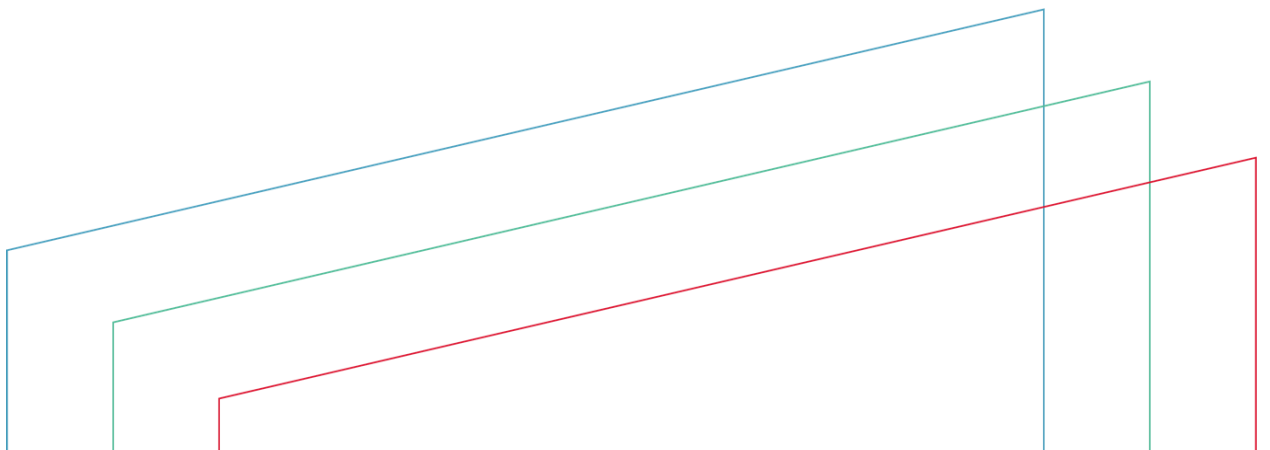




REFUGE SOCIAL RETURN ON INVESTMENT

UPDATED MODEL FINDINGS

New Economics Foundation



Refuge: Social Return on Investment

Updated model findings

January 2021

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Client: Refuge



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CONTENTS

Contents.....	3
Executive summary	4
Introduction	4
Key findings	4
Introduction.....	5
The service	5
Research Overview.....	5
Methodology.....	6
Limitations of the data	6
Refuge Theory of Change	8
Safety	8
Health	9
Social wellbeing	9
Economic wellbeing	9
Tech abuse	10
Key findings on the outcomes of tech abuse	10
Social Return on Investment.....	12
Evaluation Framework, Outcomes and Indicators	12
Outcome data	13
Net impact: deadweight, attribution and displacement	14
Valuation of net impact.....	16
SROI Findings	16
Sensitivity analysis.....	18
Appendix A: Indicator description and proxy values	20
Appendix B: Incorporating tech abuse into the SROI model	22
Appendix C: Debt and support with volunteering and training	24
References	25

EXECUTIVE SUMMARY

Introduction

Refuge is the country's largest provider of specialist domestic violence services, supporting more than 6500 women and children on any single day, helping them rebuild their lives and overcome many different forms of violence and abuse.

Refuge appointed NEF Consulting (the consultancy arm of the New Economics Foundation think tank) in January 2020 to prepare a social valuation of its services for survivors of domestic violence. NEF Consulting has prepared earlier social valuations of Refuge's services in 2013 and 2016. This updated analysis reflects the enhanced service provision of tech support for women experiencing tech abuse; debt support; and assistance into volunteering and training. Three Refuge services are included within the scope of the analysis:

- Refuge services
- Community outreach
- Independent Domestic Violence Advocates (IDVAs)

The Social Return on Investment (SROI) study was designed to analyse the impact generated by Refuge's services for three sets of stakeholders: women, their children, and the State.

Key findings

- **The value of Refuge's services:** Through its three service streams: Refuge services, community outreach services, and independent domestic violence advocacy services, Refuge generates an average of £8.24 in social value for every £1 invested. For some services this ratio is even higher: Outreach services generate £26.35 and IDVAs generate £9.40.
- **The impact of Refuge services:** Although carrying high unit costs, Refuge services has the greatest impact of all Refuge's services. While only 12% of Refuge clients use the housing service, it accounts for 37% of the total social return in this study. The SROI ratio for Refuge services is also an impressive £5.56 for every £1 invested.
- **Distribution of benefits:** Of the three stakeholders groups, women, their children, and the State, women capture the largest share of benefits at 82%. Children capture 20% of the value and the State incurs a net cost of 2%. The distribution of benefits by outcome domain is unequivocal: safety accounts for 59% of the SROI; social and economic wellbeing account for 21% and 11% respectively; with health accounting for the remaining 8%.

INTRODUCTION

The service

Refuge is the UK's largest single provider of specialist support for survivors of violence against women and girls (VAWG).

On any given day Refuge supports more than 6500 clients, with a view to helping them rebuild their lives and overcome many different forms of violence and abuse; for example domestic violence, sexual violence, so-called 'honour'-based violence, human trafficking and modern slavery, and female genital mutilation.

Refuge's network of services operates nationally across 40 local authorities and includes more than 40 refuges across 24 local authorities. Refuge operates a three-pronged approach to address domestic violence, which includes:

- **Provision:** Providing a national network of high quality services that support abused women, children and men in regaining control of their lives and move forward in a positive way.
- **Protection:** Advocating for improvements in policy and practice aimed at addressing domestic violence and other forms of gender-based violence, and the implementation of legislation to meet the needs of abused women and children.
- **Prevention:** Helping to prevent domestic violence through campaigning, education, training and research, and working in partnership with other agencies to raise awareness of domestic violence, its causes and solutions.

