

ednaTM

ALL-IN-ONE HUB FOR DA CARE

RESEARCH QUESTION





















How might we utilise existing systems and advancing technologies to create a safe and therapeutic tool that aims to empower, educate and learn from victims & survivors, during and after domestic abuse?

Trigger Warning

This research project is investigating **Domestic Abuse**.

See **Appendix A** for links to support.

Contents

3	Abstract	34	BETA Prototype	78	Touchpoints	
4	Abbreviations	35	Permanent Tools	80	Login / Sign-up	
<hr/>			36	Menu	82	Access Points
5	Introduction	37	App Wireframe	85	Raise Awareness	
<hr/>			<hr/>			
6	Research Motivation	37	Primary Screens	86	Stakeholders	
8	Research Topic	38	 Avatar	88	Running Costs	
9	Research Participants	42	 Journal	<hr/>		
11	Research Population	45	 Files	91	Summary	
12	Survivor Conversations	48	 Chat	92	Future Aims	
<hr/>			<hr/>			
13	Research Insights	51	Secondary Screens	93	Bibliography	
14	Cultural Stigma	52	 Trends	96	Additional Bibliography	
16	Impact on V&S	53	Aa Glossary	99	Figures List	
17	Health Impacts	56	 Stories	101	Appendices	
19	Re-victimisation	59	 Resources	<hr/>		
<hr/>			<hr/>			
20	NHS Response	62	Accessibility			
22	CJS Response	63	 Search			
<hr/>			64	 Filter		
24	DA Glossary	65	 Tooltips & Notifications			
27	Outcome Aims	66	 Settings			
27	Initial Ideas	67	 Highlighter			
<hr/>			68	Aa Definitions		
29	Final Idea (Edna App)	69	 Legibility			
30	Brand Identity	<hr/>				
32	Rapid Prototyping	70	Tech Safety			
33	Design Development	71	 Secure ID			
			72	 Safety Tool (Home / Device)		
			73	 Background Rec.		
			74	 Quick Exit		
			75	 Calendar (Blockchain)		
			76	 SOS & 24/7 Helpline		
			77	 Help Signal		

Abstract

This study utilises human-centred thinking, rapid prototyping methods, and the double diamond framework (Figure 1), to facilitate a mixture of primary & secondary action research (Appendix B) into the issue of domestic abuse (DA). An analysis into existing products & services, and a reflection of personal and external survivor experiences, produced the foundation that informed the final research outcome. Throughout the process of this project, conversations were held with four female survivors, each having experienced at least one or more forms of DA, by an intimate partner or family member over a prolonged period of time. Their experiences were documented and analysed, to identify the various behaviours, impacts and systems associated; with a particular focus on safety, health and awareness. Various digital and analogue prototyping techniques were adopted to rapidly explore and test concepts, with consideration of semiotic theory and user sensibilities throughout. To ensure the validity of research and efficacy of ideas, 'Thinker' participants were enrolled to critique and inspire concepts. The analysed results aided the development of 'Edna,' an ongoing research platform that harnesses advancing AI to delve into narratives, impacts, and trends of DA in the UK. This endeavour seeks to enhance the recognition of both individual and systemic abuse patterns, in order to facilitate timely and pertinent support for women enduring and recovering from DA.

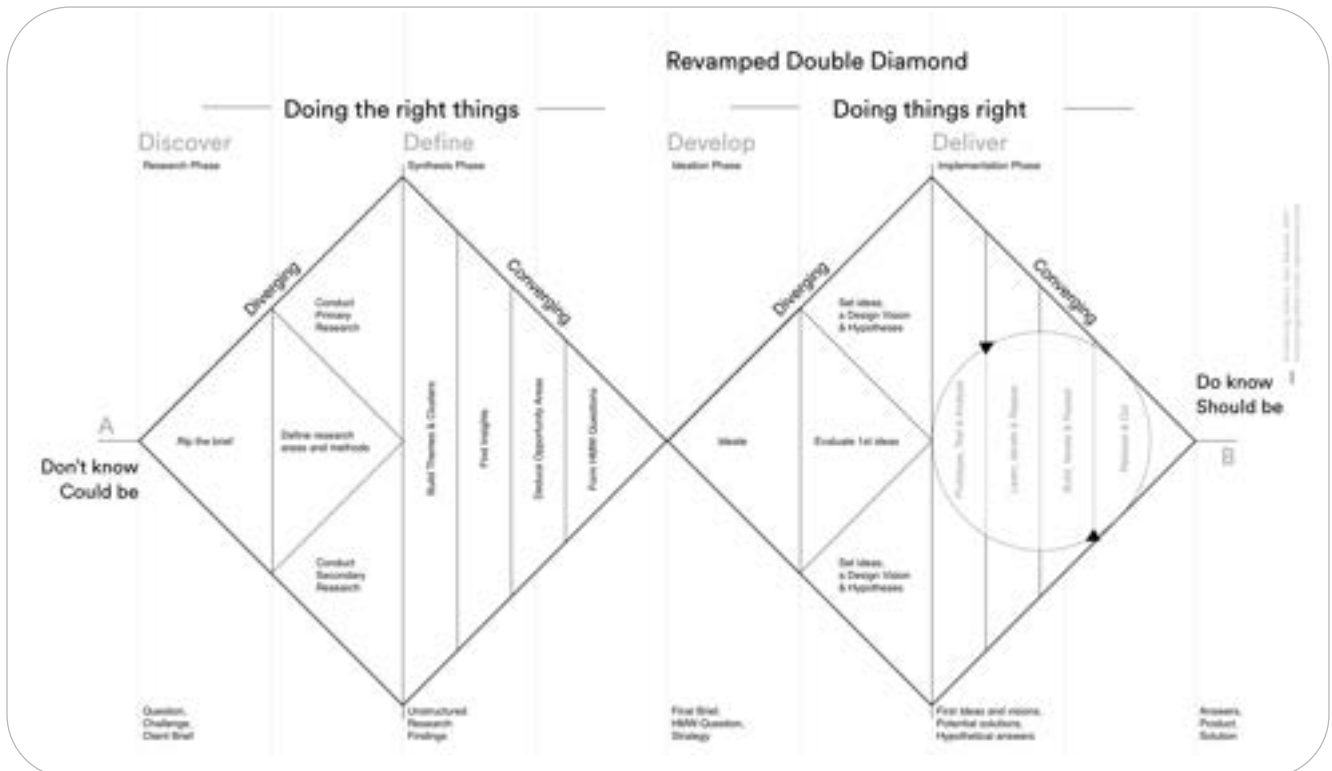


Figure 1. (Nessler, 2018)

Abbreviations

A&E	Accident & Emergency	KNN	K-Nearest Neighbour
AI	Artificial Intelligence	LLM	Language Learning Model
APD	Avoidant Personality Disorder	NHS	National Health Service
BSL	British Sign Language	NPCC	National Police Chief's Council
CA	Coercive Abuse	PA	Physical Abuse
CJS	Criminal Justice System	PTSD	Post-traumatic Stress Disorder
CTE	Chronic Traumatic Encephalopathy	R&D	Research & Development
DA	Domestic Abuse	SA	Sexual Abuse
DVDS	Domestic Violence Disclosure Scheme	STI	Sexually Transmitted Infection
E	Expert	T	Thinker
E1	Expert 1	T1	Thinker 1
E2	Expert 2	T2	Thinker 2
E3	Expert 3	T3	Thinker 3
EA	Emotional Abuse	T4	Thinker 4
ED	Eating Disorder	T5	Thinker 5
FA	Financial Abuse	T6	Thinker 6
FGM	Female Genital Mutilation	TA	Technology Abuse
GDPR	General Data Protection Regulation	TOV	Tone of Voice
GERD	Gastroesophageal Reflux Disease	UK	United Kingdom
HBV	Honour-based Violence	UTI	Urinary Tract Infection
HMW	How Might We	W&G	Women & Girls
IBS	Irritable Bowel Syndrome	VAWG	Violence Against Women & Girls
IDVA	Independent Domestic Violence Advisor	VS.	Versus
IPV	Intimate Partner Violence	V&S	Victim(s) & Survivor(s)

Introduction

1 in 4 women in the UK are victims of domestic abuse (HM Government, 2021), and it takes, on average, seven attempts before a woman is able to leave for good (Refuge, 2023). There are various stigmas surrounding why people don't leave, and several cultural misunderstandings as to how and why it affects victims & survivors (V&S) so radically. This research project aims to explore various experiences, perspectives, impacts and systems that facilitate, and de-escalate, environments of DA — with a particular focus on safety, health, and technology.

