do not feel isolated					

Please tell us what subjects (related to the body, sex and relationships) you feel knowledgeable about:

There are no right or wrong answers.



Baseline questionnaire

Please tell us if there is anything that you would like to know more about:

What would you like to achieve during your time with Getaway Girls?

Thank you for completing the questionnaire








Baseline questionnaire

How do you feel?

The purpose of this questionnaire is to understand **how you are feeling**.

Please think about the **last month**. Tick a box to tell us how much you agree with the statements below.

	 Strong Disagree	 Disagree	 Neutral	 Agree	 Strong Agree
I feel in control of my emotions					
I understand why I feel the emotions that I do					
I understand the choices that I and others have made in the past					
I have faith in my own abilities					
I believe that I am worthwhile					
I believe that my worker is on my side					
I feel confident					
I feel knowledgeable about subjects related to the body, sex and relationships					
I do not feel isolated					






Please tell us what subjects (related to the body, sex and relationships) you feel knowledgeable about:

Please tell us what subjects (related to the body, sex and relationships) you feel knowledgeable about:



Closure questionnaire

Please think about your time with Basis, what do you feel you have gained from the support? Tick a box to tell us how much you agree with the statements below.

	 Strong Disagree	 Disagree	 Neutral	 Agree	 Strong Agree
My mental health and wellbeing has improved					
I have improved relationships with others e.g. parents, sublings, partner...					
I feel empowered					
I do not feel vulnerable					

In your own words, what do you feel you have achieved during your time at Getaway Girls?

If you could change one thing about the support from Getaway Girls, what would it be?

Thank you for completing the questionnaire








Women's Counselling
and Therapy Service

Baseline questionnaire

How do you feel?

The purpose of this questionnaire is to understand **how you are feeling**.

Please think about the **last month**. Tick a box to tell us how much you agree with the statements below.

	 Strong Disagree	 Disagree	 Neutral	 Agree	 Strong Agree
I feel in control of my emotions					
I understand why I feel the emotions that I do					
I understand the choices that I and others have made in the past					
I have faith in my own abilities					
I believe that I am worthwhile					
I believe that my worker is on my side					
I feel confident					
I feel knowledgeable about subjects related to the body, sex and relationships					
I do not feel isolated					

What would you like to achieve during your time with WCTS?

Thank you for completing the questionnaire

Page 1 of 1








Women's Counselling
and Therapy Service

Baseline questionnaire






How do you feel?

The purpose of this questionnaire is to understand **how you are feeling**.

Please think about the **last month**. Tick a box to tell us how much you agree with the statements below.

	 Strong Disagree	 Disagree	 Neutral	 Agree	 Strong Agree
I feel in control of my emotions					
I understand why I feel the emotions that I do					
I understand the choices that I and others have made in the past					
I have faith in my own abilities					
I believe that I am worthwhile					
I feel confident					
I do not feel isolated					

Please think about your time with WCTS. What do you feel you have gained from the support? Tick a box to tell us how much you agree with the statements below.

	 Strong Disagree	 Disagree	 Neutral	 Agree	 Strong Agree
My mental health and wellbeing has improved					
I have improved relationships with others e.g. parents, siblings, partner..					
I understand the choices that I and others have made in the past					
I have faith in my own abilities					

In your own words, what do you feel you have achieved during your time with WCTS?