Research overview

Refuge appointed NEF Consulting (the consultancy arm of the New Economics Foundation think tank) to prepare a social valuation of its services for survivors of domestic violence. NEF Consulting has prepared earlier social valuations of Refuge's services in 2013 and 2016. In January 2020, Refuge requested an updated analysis to reflect their enhanced service provision. Three types of support for women accessing their services have been introduced: tech support for women experiencing tech abuse; debt support; and assistance into volunteering or training.

Three Refuge services are included within the scope of the analysis detailed in this report:

- Refuge services
- Community outreach
- Independent Domestic Violence Advocates (IDVAs)

This research follows a Social Return on Investment (SROI) methodology – a framework that measures the social, environmental and economic value created for both service users and wider society. SROI helps organisations to understand and manage their impact across all stakeholders, measuring the outcomes that matter to them.

Methodology

An SROI methodology is used to estimate the net social value created by the Refuge, Outreach and IDVA services for women service users and their children and the State relative to the cost of running those services. The research approach comprised five stages:

Stage 1: Establishing the scope of the research. Discussions with Refuge established the scope of the study to be: Refuge services, Community outreach and Independent Domestic Violence Advocates (IDVAs). Refuge particularly wanted to understand the impact of three services: tech support for women experiencing tech abuse; debt support; and assistance into volunteering or training.

Stage 2: Identifying outcomes. SROI makes no assumption about the impact of a service, rather it measures the outcomes that stakeholders identify as being important to them. Two workshops were conducted with Refuge clients, particularly those who had accessed support for Tech abuse to understand the changes they experienced as a result of accessing support. A review meeting was held with Refuge to discuss the findings of the workshops and implications for updating the model.

A rapid literature review of tech abuse was conducted to understand the impact of the abuse on women and children and identify costs to the State.

Stage 3: Developing the evaluation framework. In addition to activities in stage two, Refuge's previous theory of change was used to identify outcomes for services, and indicators were developed for the SROI model. Outcomes are measured for three stakeholder groups: women, their children, and the State. These outcomes are grouped into four primary domains aligned with the goals of Refuge: safety, health, social wellbeing, and economic wellbeing.

Stage 4: Developing the SROI model and analysis. To assess the change in these outcomes and indicators, Refuge provided data for the period 2019/2020 collected through their anonymised aggregated client record data on the IMPACT case record system and its Outcomes Framework which captures the change reported by clients. Where IMPACT data did not capture change in an outcome, and in the absence of literature, experts were consulted to provide an estimate. The impact of key assumptions have been tested in the sensitivity analysis.

Net impact was monetarised using a set of financial proxies to calculate the SROI ratio. Finally, a sensitivity analysis was performed to test key assumptions of the model.

Stage 5: Reporting. Findings from the analysis were discussed with Refuge, and are detailed in this report.

Limitations of the data

Calculating SROI is helpful as a tool for evaluating impact and identifying organisational strengths and weaknesses. It is important to remember that underlying the figures in this report are the experiences of unique individuals with complex lives.

The SROI is a conservative estimate of Refuge's impact on its clients. Several key aspects of domestic violence have been omitted in this analysis:

- **Stakeholders:** Refuge provides services for both men and women who are victims of domestic abuse. However, men make up a very small minority of clients and there is limited literature and a lack of robust evidence on this group. For this reason, their outcomes are omitted from this evaluation.
- **Homicides:** On average it estimated that two women per week are murdered by either a current or former intimate partner in England and Wales¹ However, this is likely to be higher during the pandemic². While Refuge and its clients feel intuitively that Refuge's services prevent further homicides from taking place, this is difficult to prove. Therefore homicide prevention has not been included in this evaluation.
- **Incidents:** Many financial proxies used in this SROI are based on estimated costs per domestic violence incident. This is likely to be an under-estimation of actual costs. Research suggests that most victims of domestic violence will experience 35 incidents of abuse before they seek help, but police statistics cap recorded incidents at five, making it impossible to assess the true extent and cost of the crime.

Expert opinion was used to estimate a change in outcome where the data was not available through the IMPACT data tool. This may over, or under estimate the change experienced by women using the service as it was not possible to verify these changes through the literature review. The impact of key assumptions are tested in the sensitivity analysis.