DA is a pattern of behaviour used to gain or maintain power and control over an intimate partner or family member, and has significant and long-lasting implications to individuals and culture. It is estimated that the total socio-economic cost consequences of DA to the UK are £66 billion per year (Oliver et al., 2019, p.5); which includes the cost of healthcare, emergency housing, criminal justice & social services, as well as indirect costs (such as, loss of productivity, reduced economic growth; likelihood of physical and emotional harm, reduction of opportunities, and overall quality of life) (Oliver et al., 2019, p.5-6).

The following chapters provide a detailed account of the R&D process, employing the double diamond framework (as depicted in Figure 1) in the following manner:

1 Discover

Research into various sources of information available on the topic of DA (such as, links to support, definitions of behaviours, and prevalence statistics), as well as conversations with survivors, and reflection of personal experience.

2 Define

Insights were synthesised to identify room for intervention, and outline the outcome aims. This included analysis of existing systems — with input from Experts & Thinkers throughout — which informed the initial ideas for ideation.

3 Development

Rapid prototyping methods (such as, paper wireframing, and digital experimentations) were utilised to explore layout and styles before settling on the final concept for refinement.

4 Deliver

The final research stage provides a summary of the solutions form, functions, tools, technologies; touchpoints, and future aims of the Edna outcome.

Research Motivation

The Edna research project, was inspired by my experience of, and subsequent escape from DA (Appendix C). After surviving years of multi-faceted abuse, unsolicited police investigations, and the promise of a court hearing, my case was closed due to insufficient evidence. This was not only devastating, but scary. It was the perpetrators word against mine, and all safeguarding was revoked, leaving the abuser to repeat his behaviours. The physical and psychological impact of these traumas are powerful, long-lasting and chronic, and the fear surrounding personal safety has been incessant. Throughout my recovery, I encountered numerous barriers and limitations when seeking DA care (both within public and private systems). Prominent issues included: slow, infrequent, unsympathetic, and often confusing communication (particularly within the Criminal Justice System (CJS), and National Health Service (NHS)). Cultural misunderstandings regarding the complexities of DA, and how these affect victims & survivors (V&S), often prevented me from getting the correct support when needed, and had financial repercussions thereafter (i.e. to subsidise therapy costs, private healthcare, home security, moving home, repairing damages, etc.). Furthermore, I learnt that engagement with, or against, Dean ultimately resulted in more harm.

The Edna research project was conceived with the aim of seeking restorative justice through understanding the various people, behaviours, and systems involved in creating and breaking cycles of DA. In 2018, I collaborated with artist, Els Kenney to produce an image series, entitled: 'Forgiven, but Never Forgotten' (Figure 2) in response to the perpetrators suggestion to 'forgive and forget', and that 'there's nobody to put the blame on' (Appendix D). The images were shared online and across social media to mark the beginning of Edna.

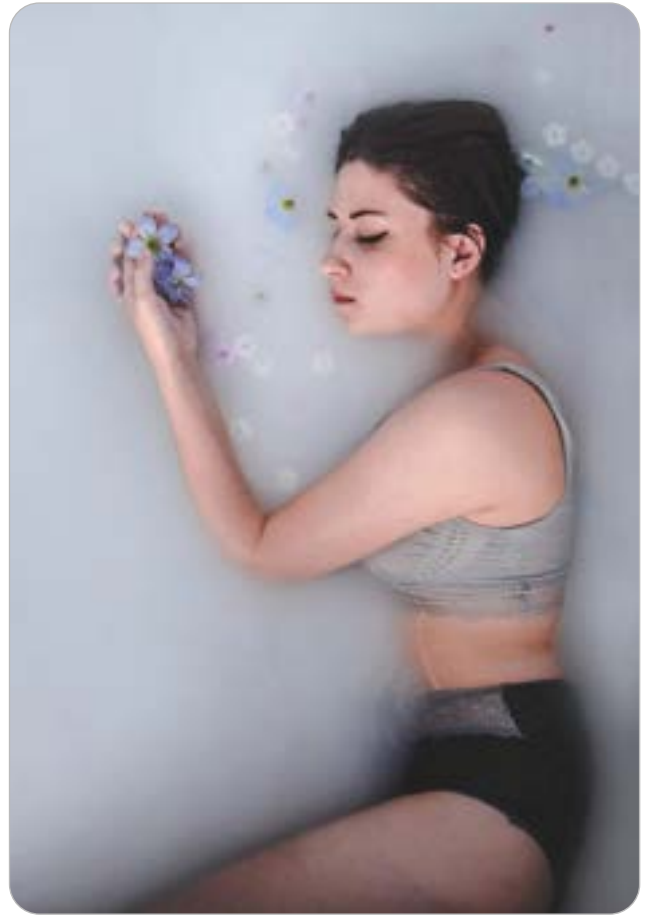
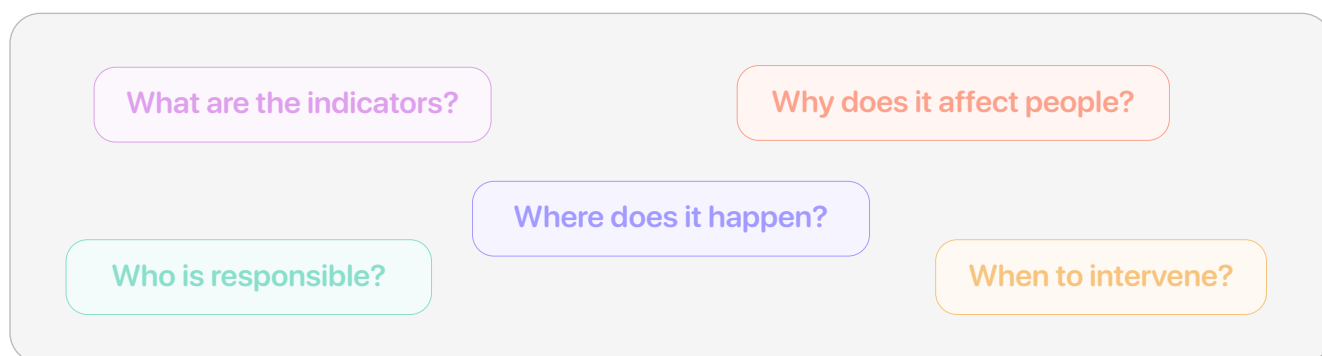


Figure 2. (Kenney, J. & Kenney, E., 2018)

Research Topic



5W Questions (above) were used to guide investigation into the topic of DA (which encompasses coercive behaviour, violence, or abuse among individuals aged 16+ who are/were intimate partners or family, involving single/multiple incidents). DA can happen at any point in a relationship (including after people have split up) and is used by one person to maintain control over another (CPS, 2019, p.8); it falls under the broader term of 'violence against women & girls' (VAWG) (Blyth, 2023, p.5). In 1993, the United Nations released a 'Declaration on the Elimination of Violence against Women' as part of their genocide prevention plan — defined as: "any act of gender-based violence that results in, or is likely to result in, physical, sexual, or mental harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life." (United Nations, 1993, p.3); "affirming that violence against women constitutes a violation of the rights and fundamental freedoms of women and impairs or nullifies their enjoyment of those rights and freedoms" (United Nations, 1993, p.2). Additionally, the 'Domestic Abuse Act' (Home Office, 2022a) comprehensively classifies DA into the following distinct categories (Home Office, 2022b, p.28-47): Physical Abuse, Violent or Threatening Behaviour, Sexual Abuse, Controlling or Coercive Behaviour, Harassment or Stalking, Economic Abuse, Verbal Abuse, Technology-Facilitated Abuse, Abuse Relating to Faith, and 'Honour'-based Abuse. The Act addresses the diversity and severity of DA within intimate relationships — making it a significant step towards safeguarding victims, and promoting accountability for perpetrators.