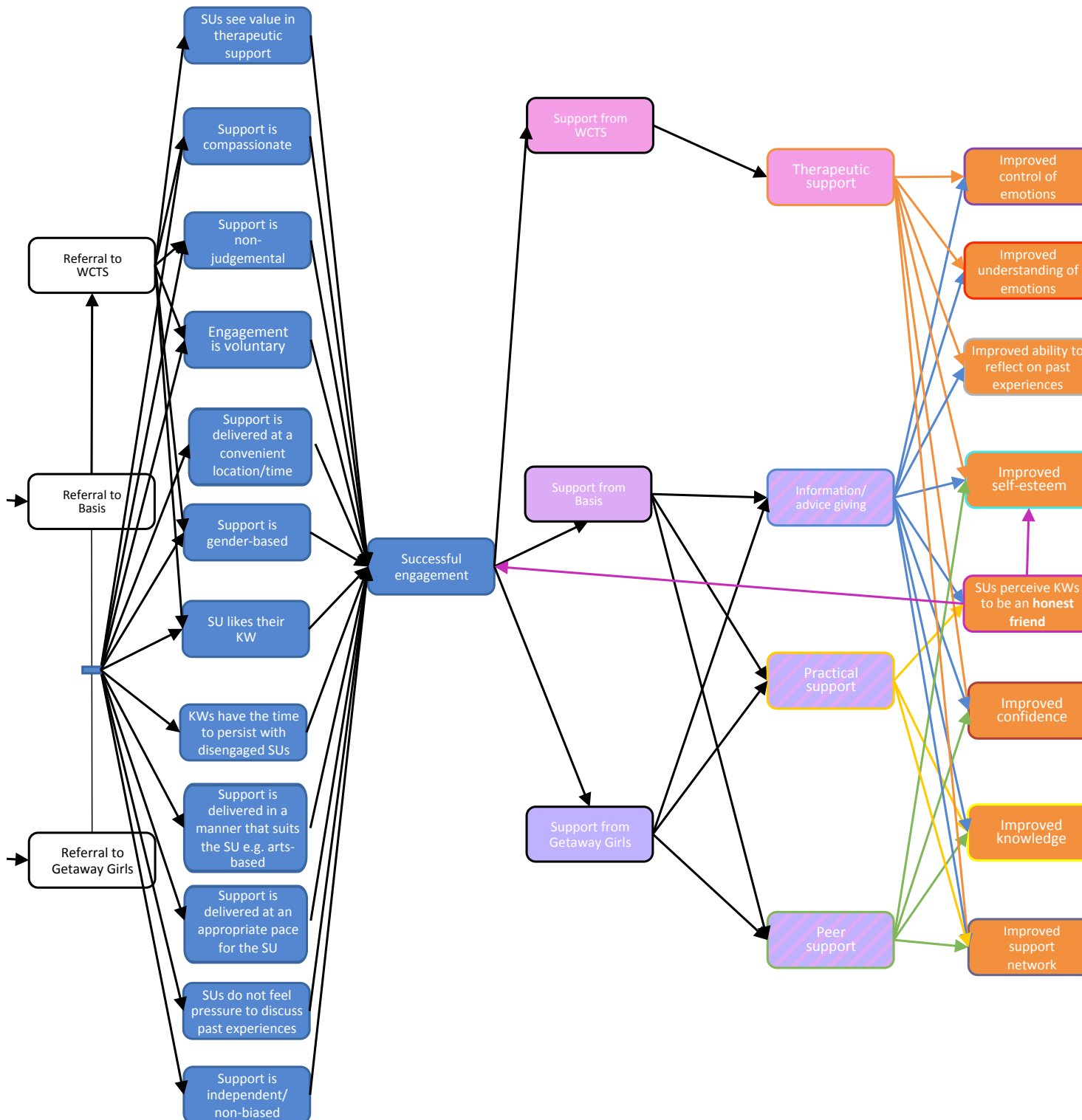
Women's Counselling
and Therapy Service

Baseline questionnaire

If you could change one thing about the support from WCTS, what would it be?

Thank you for completing the questionnaire.