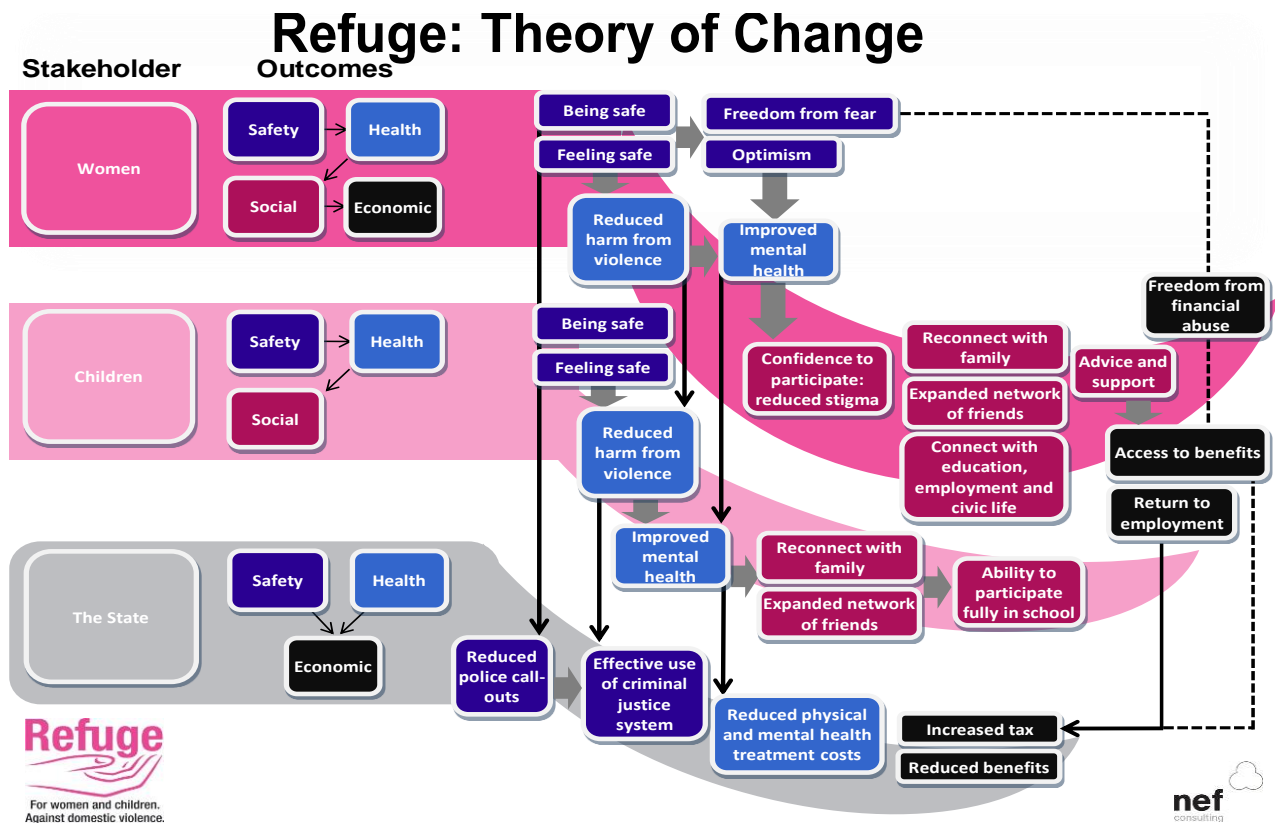
¹ Office for National Statistics (2019) Homicide in England and Wales: year ending March 2018 (average taken over 10 years)

² Grierson J., 'Domestic abuse killings more than double amid Covid 19 lockdown', *The Guardian*, April 2020 Available at: <https://www.theguardian.com/society/2020/apr/15/domestic-abuse-killings-more-than-double-amid-covid-19-lockdown>

REFUGE THEORY OF CHANGE

A Theory of Change defines the building blocks required to bring about a given long-term goal. This set of connected building can be described in terms of a map or pathway illustrating the change process. Refuge revised their Theory of Change following the provision of tech support to women who have experienced tech abuse (Figure 1).

Figure 1 Refuge's Theory of Change



The outcomes described in the Theory of Change are grouped by Refuge’s impact domains, and reflect the outcomes that service users identified as being most important to them – safety, health, social wellbeing and economic wellbeing.

Safety

The most immediate concern for most women who come to Refuge is their physical safety and the safety of their children. While fear of physical harm is often the most compelling reason for women to flee their homes, service users reported that many perpetrators also instil further fear in their victims by isolating them and threatening that their children will be taken away. Perpetrators of violence towards black, minority ethnic and refugee women often use their immigration status as a mode of control and coercion and threaten women with deportation to instil fear and control over them.

Refuge supports women to both be safe but also have the perception of feeling safe. Women and children who access support experience improved mental and physical

wellbeing as a result of being and feeling safe. They start living their lives free from fear and violence and experience optimism for the future.

Improved safety also has benefits for the State. Women living life free from violence and fear would result in reduced number of police callouts and effective use of criminal justice system.

Health

Domestic violence impacts negatively on health in a number of ways beyond immediate physical harm. Anxiety and depression are mental health conditions commonly experienced by women and children who have been subjected to abuse.

Protecting women from violence reduces physical harm and injury; additionally, women who escape the emotional abuse of domestic violence are less vulnerable to developing associated mental health issues.

As a result of exiting violent relationships, and accessing Refuge's support, women's safety improves. This leads to improved physical and mental health for the women and children. With improved health and wellbeing for both women and their children. The long-term costs associated with providing physical and mental health treatments and support (such as access to mental health treatments or access to benefits) are also reduced.

Social wellbeing

Isolation is a common feature of domestic violence. Perpetrators deliberately isolate their victims for the purpose of total control and facilitate their behaviour. Feelings of shame as well as victim blaming is also closely associated with isolation of women who experience domestic violence.

Isolated women and children are unable to access information, advice or support, cannot build trust in other people or community services, have no ability to build a support network and experience many barriers to securing successful employment and education.

When women exit abusive relationships, and access support, they are able to reconnect and form healthy relationships with friends, families and feel part of a community. Through Refuge services, many women forge a strong connection with others who have been victims, where mutual understanding of a shared experience is quickly apparent. For young people, school attendance and participation are likely to improve if abuse ends.

Economic wellbeing

Financial abuse is a common feature of domestic violence. Limiting access to funds, monitoring expenditure, as well as reducing the woman's ability to make financial decisions provides the perpetrator with a high degree of control over all aspects of her life. Women in this situation often have no understanding of how to manage their finances, what sources of funds might be available to them, or what it costs to maintain a certain standard of living. This makes them fearful of living independently and binds them to the perpetrator.

Helping women into financial independence allows them to better care for themselves and their families, which can be a prerequisite for giving women the confidence to escape abuse. Often this may be achieved through advising women on their entitlements to benefits or

support services. Ultimately, returning to work increases self-esteem and extends social networks, which then has positive effects on other aspects of women's lives.