Certain categories (such as, FGM, HBV, child & animal abuse) are discussed sparingly to minimise risk of psychological harm. Primary topics within this report include: physical (PA), sexual (SA), coercive (CA), emotional (EA), financial (FA), and technology abuse (TA).

Research Participants

Throughout the process of this project, I conversed, shared and tested concepts with 3 'Expert' and 6 'Thinker' participants (Appendix E). Their role was to inform content for analysis, provide evidence of research context, inspire topics for investigation, and inform the final outcome structure. Conversations spanned across a 9 month period, and consisted of in-person, video call, email, and direct message communications.

There were two participant groups:

1 Experts (E)

Those who have survived, witnessed or worked in DA (for authentic insights).

2 Thinkers (T)

Those supporting in the reflection of research, and ideation of solutions.

The inclusion of women who had experienced DA was essential to the integrity of the research, as it provided qualitative and tacit insights in support of the research question. V&S can be viewed as "experts" of their own experiences, enabling unique insight which can improve future outcomes for others (Heron & Eisma, 2021). Due to the high risks involved with engaging in settings of active DA, the project received particular scrutiny. However, following several revisions, ethical approval was received to include participants, based on the following definitions:

Victim (V)

People currently in an abusive relationship.
Can also be used to describe a past event
(e.g. 'Edna was a victim of FA').

Survivor (S)

Someone who has successfully left the abusive relationship, and is now safe, but may experience the impacts of the trauma.

Participation was entirely voluntary, and the lawful bases for processing participant information was clear 'consent' (ICO, 2022, p.54). Each participant signed a consent form (Appendix F) and were made aware of their Data Rights. Experts were also required to 'explicitly consent' to their inclusion.

It was essential to ensure dangers to participants were proportional to the project benefits (for instance, participants may find certain topics triggering, or have concerns about personal data becoming identifiable (e.g. impact of perpetrator finding out, or not wanting acquaintances aware)). To limit such risks, and to ensure participant safety throughout, safeguarding and monitoring practices were implemented. This included: regular wellbeing checks, support sign-posting (Appendix A), and the pseudonymisation of special category data (following the below encoding) to prevent attribution to specific individuals (ICO, 2022, p.4). Similarly, personal accounts of DA were pseudonymised, paraphrased and converted into the 3rd person to prevent confirmation bias.

ID	Encoding
Survivors	Edna (Researcher, E1, E2, E2)
Witnesses	Edna anagrams (e.g. Nade, Dana, Dan, Ned), or by relationship status)
Workers	Expert (or by job title)
Perpetrators	Dean
Locations	Summarised by location type (e.g. school, church, park, home)

Research Population

The primary target population for this research is women & girls (W&G) aged 16 and above.

The selection of this research population is driven by statistics indicating that women are disproportionately affected by DA, SA, and stalking (Home Office, 2022b, p.19), and are more vulnerable to repeated, or severe forms of abuse (such as sustained EA, or PA resulting in injury or death) (Women's Aid, 2023a).

Between April 2016 and March 2019, approximately three women per fortnight were killed by a current or previous partner (to which 98% of suspects were male (Women's Aid, 2023a)), and in the year ending March 2020, 76% of victims of domestic homicide were women (Elkin, 2021). In 2021, the UK Government identified that 1 in 4 women were victims of DA (HM Government, 2021, p.4), and in 2022, the Home Office revealed two-thirds of all DA victims in the UK to be women between the ages of 16 to 74 (Home Office, 2022a) (this is approximately 1.6 million W&G (Women's Aid, 2023b)). More recently, the NPCC highlighted that, though male perpetrators dominate in all VAWG threats, a small fraction of men bear a disproportionate responsibility for the overall harm (Blyth, 2023, p.10).

Whilst the Edna research project focusses primarily on W&G, it's important to note that DA can happen to anyone, regardless of gender, ethnicity, sexuality, age, disability, immigration status, religion, beliefs, or socio-economic background (Brown, 2021). However, after conducting extensive discussions with Thinker participants (Appendix E), the decision to hone-in on this particular user group was reached with the understanding that the enhancement of outcomes for one audience, could potentially benefit other DA groups in the long run (for instance, by providing a foundation of knowledge to build upon). It also grants the opportunity to delve deeper into the intricacies and complexities unique to this specific group (for instance, risk of pregnancies are specific to women). This does not dismiss that other groups experience DA, but is an acknowledgement that women are reportedly experiencing much higher rates in comparison.

Survivor Conversations

The underlying factors that lead to DA differ for each woman; therefore, the approach towards addressing the issue must differ accordingly (McCarthy & Davidge, 2022). I conversed with 3 survivors, and shared excerpts from my personal experience to guide discussion and encourage openness. We discussed the impact of DA on our lives during & after the relationship, and reflected on the effectiveness of systems involved — highlighting examples of methods and resources that helped them escape and seek help. To inform the direction of research, and the final outcomes form, in-person, written, and video call conversations were documented & processed (in-line with ethical guidelines (Royal College of Art, 2017) & information handling policies (Royal College of Art, 2022)) to highlight one or more of the following categories:

Identification of Abusive Behaviours

Impact of DA on V&S Health & Wellbeing

Analysis of Existing Systems & Interventions

Documenting Experiences, Resources & Coping Methods

Semiotic Considerations & Design Sensibilities

Insights Key Themes

Safety & Justice

Victim Silencing

Fractured Care

Health Impacts

Wellbeing

Recovery

Identifying Behaviours

Re-victimisation

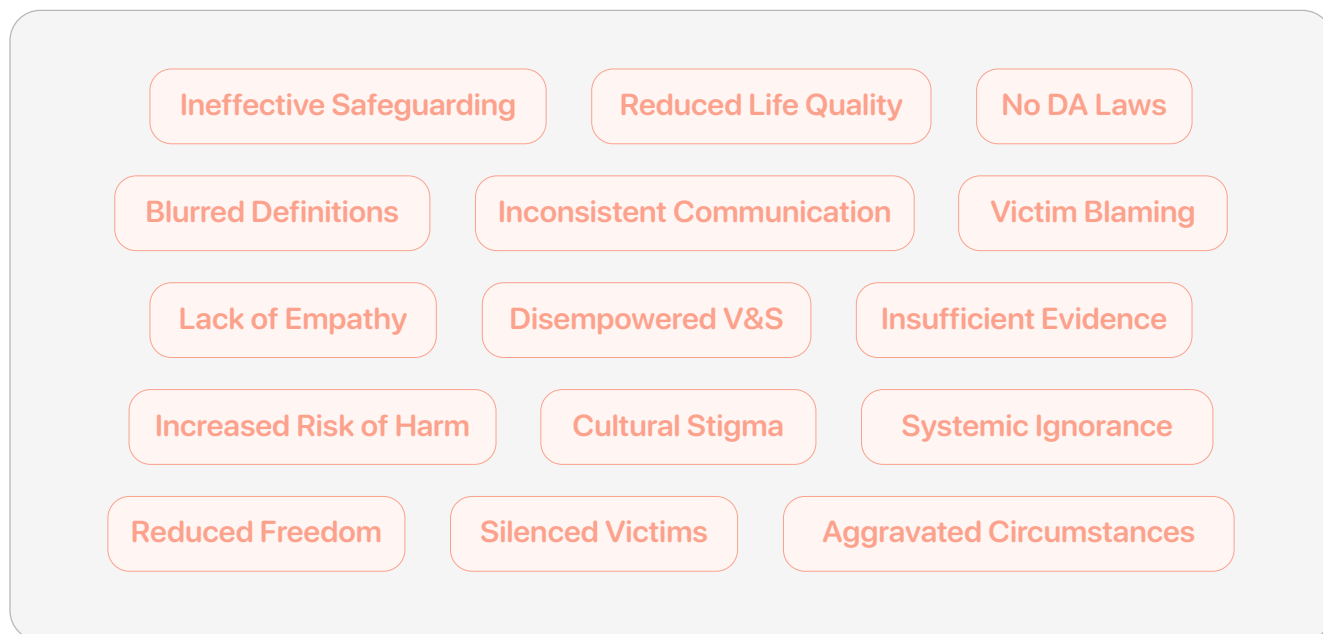
Empowerment

Freedom & Autonomy

Cultural Stigma

Conversations outlined several systemic failures in justice and policy, and participants shared experiences of victim silencing & blame-shifting as a result of speaking up about DA, and how appeasement was often the safest option. Survivors disclosed diverse experiences, and identified the importance of recognising DA signs in order to break the cycle. Mental, physical, and sexual impacts of prolonged DA were discussed, and a link between childhood abuse and adult IPV emerged in 3 out of 4 survivors' experiences. Delays in public healthcare, and practitioner insensitivities resulted in isolation, shame and unhealthy coping methods; thus highlighting the importance of safe spaces for sharing, and dedication of time & resources towards V&S recovery.

Research Insights Systemic Response



Multiple secondary sources (Appendix A) were investigated, with either Expert or Thinker participants, to identify definitions of DA, and existing products & services currently in place for V&S. Experts reflected on personal interactions with the interventions; whereas discussions with Thinkers were more objective — using human-centred design thinking to consider the solutions' barriers and benefits. The exploration began with a deep dive into cultural stigmas, before analysing public health & safety systems in the UK. Conversations revealed that cultural misunderstandings, regarding the complexities around DA, often result in negative outcomes for V&S (such as shame, perpetrator retaliation, or fear of not being believed), and that it's common for signs to be missed (or ignored) by surrounding people and systems. The key insights (above) provided the stage for R&D.

Cultural Stigma

Why didn't you leave?

Why didn't you say anything?

Why would you let them treat you like that?

Asking for help is not easy, and V&S are often faced with stigma when they do. Edna shared how Dean's behaviour often infringed on her work and social life, and how she'd felt ashamed to open up about her story due to past judgment and looks of shock or disbelief. However, a comment from a friend: "You did what you had to to survive!", helped change Edna's perspective, as she realised this was the reality of VAWG, and that by sharing her story, the gravity of the issue could be portrayed, and a pathway paved for future women to share, without fear of silencing or manipulation. When discussing their experiences of DA, Experts report receiving questions like, "Why didn't you leave?", "Why didn't you say anything?", and "Why would you let someone treat you like that?". Edna shared how she too wondered why she didn't leave sooner, and how she'd blamed herself. Similarly, E2 questioned why her mother didn't leave (Appendix G).

Understanding why victims stay with their abusers can be challenging for those who haven't experienced DA. However, the reason for their silence is attributed to several complex factors that also facilitate their entrapment. "Abuse thrives in silence" (Steiner, 2012), and most commonly occurs in the home (Blyth, 2023, p.10). Abusers isolate victims from support networks (in order to facilitate dependence), and will use threats & punishments to maintain control. When confronted, they will typically deny or shift blame (IDAS, 2023a); reveal partial truths in order to confuse victims, or use rumour-spreading to diminish victims' reputation (for instance, E2 shared how Dean would deflect blame by portraying to their children that she was the abuser rather than victim).

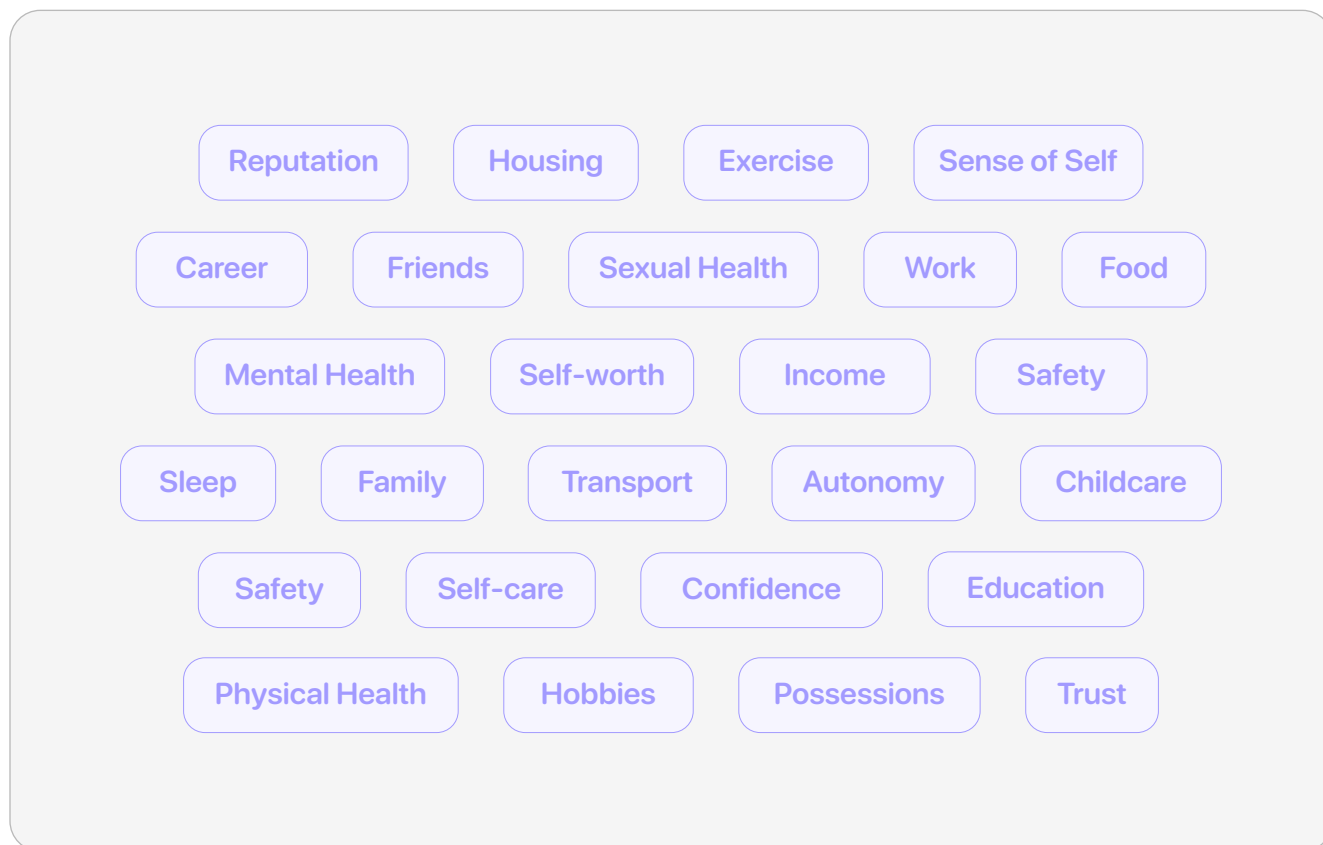
Questions like the above are damaging, not just to V&S, but to society as a whole. They divert accountability from perpetrators, magnify social stigmas, and demonstrate a fundamental misunderstanding of the mechanisms that enable abuse. A better question would be: "How did you survive?", or "How did you escape?", as these can inform safer pathways for others.