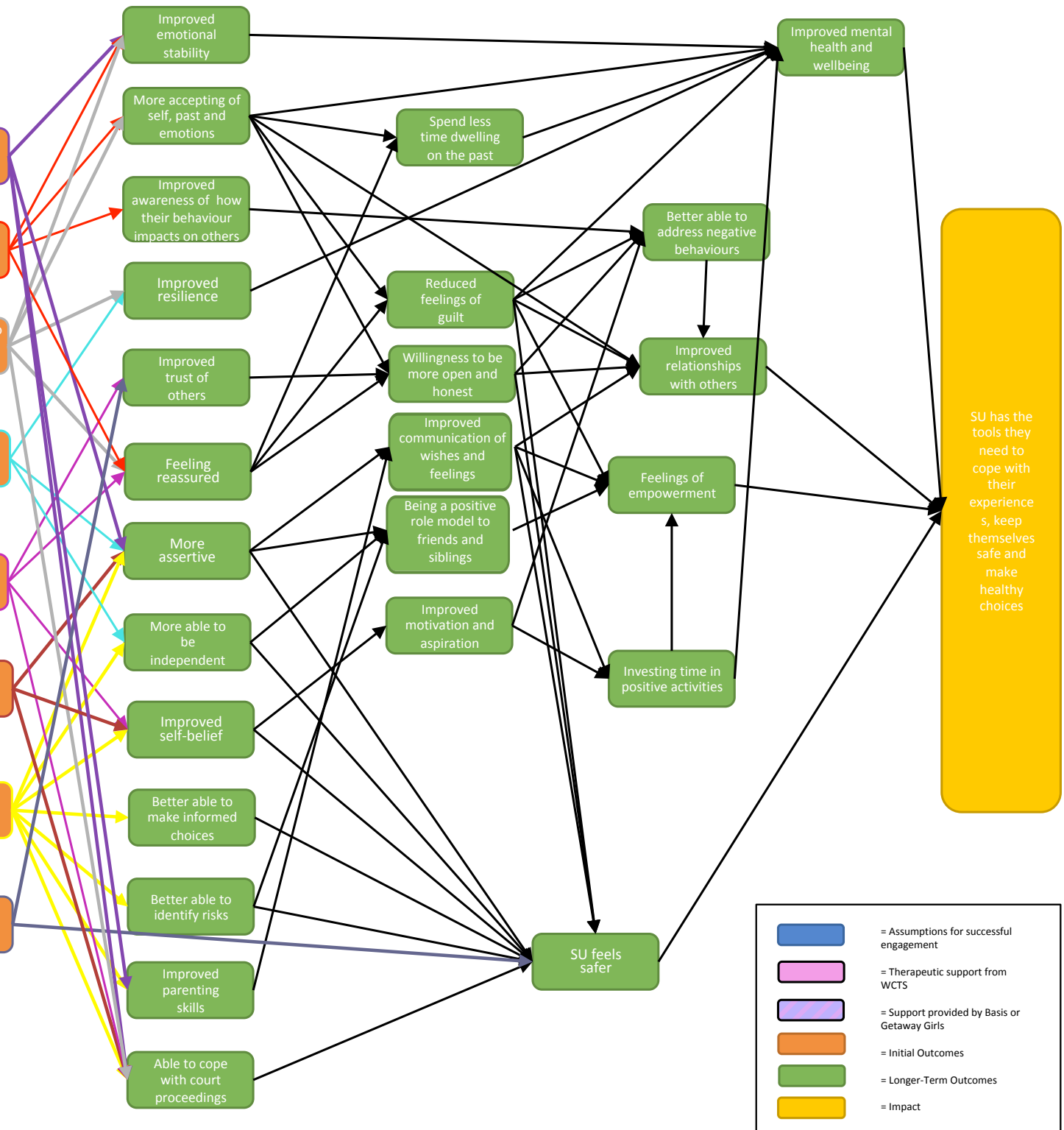
Appendix F: Second Theory of Change (TOC)



Basis, Getaway Girls and the Women's Counselling and Therapy Service (WCTS)

A Service-User Led Theory of Change (TOC)

It takes time to achieve these outcomes, and the length of time varies by service user. Some service users may experience some of these outcomes, but not others; or even outcomes in part. There is no black and white.



Appendix 6:






Second Draft Questionnaires

At the Start questionnaire

How do you feel?

The purpose of this questionnaire is to understand **how you are feeling**.

Please think about the **last month**. Tick a box to tell us how much you agree with the statements below.

	 Strong Disagree	 Disagree	 Maybe	 Agree	 Strong Agree
I feel in control of my emotions					
I understand why I feel the emotions that I do					
I feel able to reflect on the past					
I recognise good qualities in myself					
I feel confident in myself					
I feel knowledgeable about subjects related to the body, sex and relationships <small>Some subjects are listed below, which you could consider when answering this question.</small>					
I have a good support network					

Tick a box to tell us how confident you are in your knowledge of the subjects below.
There are no right or wrong answers.

	Not Confident	Fairly Confident	Confident
Sexual health			
Assertive rights			
Online safety			

At the Start Questionnaire

	Not Confident	Fairly Confident	Confident
The impact of alcohol and drug use			
Child sexual exploitation (CSE)			
Consent			
Clare's Law			
Health and Unhealthy relationships			

Please tell us if there is anything that you would like to know more about:

What is your goal in working with Basis?

What do you expect of your worker at Basis?

What should your worker expect from you?






Thank you for completing the questionnaire

Moving on Questionnaire

How do you feel?