From the State's perspective, the ability of women to achieve financial independence and to support their families, can mean increased tax revenue from earnings as well as a reduction in benefits payments – though in the short term expenditure may rise as women take up entitlements.

Tech abuse

With advancement of technology perpetrators are using new modes to extend their control and dominance over women and children. Perpetrators of domestic violence are increasingly using technology to facilitate their abuse and further control women. Perpetrators have used a wide range of technology including gaining access to women's personal and home devices (such as mobiles), their online accounts and children's toys and devices.

Tech abuse negatively impacts women's wellbeing by creating a sense of fear isolation and humiliation (Woodlock, 2016). Tech abuse can broadly be subdivided into three forms of abuse:

- **Financial:** Perpetrators can take control of the victim's online accounts or make accounts in their name. This can result in a lack of access to financial resources and even incur debt under the victim's name.
- **Control, Monitoring and harassment:** This type of abuse occurs when the perpetrator uses social media and technology devices to track, monitor and harass the victim, and is closely associated with stalking. This form of abuse can create a sense of fear, isolation and mental distress. It is a mode of abuse which aims to control the victim.
- **Humiliation:** Tech abuse can also involve image-based sexual abuse. This is the sharing of sexual images and videos of the woman online for the purpose of humiliating, punishing, coercing and controlling the victim. In addition to humiliation, this can also create a sense of isolation, mental distress and shame, as well as prolonging the abuse through coercion.

Often women experience multiple forms of abuse at once that interact with one another. For example, women who are experiencing domestic violence/physical violence are also likely to experience sexual violence, and tech abuse, and financial abuse. This can have a detrimental long term impact on both the women's physical and mental health and her children.

Key findings on the outcomes of tech abuse

The Theory of Change (Figure 1) assumes that the tech support women receive at Refuge has an impact on all the four outcome domains (safety, health, social and economic wellbeing). Refuge's tech support for women improves women's wellbeing by increasing their:

- Sense of safety.
- Increasing their skills/ knowledge on how to stay safe online.
- Reducing their mental distress.

- Improving their social connections online.
- Improving their financial situation.

It is not however possible to isolate the impact of tech abuse given that it interacts with other forms of abuse in the analysis. The findings of the analysis are detailed in the next section, and further discussion of the inter-related nature of the outcomes is detailed in Appendix B.

SOCIAL RETURN ON INVESTMENT

This section details the SROI analysis for estimating the net social value created by the Refuge, Outreach and IDVA services for women service users and their children and the State.

Evaluation framework, outcomes and indicators

The evaluation framework for the Refuge services was developed over a number of stages in order to generate robust evidence of the impact of these services. The theory of change outlines a number of outcomes that the Refuge services expect to achieve, of these outcomes some are excluded in the model on the basis of:

- **Double counting:** Given that shorter-term outcomes were expected to cause longer-term outcomes, it was important to avoid double counting the service’s impact. Therefore, in the outcome sequence, only the final outcomes were included in the analysis.
- **Similarity:** Two outcomes from the theory of change were considered to be similar, and were combined into a single outcome. For example reconnecting with family and expanded network of friends became a single outcome on reconnection with family, friends and community.

This resulted in the outcomes listed in Table 1 being included in the SROI model. Further details on outcomes, indicators and financial proxies used in the model can be found in Appendix A.

Table 1: Outcomes included in the SROI model

Outcome domain	Outcome descriptor
Women service user outcomes	
Safety	Being safe
	Feeling safe
Health	Physical health
	Mental health
Social wellbeing	Reconnection to family/friends/community
	Confidence
Economic wellbeing	Freedom from financial abuse
	Access to benefits
	Return to employment (full time)
	Return to employment (part time)
	Relief from debt burden (PayPlan)
	Relief from debt burden (Refuge)
	Volunteering and training
Children’s outcomes	
Safety	Being safe
	Feeling safe
Health	Physical health

Social wellbeing	Reconnection to family/friends/community
State outcomes	
Safety	Reduced criminal justice system costs
Health	Reduced health care costs
	Reduced mental health care costs
Economic wellbeing	Increased tax base/reduced benefit payments (full time)
	Increased tax base/reduced benefit payments (part time)
	Increased benefit payments

This is the third iteration of an SROI analysis used to measure the impact of Refuge services. Indicators have been consistently used in the analysis where the outcomes have remained unchanged. Additional indicators were introduced in the analysis where new outcomes have been included in the theory of change. These included outcomes on tech abuse, debt support and assistance into volunteering or training. More information on how these outcomes were applied in the model can be found in Appendices B and C.

Outcome data

Outcomes data from 6,247 women and 8,757 children were included in the analysis for the period of January 2019 to March 2020. The main data source used in the SROI model came from anonymised client record data on Refuge's IMPACT case record system. This is a case record system and management tool that enables service managers to evaluate the needs of people using their services, look at how well a service is performing, and implement plans to ensure continuous service improvement. It provides a report on outcomes based on comprehensive intake and exit measures and data collected through ongoing risk assessment procedures with clients.

Where the IMPACT tool did not capture change in an outcome, experts were consulted to provide an estimate. For example, data documented the number of women supported with debts but not the success rate of this support and experts from Refuge Economic Abuse service provided an estimate.

Annual cost data was identified for each service type included in the model: Refuge support, outreach support and IDVA's support. Table 2 provides a summary of data by the three service areas.