DA is a gradual process of manipulation, punishment, and EA, that may escalate into PA over time. Many perpetrators don't begin to abuse until well into a relationship (Tracy, N., 2021), or will go prolonged periods between attacks (for instance, it wasn't until 6 months into the relationship that E2 experienced PA (Appendix G)). Victims' surprise at their partner's abusive behaviors can lead to confusion, making them easier to control and manipulate. E2 explained how Dean blamed alcohol (a common excuse among abusers (Offshoot Films, 2017)); promised it would never happen again, and remained the "model boyfriend" for 3 years thereafter. Like many women, the DA continued and worsened (NHS, 2021) when E2 became pregnant (Appendix G). E2 shared (Appendix G) how a group of men had fled the scene upon witnessing Dean physically assault her. When discussing this, E2 & Edna expressed how this sends a clear message to V&S not to speak up; however, later speculated how their reactions could have been a result of past trauma, ignorance, fear of being attacked, or from not knowing how to help; thus highlighting the need for better safeguarding, education, and awareness regarding the complexities of DA.

It takes on average 7 attempts before a woman is able to leave for good (Refuge, 2023). Analogously, E2 shared how she'd visited her solicitor 7 times over a 3 year period, who'd patiently offered her refuge on each occasion. She'd leave feeling that she "might finally have a way out", however, "the bravery would make a quick escape" when she got home (Appendix G). This is because abusers will use CA to make victims doubt themselves, and may take significant steps to restrict them from leaving (such as threatening homelessness, suicide, taking the children away, or murder). With 1 woman being "killed by her male partner or former partner every four days in the UK" (Women's Aid, 2023a), escaping an abuser is an especially vulnerable time for women.

Unfortunately, for many V&S, the end of the relationship does not mean the end of abuse. Abusers often maintain contact through children, and will stalk and harass years after escape. For instance, Edna shared how Dean would follow her on social media, show up at her workplace, or arrive unannounced at the houses of her friends and family.

Impacts on V&S



DA can impact just about every part of life (see above), from mental & physical health issues, or struggling in education and work, to becoming homeless, injured, or feeling unsafe (HM Government, 2021, p.4). It can have significant and far-reaching impacts on V&S social relationships (Appendix H), with often difficult reintegrations into society, and overall reductions in life quality (Cerdeira-De la O et al., 2022). When speaking with survivors, and undergoing secondary research into effects of DA, the areas identified as most predominantly impacted, both during and after abuse, were: money (Appendix I), safety, health & freedom.

Health Impacts

The impact of DA on people's minds, emotions & bodies is severe (Chayn, 2023), and ranges from immediate physical harm, to long-term mental difficulties (Blyth, 2023, p.16). Different types of DA can lead to various health outcomes. For instance, EA & CA can cause feelings of confusion, shame and powerlessness (which can lead to long-term depression, anxiety, and chronic pain), whereas, PA & SA can have more serious and sometimes fatal consequences (for instance, heavy bleeding, head injury, or severe burns), which can also lead to a myriad of short & long-term health implications (Appendix J) (such as, brain disease, chronic heart problems, and digestive disorders). DA alters the way people think, feel and behave, and can leave a physical imprint on the brain (Figure 3) — highlighting a connection between emotional experiences and their physiological manifestations; which is why women can't just "get over it" (Esterlis PhD, 2021), or "move on with their life".

The venn diagram overleaf, outlines mental, physical & sexual health symptoms experienced by survivor participants, during and after abuse. Many symptoms were experienced simultaneously, and many would trigger one another. For instance, E3 & Edna recognised that eating disorders (ED) and syndromes (such as, irritable bowel (IBS)), can be triggered by anxiety, as well as cause it (Harley, 2023). This phenomenon can make it particularly difficult for victims and clinicians to differentiate, and appropriately manage symptoms. Additionally, E1 (Appendix K) & Edna related about feelings of trust and safety being reduced as a consequence of stalking and harassment. Edna shared how she'd turned to unhealthy mechanisms (Appendix L) as a means of coping. In all three impact areas, 'Fear' was documented as an immediate & ongoing impact for all survivors — highlighting a critical issue surrounding safety as a consequence of DA. C-PTSD (Complex Post-Traumatic Stress Disorder), Chronic Pain, and Hyper-sensitivity were also observed as interconnected consequences across all three health domains.

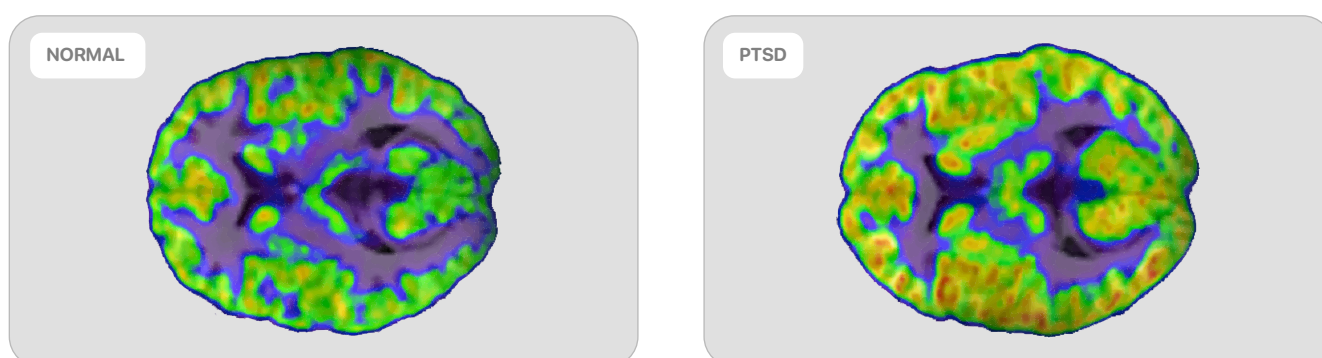


Figure 3. (PTSD UK, 2021)