The purpose of this questionnaire is to understand **how you are feeling**.

Please think about the **last month**. Tick a box to tell us how much you agree with the statements below.

	 Strong Disagree	 Disagree	 Maybe	 Agree	 Strong Agree
I feel in control of my emotions					
I understand why I feel the emotions that I do					
I feel able to reflect on the past					
I recognise good qualities in myself					
I feel confident in myself					
I feel knowledgeable about subjects related to the body, sex and relationships <small>Some subjects are listed below, which you could consider when answering this question.</small>					
I have a good support network					

Tick a box to tell us how confident you are in your knowledge of the subjects below.
There are no right or wrong answers.

	Not Confident	Fairly Confident	Confident
Sexual health			
Assertive rights			
Online safety			
The impact of alcohol and drug use			
Child sexual exploitation (CSE)			
Consent			
Clare's Law			
Healthy and unhealthy relationships			

Moving On Questionnaire

If you look back at the original goal you set when starting with Basis, do you feel that you have met this goal?

Yes Somewhat No

Why do you think this?

Please think about how you felt when you started working with Basis and how you feel now. Through the support of Basis, do you think there has been an improvement in any of the following areas:

	Yes	Somewhat	No	Don't Know
My mental health and wellbeing				
My relationships with others				
My ability to take control and assert my rights				
How safe I feel				

If you could change one thing about the support from Basis, what would it be and why?

Please tell us if there is anything else Basis can support you with:

Thank you for completing the questionnaire








At the Start questionnaire

How do you feel?

The purpose of this questionnaire is to understand **how you are feeling**.

Please think about the **last month**. Tick a box to tell us how much you agree with the statements below.

	 Strong Disagree	 Disagree	 Maybe	 Agree	 Strong Agree
I feel in control of my emotions					
I understand why I feel the emotions that I do					
I feel able to reflect on the past					
I recognise good qualities in myself					
I feel confident in myself					
I feel knowledgeable about subjects related to the body, sex and relationships <small>Some subjects are listed below, which you could consider when answering this question.</small>					
I have a good support network					

Tick a box to tell us how confident you are in your knowledge of the subjects below.
There are no right or wrong answers.

	Not Confident	Fairly Confident	Confident
Sexual health			
Assertive rights			
Online safety			
The impact of alcohol and drug use			
Child sexual exploitation (CSE)			



At the Start Questionnaire

	Not Confident	Fairly Confident	Confident
Consent			
Clare’s Law			
Health and Unhealthy relationships			

Please tell us if there is anything that you would like to know more about:

What is your goal in working with Getaway Girls?

What do you expect of your worker at Getaway Girls?

What should your worker expect from you?

Thank you for completing the questionnaire








Moving on Questionnaire

How do you feel?

The purpose of this questionnaire is to understand **how you are feeling**.

Please think about the **last month**. Tick a box to tell us how much you agree with the statements below.

	 Strong Disagree	 Disagree	 Maybe	 Agree	 Strong Agree
I feel in control of my emotions					
I understand why I feel the emotions that I do					
I feel able to reflect on the past					
I recognise good qualities in myself					
I feel confident in myself					
I feel knowledgeable about subjects related to the body, sex and relationships <small>Some subjects are listed below, which you could consider when answering this question.</small>					
I have a good support network					

Tick a box to tell us how confident you are in your knowledge of the subjects below.
There are no right or wrong answers.

	Not Confident	Fairly Confident	Confident
Sexual health			
Assertive rights			
Online safety			
The impact of alcohol and drug use			
Child sexual exploitation (CSE)			
Consent			
Clare's Law			
Healthy and unhealthy relationships			



Moving On Questionnaire

If you look back at the original goal you set when starting with Basis, do you feel that you have met this goal?

Yes Somewhat No

Why do you think this?

Please think about how you felt when you started working with Basis and how you feel now. Through the support of Getaway Girls, do you think there has been an improvement in any of the following areas:

	Yes	Somewhat	No	Don't Know
My mental health and wellbeing				
My relationships with others				
My ability to take control and assert my rights				
How safe I feel				

If you could change on thing about the support from Getaway Girls, what would it be and why?

Please tell us if there is anything else Getaway Girls can support you with:

Thank you for completing the questionnaire








Women's Counselling
and Therapy Service

At the Start questionnaire

How do you feel?