Table 2 Service overview

	Refuge	Outreach	IDVAs	Total
Number of women included in study	743	1,823	3,681	6,247
Number of children included in study	846	2,662	5,249	8,757
Investment in services (£ p.a.)	£7,196,729	£732,116	£5,175,674	£13,104,518
Unit cost of services (£ p.a.)	£4,529.09	£163.24	£579.58	

Net impact: deadweight, attribution and displacement

Isolating the net impact of Refuge services requires consideration of:

Deadweight: Also known as the counterfactual, this represents the change in the outcome that would have occurred anyway, in the absence of the Refuge services

Attribution: Not all of the change experienced may have been attributable to the Refuge services. Other actors, such as the police or other charities may have had a role in the change experienced. In order to remove the proportion of change that was caused by other factors occurring at the same time as the Refuge services, a percentage of attribution is applied.

Displacement: Whether the improvement in certain outcomes for women and children may have resulted in displacement (that is, resulting in an equivalent worsening of the same outcomes for other people external to the programme).

The IMPACT data did not contain questions on deadweight, attribution, or displacement. A combination of Refuge's expert opinion, literature research and assumptions were used to gauge their levels.

Deadweight

There is the possibility that some people who escape from abusive relationships might do so without ever contacting Refuge. While evidence on this counterfactual outcome is understandably elusive, research suggests, for example, that a small proportion (about 14%) of perpetrators will spontaneously cease their abuse without any intervention. As such, 14% of overall impact has been discounted for the relevant outcomes. Research on some outcomes provided more specific deadweight figures, as outline in table 1.

Table 1: Deadweight rates

Stakeholder	Outcome	Deadweight description	Deadweight
Women	<i>Access to appropriate medical care</i>	Estimate of the proportion of people who visit A&E or general practitioners that could be self-managed.	12%
	<i>Improvement in psychological assessment score (from severe)</i>	Estimate of the proportion of people who recover in a 12 month period from a mental health disorder without receiving any mental health services	65%
	<i>Return to employment</i>	Estimate on the proportion of women who find employment on their own over a 12 month period based on lone mothers returning to work	17%
	<i>Relief from debt burden</i>	Proportion of over-indebted people who sought advice over a 12 month period	21%

	<i>Volunteering and training</i>	Estimate of the proportion of people who find volunteering or enter training on their own	17%
Children	<i>Access to appropriate medical care</i>	Estimate from Refuge on proportion of children registered at the doctors without additional support	15%
	<i>Reconnection to family and friends</i>	Estimate from Refuge on access to social activities in the absence of Refuge support	50%

Attribution

Given that there was no data on attribution, experts from Refuge provided their opinion on attribution rates for all the included outcomes. They did this by providing estimates on the attribution levels for the police, criminal justice system, housing organisations, other charities, and family and friends. The remaining portion was the impact attributable to Refuge. Levels of attribution were distinguished by service type, so there was one level of attribution for Refuge services and another for the other two services. Attribution levels were higher for Refuge services across all the outcomes.

Displacement

This SROI values the impact of services provided by Refuge not only on its clients, but also on the broader societal scale. For this reason it is necessary to assess whether a good outcome for a Refuge service user might, as a consequence, prevent a positive outcome for another victim of domestic violence. For most outcomes, this is not the case – one person's improvement in confidence does nothing to stifle another's. However, in some situations, limited availability does mean that one family's gain will be another's loss. These cases are shown in the table 2.

Table 2: Deadweight estimates

Stakeholder	Outcome	Deadweight description	Deadweight
Women	<i>Return to employment</i>	Estimate on displacement occurred when receiving job search assistance	57%
State	<i>Reduced criminal justice system costs</i>	Based on estimate that 45% of all DV offenders go on to commit another DV crime within 5 years	45%
	<i>Reduced health care costs</i>	Based on estimate that 45% of all DV offenders go on to commit another DV crime within 5 years	45%

	<i>Reduced mental health care costs</i>	Based on estimate that 45% of all DV offenders go on to commit another DV crime within 5 years	45%
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Valuation of net impact

In order to monetise the value created by the refuge services, financial proxies were applied to each of the outcomes included in the SROI model. Proxy values can be found in Appendix A.

The impact of Refuge's work lasts beyond the timeframe of the actual intervention, and is valued in the model over a period of three years. In order to prevent inflation from skewing the calculations, the final number are reduced to a net present value, determined at the current rate of inflation.

SROI Findings

The value of Refuge's services

Refuge generates an average of £8.24 in social value for every £1 invested through its three services: Refuge services, community outreach services and independent domestic violence advocacy services (IDVAs),

For some services, this ratio is even higher: Outreach services generate £26.35 and IDVAs generates £9.40 of social value for every £1 invested. Although carrying high unit costs, Refuge services creates the highest value of benefits. While only 12% of Refuge clients use the housing service, it accounts for 37% of the total social return in this study. The SROI ratio for Refuge services is £5.56 for every £1 invested (Table 3)

There has been a noticeable increase in the SROI value for Outreach services, the 2018 findings showed that Outreach services had an SROI of £17.63 while the new findings indicate it is now £26.35 for every £1 invested. The main explanation for this increase is that there was no significant change in the cost of running the Outreach services but there has been a big increase in the number of clients supported by the service, from 2,768 women and children in 2018 to 4,484 over the 2019/20 period.

Table 3: Value generated by service type for all stakeholders (p.a.)

	Service type			Total
	<i>Refuge</i>	<i>Outreach</i>	<i>IDVAs</i>	
Value of benefits	£40,029,245	£19,294,591	£48,650,848	£107,974,684
Cost of inputs	£7,196,729	£732,116	£5,175,674	£13,104,518
SROI	5.56	26.35	9.40	8.24
Net benefit per women	£44,189	£10,182	£11,811	£15,187

It is estimated the net benefit accrued per woman by service type, i.e. the monetary proxy value to illustrate the extent to which their individual lives has changed by the service they have experienced, is around £44,189 through Refuge services, £10,182 through Outreach services and £15,187 through IDVAs services.