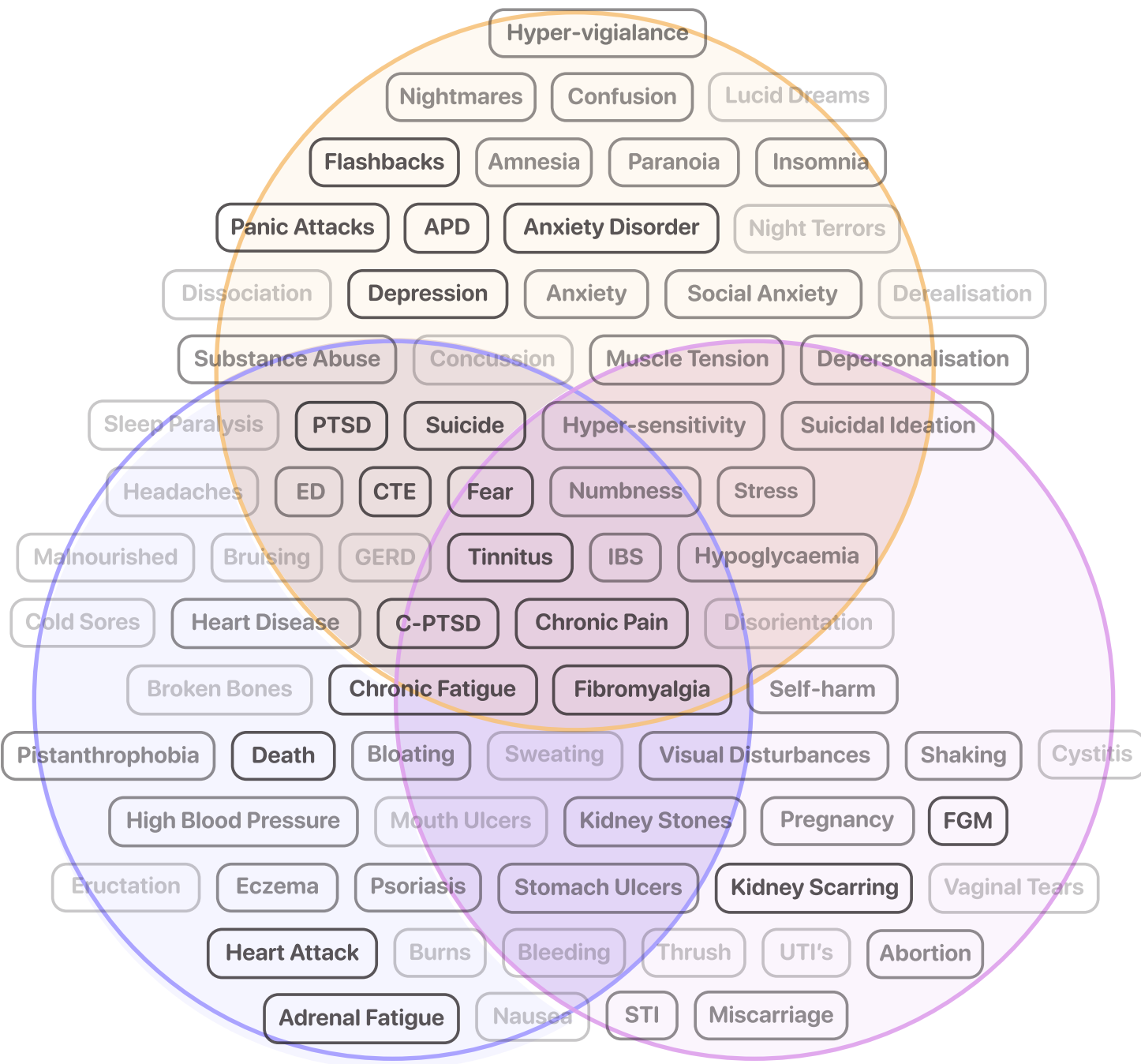
Health Impacts

Short Term

Mid Term

Long Term

Mental Health



Physical Health

Sexual Health

Re-victimisation

Some women may get the urge to return to their abuser, or remain in the relationship willingly (as defined by the psychological phenomenon, Stockholm Syndrome (Carver, 2015)). 25% of female victims are identified as repeat victims (Blyth, 2023, p.9), and a significant proportion of abusers repeatedly offend (Blyth, 2023, p.16). Research shows that men are significantly more likely to be repeat perpetrators, as well as, use physical violence, threats, and harassment to intimidate and control their victims (which is not typical in cases of female perpetrators) (Women's Aid, 2023a). Repeat victims often demonstrate additional vulnerabilities (such as, mental health issues, and self-harm (Blyth, 2023, p.9)), and the likelihood of re-victimisation increases for those who haven't processed their trauma (van der Kolk, 1994). Furthermore, V&S who've had basic needs (such as food (Domestic Shelters, 2017), medicine, or sleep (Kippert, 2018)) controlled, become increasingly vulnerable to further abuse & manipulation, as depleted energy levels impair cognitive function, and hinders people's ability to think clearly.

90% of DA at home, happens in the presence of a child (Refuge, 2023), which can significantly impact their development (Home Office, 2022b, p.52). E3 & Edna reflected (below) on childhood EA & CA, and how this may have predisposed them to IPV in adulthood. Arguably, such a phenomenon could perpetuate generational trauma within families, and foster a culture whereby DA is not only tolerated, but accepted as the norm by future generations.

Expert 3 (Survivor)

Following up from our conversation about stress and the aftermath of abuse on physical health: As well as abusive relationships, I previously experienced emotional abuse from my family. And so, it's a mixture of these scenarios that led to my long-term and ongoing health implications, and are why I struggled for so long to escape abuse.

Edna (Researcher)

I too experienced emotional abuse from my family, and have been working to set boundaries, which has really helped. One method I've learnt is called 'Gray-Rocking'. I'd also speculate that if we hadn't experienced abuse from family growing up, that we'd have been less likely to have entered into the more extreme IPV relationships in adulthood. Well done for realising the pattern, and for taking time to heal!

NHS Response

What do you think we do around here?

What do you want me to do about it?

Some of my patients have real diseases!

The coexistence of overlapping symptoms poses challenges, for both patients and practitioners, in promptly & accurately discerning and managing them — particularly when certain symptoms (such as fibromyalgia, or flashbacks) often dissipate before receiving medical attention. Edna & E3 report how a lack of practitioner consideration of shifting & fluctuating symptoms led to misdiagnosis, and oftentimes, inappropriate treatment (for instance, Edna received repeat opioid prescriptions to treat chronic pain, later diagnosed as C-PTSD). When expressing dissatisfaction with the received (or lacking) support, or concerns regarding symptom severity, and issues surrounding addictive substances, Experts noted resistance from practitioners throughout primary & secondary care, such as: 'What do you want me to do about it?', 'What do you think we do around here?', and even, 'Some of my patients have real diseases!'. Furthermore, Experts conveyed having to recount their symptoms and history of DA to multiple clinicians (due to changes in staffing, short consultation times, and busy hospital settings), which not only led to feelings of shame, neglect & burden, but perpetuated conditions, heightened levels of fear & stress, and prevented access to appropriate care when needed.

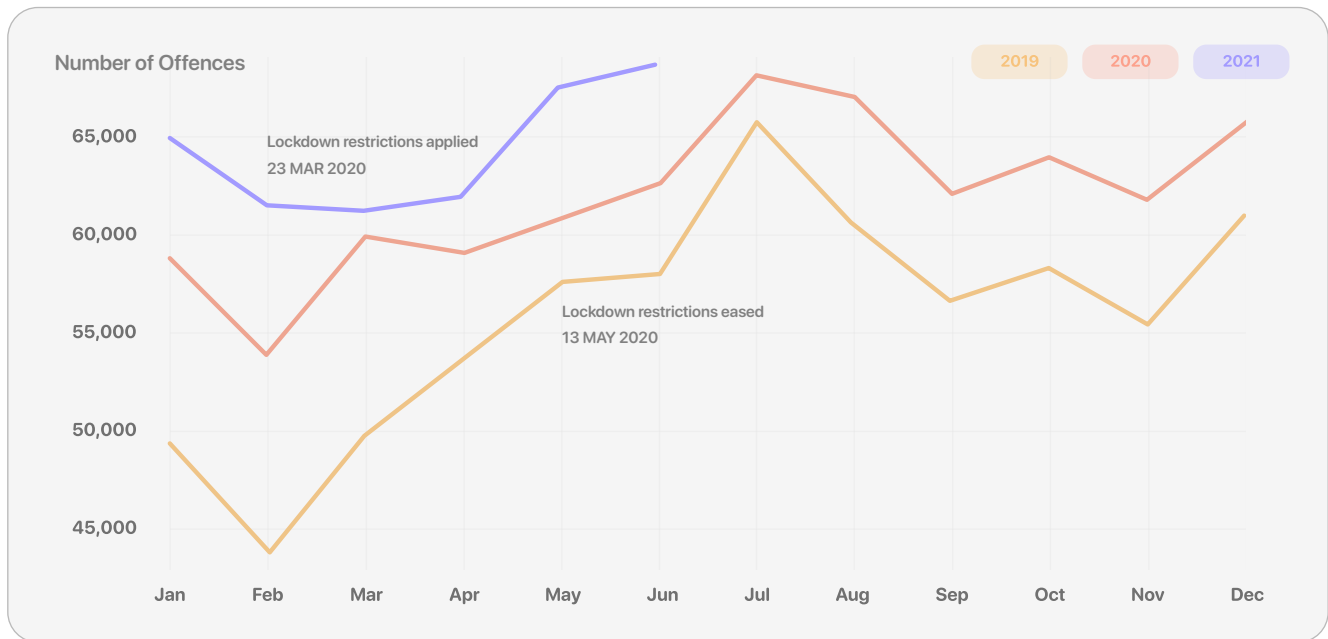
However, studies show, that the delivery of integrated services to address DA, in tandem with other health-related issues (for instance, mental health, or substance misuse) facilitate improved outcomes for victims (SafeLives, 2016, p.6). Yet, despite showing elevated rates of health concerns (in comparison to women without a history of DA (SafeLives, 2016, p.10), and being eight times more prone to substance dependence (Scott & McManus, 2016, p.5)), reports indicate that 75% of V&S in the PA or SA group lacked access to medication or mental health assistance, with 36% having attempted suicide as a result (Scott & McManus, 2016, p.4). Edna shared how she had