The purpose of this questionnaire is to understand **how you are feeling**.

Please think about the **last month**. Tick a box to tell us how much you agree with the statements below.

	 Strong Disagree	 Disagree	 Maybe	 Agree	 Strong Agree
I feel in control of my emotions					
I understand why I feel the emotions that I do					
I feel able to reflect on the past					
I recognise good qualities in myself					
I feel confident in myself					
I have a good support network					

What is your goal in working with WCTS?

Thank you for completing the questionnaire








Women's Counselling
and Therapy Service

Moving on Questionnaire

How do you feel?

The purpose of this questionnaire is to understand **how you are feeling**.

Please think about the **last month**. Tick a box to tell us how much you agree with the statements below.

	 Strong Disagree	 Disagree	 Maybe	 Agree	 Strong Agree
I feel in control of my emotions					
I understand why I feel the emotions that I do					
I feel able to reflect on the past					
I recognise good qualities in myself					
I feel confident in myself					
I have a good support network					

If you look back at the original goal you set when starting with WCTS, do you feel that you have met this goal?

Yes Somewhat No

Why do you think this?

Please think about how you felt when you started working with Basis and how you feel now. Through the support of WCTS, do you think there has been an improvement in any of the following areas:

	Yes	Somewhat	No	Don't Know
My mental health and wellbeing				
My relationships with others				
My ability to take control and assert my rights				
How safe I feel				