Distribution of benefits by outcome

Refuge services accounts for 37% of the impact experienced by Refuge's clients, with IDVAs contributing 45%. Outreach services claim the remaining 18%. Table 4 illustrates that the distribution of benefits by outcome domain is unequivocal, with safety accounting for 59% of the value created, social wellbeing is 21%, economic wellbeing is 12% and the remaining 8% is attributable to health outcomes.

Table 4: Distribution of benefits by service type for all stakeholders (p.a.)

Outcome domain	Net value generated by service type			Aggregate net value	% Distribution of benefits
	Refuge	Outreach	IDVAs		
Safety	£21,365,648	£11,818,215	£30,967,956	£64,151,818	59%
Health	£4,319,792	£1,008,350	£2,979,702	£8,307,844	8%
Social wellbeing	£7,848,407	£4,511,084	£10,803,671	£23,163,161	21%
Economic wellbeing	£6,495,399	£1,956,942	£3,899,519	£12,351,860	12%

Stakeholder distribution of benefits

Table 5 shows that of the three stakeholders groups, women capture the largest share of benefits at 82%. Children capture 20% of the value. The model shows a net cost for the state of 2%, however this value is sensitive to assumptions regarding new benefits claimants, as the cost incurred by the state is derived from paying for new benefits (Figure 3). This assumption is tested in the sensitivity analysis below.

NB: It should also be noted that the model does not consider the burden of homicide due to VAWG, as outlined in the limitations, which would likely represent a significant value to the state across the outcome domains.

Table 5: Value generated by outcome domain and stakeholder (p.a.)

Stakeholder	Outcome domain				
	Safety	Health	Social	Economic	Total
Women	£ 42,764,408	£ 6,624,188	£ 22,956,820	£ 16,326,058	£ 88,671,474
Children	£ 20,689,414	£ 454,871	£ 206,341	£ -	£ 21,350,626
State	£ 697,996	£ 1,228,786	£ -	-£ 3,974,198	-£ 2,047,416

Figure 2: Outcome generated by domain

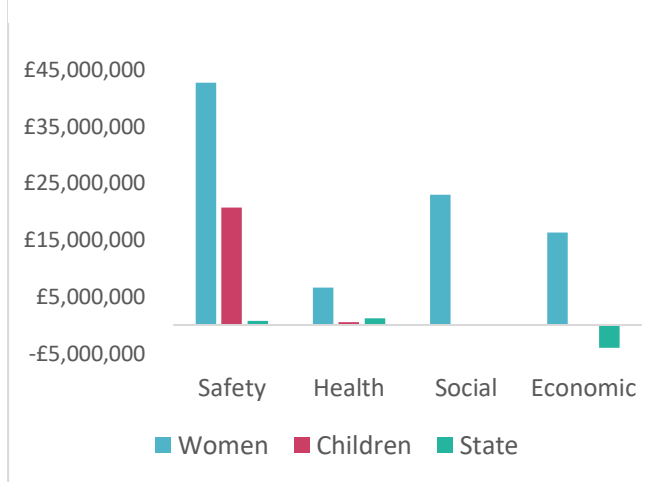
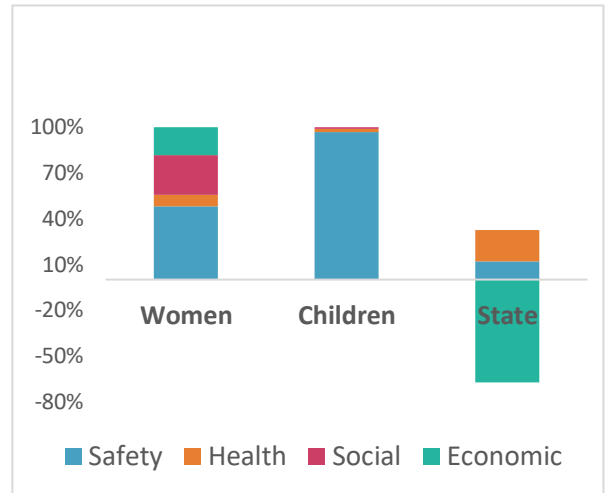


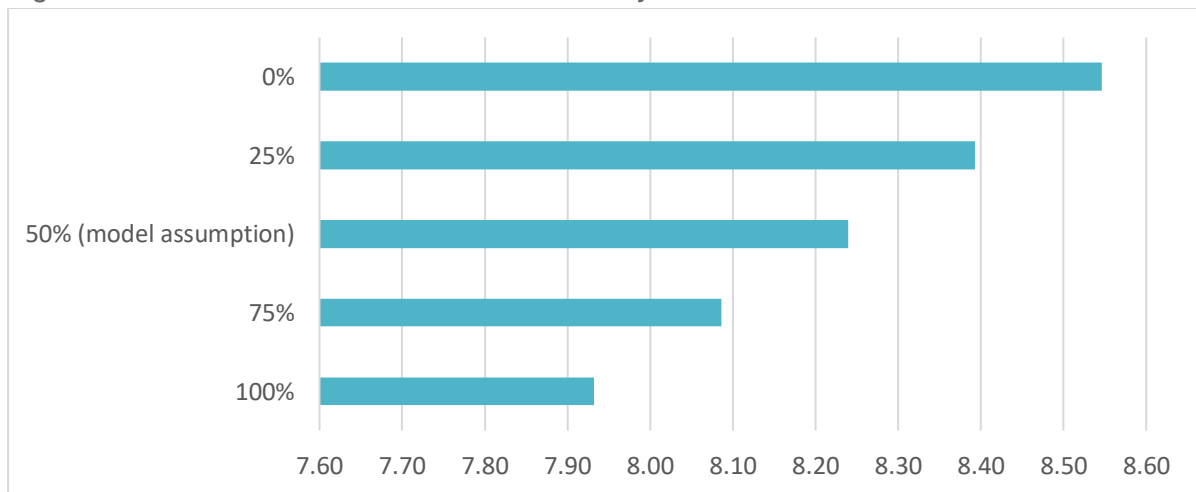
Figure 3: Distribution of benefits by outcome domain