more than 20 hospital admissions before a clinician identified her symptoms of DA (Appendix M). This lack of care & attention places V&S at higher risk of serious harm or homicide (SafeLives, 2016, p.8). Reports reveal, that 1 in 10 medium-risk victims attended A&E as a result of their injuries, and in extreme cases, 15 times before receiving care (SafeLives, 2016, p.6). Whilst 9 out of 10 hospital IDVA (Independent Domestic Violence Advocate (Safe Lives, 2023) clients express feeling safer following intervention (SafeLives, 2016, p.8), 55% had visited their GP approximately 5 times, and 56% had attended A&E (in the year), before receiving proper support (SafeLives, 2016, p.10). This high volume of V&S approaching the NHS presents opportunity for healthcare professionals to be recognising and responding to DA sooner (SafeLives, 2016, p.11), however, whilst trained in this area, many practitioners lack confidence, and healthcare students in particular, report feeling insufficiently prepared, as they perceive it to be "a cyclical state of disempowerment that would impact negatively on their practice" (Bradbury-Jones & Broadhurst, 2015).

Furthermore, a lack of appreciation regarding the dangers for V&S with children, highlights the need for better engagement and access to DA-targeted care; particularly as perpetrators will often use children to maintain control over the woman (Offshoot Films, 2017). For instance, E1 shared how she'd battled with GP's (Appendix N) after Dean used isolation and blame-shifting to exclude her from medical appointments & treatments for their children, and how clinicians had copied both her and Dean into her emails, which led to further EA & CA. When expressing her concerns, practitioners resorted to policy; stating there were "no legal documents indicating any safeguarding concerns" and therefore, was not their responsibility to mediate. This not only dismisses their impact, but shifts accountability onto the V&S. Whilst it is legal in the UK for one parent to arrange a child's diagnosis (NHS, 2022), in situations of DA, this provides perpetrators with an opportunity to exploit such systems to further control the victim, and limit their choices.

Ultimately, seeking DA-related care via the NHS can lead to exacerbation of pre-existing symptoms (due to stress, and time taken to receive care), and erodes trust in public healthcare. Furthermore, without proper routes to care, re-victimisation becomes an increasing possibility for W&G's.

CJS Response



The number of DA offences rose during the Covid-19 pandemic (Figure 4), and in February 2023, the Home Secretary incorporated VAWG into the Strategic Policing Requirement (Home Office & Braverman KC MP, 2023) — acknowledging it as a national threat, on par with terrorism (Blyth 2023, p.3). However, conversations with survivors revealed that the Government’s response to V&S safeguarding (for instance, Clare’s Law (a policy that enables people to ask if their current or ex-partner has a history of DA (Brown, 2022)), whilst well intended, is often confusing and results in further harm; highlighting that in situations relating to VAWG, the CJS typically reverts to policy. For instance, E1 shared how an Operation Encompass (2023) alert not only alerted Dean to police investigations, but when confronting staff involved (Appendix O), was met with a lack of empathy or accountability regarding harm caused; thus preventing her coming forward in the future — potentially highlighting why “women [are more] likely to tell someone they know personally about [DA]” (ONS, 2021).

Approximately a 1/4 of DA cases result in No Further Action (NFA), and more than 25% reports are withdrawn by victims (CPS, 2022). The CPS can prosecute “on behalf of the Crown and for the good of the wider public” — meaning they can prosecute abusers without support or involvement of victims (as was the case for Edna. Similarly, Edna’s case was opened without explicit consent, and she shared how during investigation, officer communication was disjointed, often disrupted her at work, and required several follow-ups to get answers or details of case progress. She provides the CPS with video interviews, contacted witnesses, and prepared statements for court with little guidance. Case details

Figure 4. (Stripe, 2020)

were unclear, and upon closure, Edna discovered that Dean was investigated for CA, instead of the full range of behaviours she'd submitted as evidence. Despite several arrests, Dean's written admittance (Appendix D), and photographic evidence, Edna's case was closed due to "insufficient evidence". The investigation led to an increase in abuse from Dean; thus highlighting why many women may withdraw reports in attempt to reduce harm. Furthermore, Edna's Statement (outlining how DA affected her (Metropolitan Police, 2023)) was significantly reworded (Appendix AD) by officers; most notably removing mention of PA & SA. This left her feeling disbelieved. Upon reading the statement, E2 shared how it "would have been deeply damaging to [Edna's] health" (Appendix G) to read in court. After case closure, Edna received a police call to complete a Victim Survey (Appendix P). She shared how she wasn't "informed of the actions...being taken to investigate the crime"; nor had she been "kept up-to-date with how the investigation [was] progressing", and that she was "completely dissatisfied" with how "the investigation was carried out by police". Before closing the call, the officer asked if Edna required further contact. Despite confirming, no follow-ups were carried out. Similarly, 91% of complaints about police relating to VAWG result in NFA (NPCC, 2023).

Additionally, court testimony is challenging for DA victims (CPS, 2019, p.10); therefore the Victim's Bill (Ministry of Justice, 2021) aims to enhance support to V&S throughout such processes. For instance, measures (such as, testifying behind screens, or via video link (Rights of Women, 2016)) can be requested by V&S, or their IDVA's. However, it could be argued that onus shouldn't be on victims to arrange — particularly as IDVA support is reported unreliable (Morton, 2019), and campaign awareness minimal (for instance, the video informing viewers of safeguarding measures that can be requested in court, has received less than 6,000 views since 2016 (Rights of Women's (2016))). Furthermore, Thinker analysis of existing Government material on the topic of VAWG, identified that visuals were typically demeaning and potentially triggering. For instance, images of young girls wide-eyed (with a males hands over their mouths), or women curdled into a balls (with hands covering their head), were commonly used to depict DA (Appendix Q). Such depictions are disempowering, and disregard non-physical mechanisms of abuse.

Whilst DA is extremely difficult to prove (as it typically involves intimate partners, and such incidents often take place in private, where the victim may be the only witness), it's important to highlight that this is exacerbated by the fact that "there is no specific offence of domestic abuse" (CPS, 2022). Moreover, it's important to note that not all victims will want to pursue criminal justice, and should therefore not be viewed as the only positive outcome (Blyth, 2023, p.11). Conversations with survivors revealed a distrust in authorities, and that systemic intervention, without explicit consent from V&S, typically results in worse outcomes that further impede their freedoms.