Women's Counselling
and Therapy Service

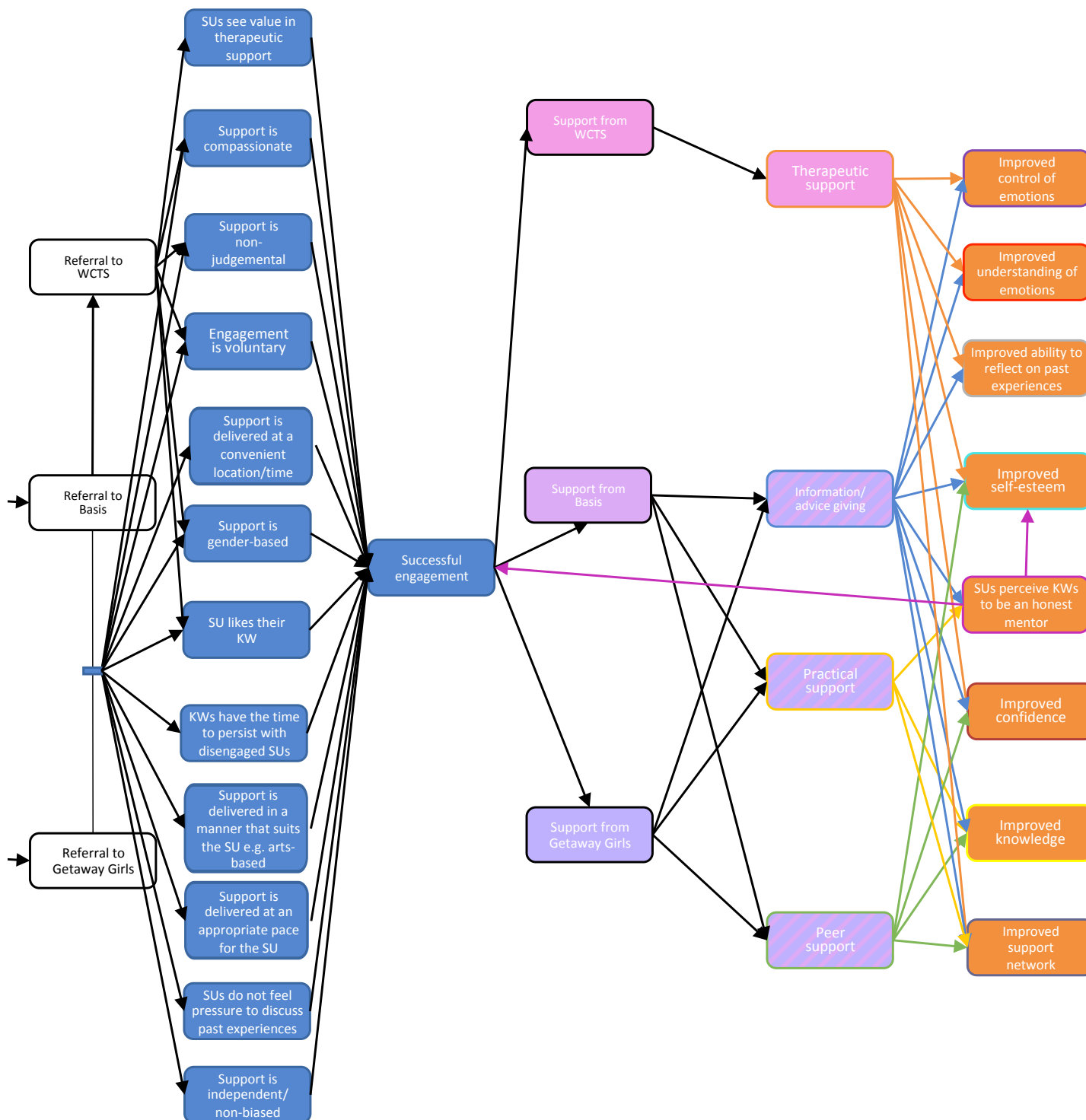
Moving On Questionnaire

If you could change on thing about the support from WCTS, what would it be and why?

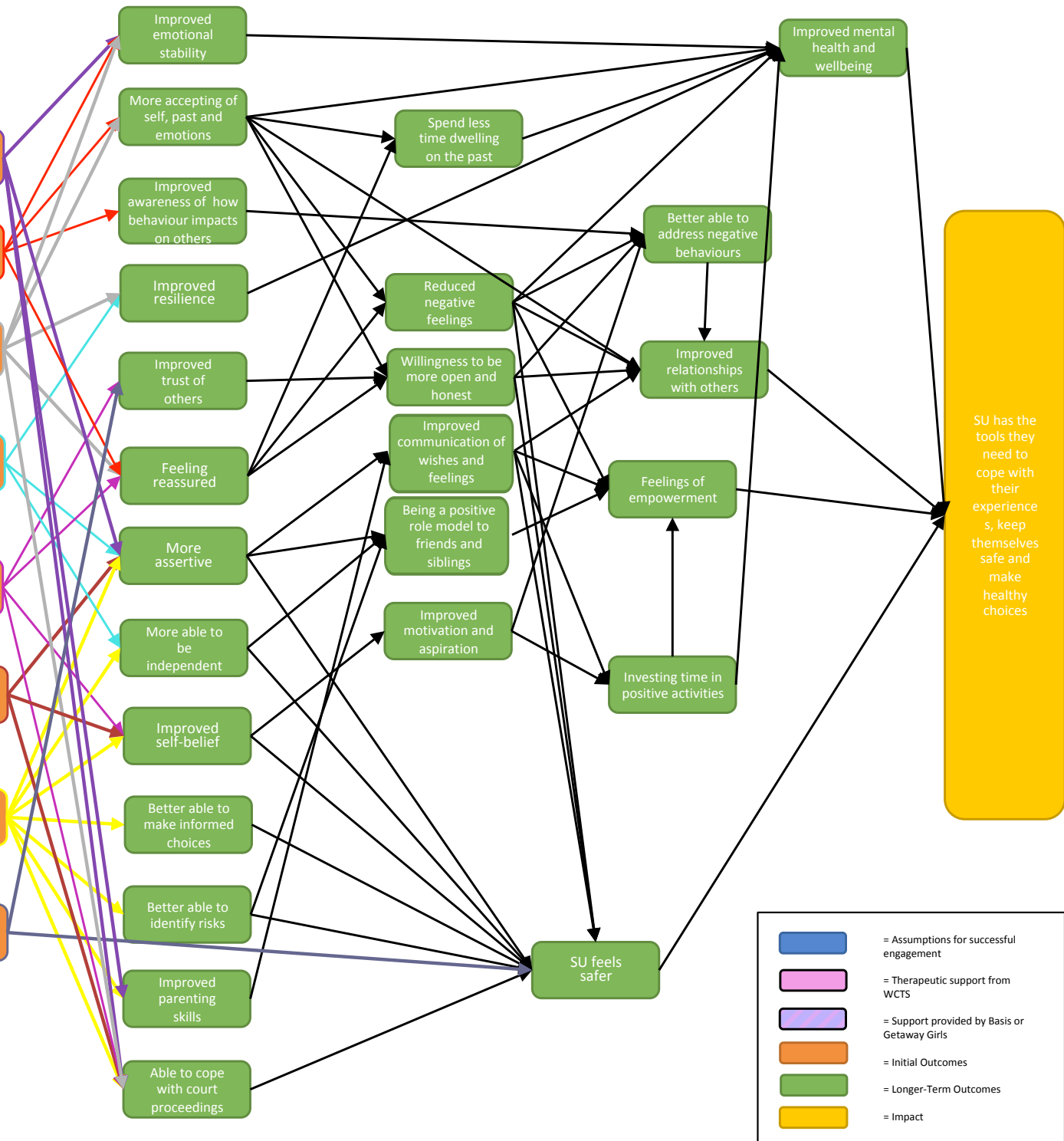
Please tell us if there is anything else WCTS can support you with:

Thank you for completing the questionnaire

Appendix H: Final Theory of Change (TOC)



It takes time to achieve these outcomes, and the length of time varies by service user. Some service users may experience some of these outcomes, but not others; or even outcomes in part. There is no black and white.



Basis, Getaway Girls and the Women's Counselling and Therapy Service (WCTS)

A Service-User Led Theory of Change (TOC)

Appendix I:






Final Questionnaires

At the Start questionnaire

How do you feel?

The purpose of this questionnaire is to understand **how you are feeling**.

Please think about the **last month**. Tick a box to tell us how much you agree with the statements below.

	 Strong Disagree	 Disagree	 Maybe	 Agree	 Strong Agree
I feel in control of my emotions					
I understand why I feel the emotions that I do					
I feel able to reflect on the past					
I recognise good qualities in myself					
I feel confident in myself					
I feel knowledgeable about subjects related to the body, sex and relationships <small>Some subjects are listed below, which you could consider when answering this question.</small>					
I have a good support network					

Tick a box to tell us how confident you are in your knowledge of the subjects below.
There are no right or wrong answers.

	Not Confident	Fairly Confident	Confident
Sexual health			
Assertive rights			
Online safety			
The impact of alcohol and drug use			
Child sexual exploitation (CSE)			



At the Start Questionnaire

	Not Confident	Fairly Confident	Confident	Does not apply
Consent				
Clare's Law				
Health relationships				
Unhealthy relationships				

Please tell us if there is anything that you would like to know more about:

What is your goal in working with Basis?

What do you expect of your worker at Basis?

What should your worker expect from you?

Thank you for completing the questionnaire






Page 2 of 2

Moving on Questionnaire

How do you feel?

The purpose of this questionnaire is to understand **how you are feeling**.

Please think about the **last month**. Tick a box to tell us how much you agree with the statements below.

	 Strong Disagree	 Disagree	 Maybe	 Agree	 Strong Agree
I feel in control of my emotions					
I understand why I feel the emotions that I do					
I feel able to reflect on the past					
I recognise good qualities in myself					
I feel confident in myself					
I feel knowledgeable about subjects related to the body, sex and relationships <small>Some subjects are listed below, which you could consider when answering this question.</small>					
I have a good support network					

Tick a box to tell us how confident you are in your knowledge of the subjects below.
There are no right or wrong answers.

	Not Confident	Fairly Confident	Confident
Sexual health			
Assertive rights			
Online safety			
The impact of alcohol and drug use			
Child sexual exploitation (CSE)			
Consent			
Clare's Law			
Healthy relationships			
Unhealthy relationships			



Moving On Questionnaire

If you look back at the original goal you set when starting with Basis, do you feel that you have met this goal?

Yes A little No

Why do you think this?

Please think about how you felt when you started working with Basis and how you feel now. Through the support of Basis, do you think there has been an improvement in any of the following areas:

	Yes	A little	No	Don't Know
My mental health and wellbeing				
My relationships with others				
My knowledge of rights				
My ability to take control and assert my rights				
How safe I feel				

If you could change one thing about the support from Basis, what would it be and why?

Please tell us if there is anything else Basis can support you with:

Thank you for completing the questionnaire








At the Start questionnaire

How do you feel?

The purpose of this questionnaire is to understand **how you are feeling**.

Please think about the **last month**. Tick a box to tell us how much you agree with the statements below.