Sensitivity analysis

To calculate net impact some assumptions were made which have implications for the SROI findings. There was a lack of data available on whether women using the services who indicated an increase in benefits were new claimants, or whether they had gained access to the benefits that were previously controlled by the perpetrator. New claimants would be a cost to the state, while gaining control of existing benefits would not. The conservative assumption made in the model is that 50% of those who indicated an increase in benefits were new claimants.

Figure 42 SROI new benefits claimants sensitivity test



The effect of changing the percentage of new claimants on the SROI ratio is detailed in Table 6. At an assumed 100% new benefit claimant the SROI reduces to 7.93.

Table 6: SROI sensitivity test

Percentage that are new claimants	Service type			Total
	Refuge	Outreach	IDVAs	SROI value
100%	5.01	26.33	9.39	7.93
75%	5.29	26.34	9.40	8.09
50% (model assumption)	5.56	26.35	9.40	8.24
25%	5.84	26.37	9.40	8.39
0%	6.12	26.38	9.40	8.55

Refuge services are more sensitive to this assumption compared with Outreach or IDVA services. It also has a significant effect on the net impact for the state, where the value ranges from a saving of nearly £2m, when it is assumed that there are no new claimants, to a cost to the state of £6m, where an increase in benefits is due to all those clients being new claimants (Table).

Table 7 Net impact to state sensitivity test

Percentage that are new claimants	State net present value
100%	-£6,071,944
75%	-£4,059,680
50% (model assumption)	-£2,047,416
25%	-£35,152
0%	£1,977,111

Appendix A: Indicator description and proxy values

Stakeholder	Domain	Outcome description	Indicator Description	Description	Proxy value (£)
Women	Safety	Being safe	Reduction in harm from physical abuse (severe)	Willingness to pay to avoid serious physical trauma (reduced to avoid double counting)	£ 26,333.88
			Reduction in harm from physical abuse (other)	Willingness to pay to avoid other physical trauma (reduced to avoid double counting)	£ 5,269.10
			Reduction in harm from sexual abuse	Willingness to pay to avoid other physical trauma (reduced to avoid double counting)	£ 5,269.10
			Reduction in harm from psychological abuse	Willingness to pay to avoid psychological trauma (reduced to avoid double counting)	£ 5,103.79
			Reduction in harm from tech abuse (Monitored / Harassed)	Willingness to pay to avoid physical and psychological trauma (reduced to avoid double counting)	£ 5,103.79
		Feeling safe	Client reports feeling safe	Willingness to pay to avoid psychological trauma (reduced to avoid double counting)	£ 5,103.79
			Reduction in harm from tech abuse (humiliated)	Estimated unit costs of physical and emotional harms of stalking (reduced to avoid double counting)	£ 998.33
	Health	Physical health	Access to appropriate medical care	Good overall health - HACT (reduced to avoid double counting)	£ 20,141.00
		Mental health	Improvement in psychological assessment score (from severe)	Relief from depression/anxiety - HACT	£ 36,766.00
			Improvement in psychological assessment score (from moderate)	Ratio of 3.59:1 of level 3 (severe mental health problems) to level 2	£ 10,236.00
	Social wellbeing	Reconnection to family/friends/community	Client's social needs met	Value of being able to rely on family - HACT	£ 6,784.00
		Confidence	Client reports feeling confident	Value of high confidence (adult) - HACT	£ 13,080.00
	Economic wellbeing	Freedom from financial abuse	Number of clients reporting reduction in financial abuse (severe)	Annual net income from national minimum wage working 35 hours a week	£ 14,942.20
		Access to benefits	Number of clients reporting increased access to benefits	Value of one year of universal credit, single adult with one child, private renter	£ 16,993.60
		Return to employment (full time)	Number of clients entering full time employment	Value of moving from unemployment to full-time employment - HACT	£ 14,433.00
		Return to employment (part time)	Number of clients entering part time employment	Value of moving from unemployment to a part-time job - HACT	£ 1,229.00
		Relief from debt burden (PayPlan)	PayPlan success rate of reducing debt burden	Increased wellbeing as a result of relief from being heavily burdened with debt - HACT	£ 10,836.00
		Relief from debt burden (Refuge)	Success rate of reducing debt burden	Increased wellbeing as a result of relief from being heavily burdened with debt - HACT	£ 10,836.00
		Volunteering and training	Number of clients supported into volunteering or training	Value of regular volunteering and attending training - HACT	£ 1,062.50

Stakeholder	Domain	Outcome description	Indicator Description	Description	Proxy value (£)
Children	Safety	Being safe	Reduction in harm from physical abuse (severe)	Willingness to pay to avoid serious physical trauma (reduced to avoid double counting)	£ 26,333.88
			Reduction in harm from physical abuse (other)	Willingness to pay to avoid other physical trauma (reduced to avoid double counting)	£ 5,269.10
			Reduction in harm from sexual abuse	Willingness to pay to avoid other physical trauma (reduced to avoid double counting)	£ 5,269.10
			Reduction in harm from psychological abuse	Willingness to pay to avoid psychological trauma (reduced to avoid double counting)	£ 5,103.79
		Feeling safe	All threatening and controlling behaviour ceased	Willingness to pay to avoid psychological trauma (reduced to avoid double counting)	£ 5,103.79
	Health	physical health	Access to appropriate medical care	Improved health outcomes related to vaccinations as a fraction of QALYs	£ 2,985.00
Social wellbeing	Reconnection to family/friends/community	Client given information on family activities	Value of leisure activities for children (attributable household leisure spending)	£ 2,300.00	
The State	Safety	Reduced criminal justice system costs	Number of clients reporting an end to all types of abuse	Reduced criminal justice system costs (per incident)	£ 885.00
	Health	Reduced health care costs	Number of clients reporting an end to physical abuse	Reduced health care costs (per incident)	£ 501.60
		Reduced mental health care costs	Number of clients reporting improved psychological health	Reduced mental health care costs (per incident)	£ 698.40
	Economic wellbeing	Increased tax base/reduced benefit payments (full time)	Number of clients supported into full time employment	Increased tax take and reduced benefit payments	£ 7,676.78
		Increased tax base/reduced benefit payments (part time)	Number of clients supported into part time employment	Increased tax take and reduced benefit payments	£ 2,675.40
		Increased benefit payments	Number of clients reporting increase in access to benefits	Cost of benefit payments (assuming half are new claimants)	-£ 8,496.80

Appendix B: Incorporating tech abuse into the SROI model

To include tech abuse in the SROI model, it was assumed that those suffering from financial tech abuse would be captured under economic outcomes and therefore not included under tech abuse to avoid double counting.

For monitoring and harassment, evidence suggests this form of tech abuse is closely related to stalking (Oliver et al 2019), therefore a stalking financial proxy was used (Table 8). For humiliation, evidence suggests women who are victims of image-based sexual abuse report physical burden scores that are 25% higher than non-victims and mental health scores that are 4.4% lower (Eaton & Ruvalcaba, 2019), therefore proxies were derived from financial proxies for physical health and mental health (Table 8).

Evidence suggests tech abuse interacts with other types of abuse (Woodlock 2016).

The compounding and interrelated effect of multiple abuses was also considered in our approach to measuring outcomes. Building on a previous study that has measured the interaction of multiple abuses with one another our approach follows that of Oliver et al (2019). When different forms of abuse interact, the higher value between the two proxies is taken, with the timeline of impact being taken from the longer-term impact. This method is applied when determining how different forms of tech abuse interacts with one another. For example, if the client indicated being monitored and harassed as well as humiliated, the proxy for monitoring and harassment was used as it is a higher value.

Table 8 Tech abuse calculation

a) Humiliation	
Women who are victims of image-based sexual abuse report physical burden scores that are 25% higher than non-victims	0.25
Women who are victims of image-based sexual abuse report mental health scores that are 4.4% lower than non-victims	0.956
General health England	0.80525
QALY	£30,000.00
Mental health as % overall health	0.352
Physical health as % overall health	0.648
Value of physical health for non-victim	£15,654.06
Value of physical for victim	£11,740.55
Value of mental health for non-victim	£8,503.44
Value of mental health for victim	£8,129.29
	£4,287.67
b) Monitoring, harassing and stalking	
Estimated unit costs of physical and emotional harms of stalking	£21,920.00

Impact of tech abuse support

It is not possible isolate the impact of tech abuse given that it interacts with other forms of abuse and that a significant proportion of clients that indicated tech abuse were captured

under economic outcomes (financial abuse). It is also not possible to have an individual SROI for tech abuse support without isolating the spending that is used for tech abuse alone.

Table 8 Impact of tech abuse

		Percentage of benefits for women (%)
Value from end of tech abuse (women)	£2,877,560	3.2%
Proportion tech abuse captured in financial abuse	80%	
Value of financial outcomes for women	£16,326,058	15%
Potential value of financial tech abuse outcomes for women	£10,448,677	12%
		15%
		£13,326,237

Analysis of the value created from Refuge services through supporting women who experienced tech abuse on its own, show it amounts to 3.2% (8). However, as mentioned previously tech abuse was also captured in the financial outcomes. Of those reporting end of financial abuse 80% indicated having been victims of tech abuse.

Thus, if 80% of the value created from financial outcomes were attributable to the end of tech abuse, then the impact from ceasing tech abuse would be 15% of the overall value created from Refuge services. However, this value is likely to be an overestimate, as it is unlikely that 80% of financial abuse ended due to tech support *alone*. Neither the 3.2% nor the 15% actually give an indication of the return on investment from tech support because it is not compared with the costs of this support.

Appendix C: Debt and support with volunteering and training

Debt support

Clients with problem debt were either supported with their debts at Refuge or referred to Payplan. Impact data documented the number of clients supported with debts and experts from Refuge provided the success rate of this support as well as the attribution figures. The proxy used came from the HACT Social Value Bank, where they value relief from being heavily burdened with debt at £10,836. This information allowed a debt support indicator to be included in the economic outcomes (see Appendix A).

Training and volunteering

IMPACT data recorded the number of refuge clients that were supported into training and volunteering. Evidence shows that training and volunteering can increase confidence and job opportunities for an individual. The values used for a proxy came from the HACT Social Value Bank for regular volunteering and vocational training, weighted equally between the two to get a value of £1,063 (see Appendix A).

Appendix D: References

Woodlock, Delanie. (2016). The Abuse of Technology in Domestic Violence and Stalking. Violence Against Women.

Ruvalcaba, Y. and Eaton, A. A. (2019). Nonconsensual Pornography Among U.S. Adults: A Sexual Scripts Framework on Victimization, Perpetration, and Health Correlates for Women and Men. Psychology of Violence.

Oliver R., Alexander B., Roe S. and Wlasny M. (2019). The economic and social costs of domestic abuse. Home Office