	 Strong Disagree	 Disagree	 Maybe	 Agree	 Strong Agree
I feel in control of my emotions					
I understand why I feel the emotions that I do					
I feel able to reflect on the past					
I recognise good qualities in myself					
I feel confident in myself					
I feel knowledgeable about subjects related to the body, sex and relationships <small>Some subjects are listed below, which you could consider when answering this question.</small>					
I have a good support network					

Tick a box to tell us how confident you are in your knowledge of the subjects below.
There are no right or wrong answers.

	Not Confident	Fairly Confident	Confident	Does not apply
Sexual health				
Assertive rights				
Online safety				
The impact of alcohol and drug use				
Child sexual exploitation (CSE)				



At the Start Questionnaire

	Not Confident	Fairly Confident	Confident	Does not apply
Consent				
Clare's Law				
Health relationships				
Unhealthy relationships				

Please tell us if there is anything that you would like to know more about:

What is your goal in working with Getaway Girls?

What do you expect of your worker at Getaway Girls?

What should your worker expect from you?

Thank you for completing the questionnaire

Page 2 of 2








Moving on Questionnaire

How do you feel?

The purpose of this questionnaire is to understand **how you are feeling**.

Please think about the **last month**. Tick a box to tell us how much you agree with the statements below.

	 Disagree	 Disagree	 Maybe	 Agree	 Agree
I feel in control of my emotions					
I understand why I feel the emotions that I do					
I feel able to reflect on the past					
I recognise good qualities in myself					
I feel confident in myself					
I feel knowledgeable about subjects related to the body, sex and relationships <small>Some subjects are listed below, which you could consider when answering this question.</small>					
I have a good support network					

Tick a box to tell us how confident you are in your knowledge of the subjects below.
There are no right or wrong answers.

	Not Confident	Fairly Confident	Confident
Sexual health			
Assertive rights			
Online safety			
The impact of alcohol and drug use			
Child sexual exploitation (CSE)			
Consent			
Clare's Law			
Healthy relationships			
Unhealthy relationships			



Moving On Questionnaire

If you look back at the original goal you set when starting with Basis, do you feel that you have met this goal?

Yes A little No

Why do you think this?

Please think about how you felt when you started working with Basis and how you feel now. Through the support of Getaway Girls, do you think there has been an improvement in any of the following areas:

	Yes	Somewhat	No	Don't Know
My mental health and wellbeing				
My relationships with others				
My knowledge of my rights				
My ability to take control and assert my rights				
How safe I feel				

If you could change one thing about the support from Getaway Girls, what would it be and why?

Please tell us if there is anything else Getaway Girls can support you with:

Thank you for completing the questionnaire

Page 2 of 2








Women's Counselling
and Therapy Service

At the Start questionnaire

How do you feel?

The purpose of this questionnaire is to understand **how you are feeling**.

Please think about the **last month**. Tick a box to tell us how much you agree with the statements below.

	 Strong Disagree	 Disagree	 Maybe	 Agree	 Strong Agree
I feel in control of my emotions					
I understand why I feel the emotions that I do					
I feel able to reflect on the past					
I recognise good qualities in myself					
I feel confident in myself					
I have a good support network					

What is your goal in working with WCTS?

Thank you for completing the questionnaire








Women's Counselling
and Therapy Service

Moving on Questionnaire

How do you feel?

The purpose of this questionnaire is to understand **how you are feeling**.

Please think about the **last month**. Tick a box to tell us how much you agree with the statements below.

	 Strong Disagree	 Disagree	 Maybe	 Agree	 Strong Agree
I feel in control of my emotions					
I understand why I feel the emotions that I do					
I feel able to reflect on the past					
I recognise good qualities in myself					
I feel confident in myself					
I have a good support network					

If you look back at the original goal you set when starting with WCTS, do you feel that you have met this goal?

Yes A little No

Why do you think this?



Women's Counselling
and Therapy Service

Moving On Questionnaire

Please think about how you felt when you started working with Basis and how you feel now. Through the support of WCTS, do you think there has been an improvement in any of the following areas:

	Yes	A little	No	Don't Know
My mental health and wellbeing				
My relationships with others				
My knowledge of rights				
My ability to take control and assert my rights				
How safe I feel				

If you could change on thing about the support from WCTS, what would it be and why?

Please tell us if there is anything else WCTS can support you with:

Thank you for completing the questionnaire