DA Glossary

Edna expressed frequent confusion regarding events during her relationship to Dean, followed by subsequent struggles to understand why they'd occurred. By researching definitions of DA, she was able to better understand what, and how they happened; thus prevent re-victimisation. She noticed, that whilst a multitude of research is available (Appendix A), it was often juxtaposing, and sometimes misleading (for instance, Better Help's suggestion of: abusers "will likely not listen to your advice"; but that "you should always try" (Appendix R)). This disorder inspired the DA Glossary — to share accurate definitions with V&S (just as Pat Craven (2008) used her insights from working with perpetrators (Freedom Programme (2018)), to educate & safeguard women.

Edna reflected upon Warning Signs (Appendix C) within her relationship to Dean, and shared insights with Experts; whom found similarities in their experience. Identified behaviours were investigated further, and compared with existing literature to map a complete list of behaviours (Appendix S) — later refined with ChatGPT (Appendix T). When sharing definitions with E1, she responded with additional mechanisms to consider (Appendix U), which inspired the creation of a mutable Glossary, whereby newly identified behaviours can be auto-categorised.



Inspired by Edna's subtle tracking of SA (using hearts to signify unwanted sex (Figure 5)), newly identified behaviours will be categorised into 1 or more of the 6 overarching DA super-categories (overleaf), in order to facilitate rapid and discreet identification of abusive mechanisms.

Figure 5. (Kenney, 2016)

DA Glossary Categories



Technology Abuse
(TA)



Financial Abuse
(FA)



Emotional Abuse
(EA)



Coercive Abuse
(CA)



Sexual Abuse
(SA)



Physical Abuse
(PA)

Above are the 6 super-categories of DA; each identified by title, colour & symbol. The tiles below demonstrate how the encoded categorises align to identified behaviours (see Appendix V for full list of identified behaviours during survivor conversations). We noticed that across all behaviours, EA & CA co-occurred — highlighting that “the desire to exercise power and control over a victim is at the centre of [all] abusive behaviours” (Home Office, 2022b, p.28).

Appeasing Abuser



Blame-Shifting



Character Assassination



Chemical Abuse



DA Glossary Definitions

Physical Violence



Events that cause physical harm to a victim. This is a single incident or violence which can include one or more impacts (for instance, an event of physical violence can be a single shove, and it can also be a repeated stabbing where it involves multiple actions in one setting).

Physical Abuse



Physical abuse is the umbrella term for sustained abuse over time that causes physical harm to the victim. For instance, this could be harm due to acts of physical violence, or it could be the effect of abuse on the physical body over time (for instance, the imbalance in chemicals due to the stress response, or the impact of sustained injuries, poisoning over time, or even repeated miscarriages).

Forced Sex



When someone using physical force, manipulation, or coercion to engage in sexual activity with their partner without their consent. Victims of forced sex may experience physical injuries, emotional trauma, and may feel trapped and unable to leave the abusive relationship. It is a serious form of sexual violence and a violation of human rights.

Sexual Abuse



Sexual abuse can take on both physical and emotional forms, and can occur in person or online. Abusers may use forced, coercive or aggressive sex to punish, humiliate, degrade or harm their victims (physically and emotionally).

Inspired by E2's revision of her workplace DA policy (Appendix W), triggering terms (like 'rape' or 'beating') are formalised to minimise risk of psychological harm (for instance, 'rape' is instead defined as 'Forced Sex', and 'beating' as 'Physical Violence'). Furthermore, overlaps in abusive acts Vs. DA types (i.e. 'Forced Sex' is an abusive act, whereas, 'Sexual Abuse' is a type of abuse) can be extremely confusing for V&S. The Glossary intends to clearly differentiate between behaviours (in grey) and their overarching category (using the 6 DA colours) to demonstrate how behaviours can constitute multiple abusive mechanisms.

Outcome Aims Recognise & Recover

The project outcome aims to promote autonomy in V&S decision-making, challenge stigma, gain insights into DA behaviours, facilitate the sharing of experiences, enhance support pathways for V&S, and hold perpetrators accountable. By addressing identified needs (like fractured resources, unclear support systems, inadequate safeguarding, victim silencing, and limited freedoms), the initiative seeks to empower W&G to escape the cycle of DA. The overall approach emphasises creating a safe and non-judgemental learning space for achieving such goals.

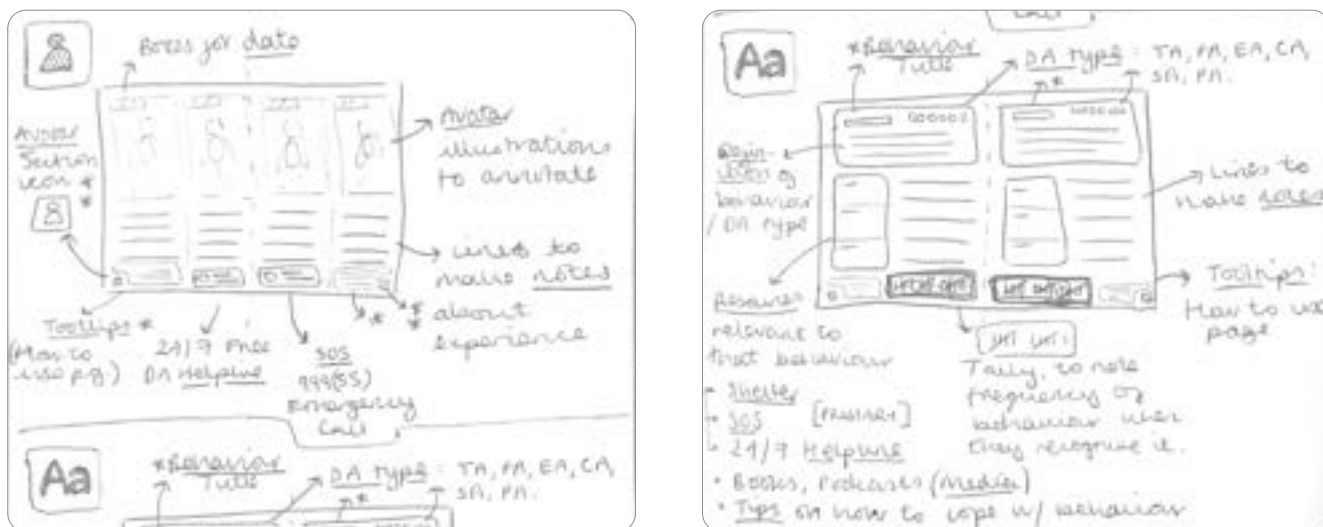
1 Initial Idea Restorative Conversations

Inspired by Pat Craven's (2008) conversations with male perpetrators, this idea embraces 'restorative justice', by repairing harm through open-communication between those harmed and those responsible (Government of Canada, 2021). Conversations would be held between survivors & perpetrators (formatted similarly to 'Soft White Underbelly' interviews (Laita, 2016)) with the goal of understanding the roots and impact on these groups, and to highlight room for intervention. However, due to the high-risk of enabled or exacerbated abuse (for instance, Edna explained how communication with Dean post-escape increased stalking), such conversations are unsafe to develop.

2 Initial Idea Roleplay Workshops

Aimed at reducing cultural stigma surrounding DA, this idea uses a series of role-play workshops; whereby participants (from varying backgrounds) pick a character from a DA setting (i.e. victim, neighbour, doctor (Appendix X)) to embody. Each session focusses on a different case study (informed by Expert stories) for participants to interact & respond to. The aim is to identify DA from the various perspectives to highlight & reduce stigmas. However, due to their re-enacting nature, and risk of psychological harm, roleplay workshops were too deemed unsafe for development.

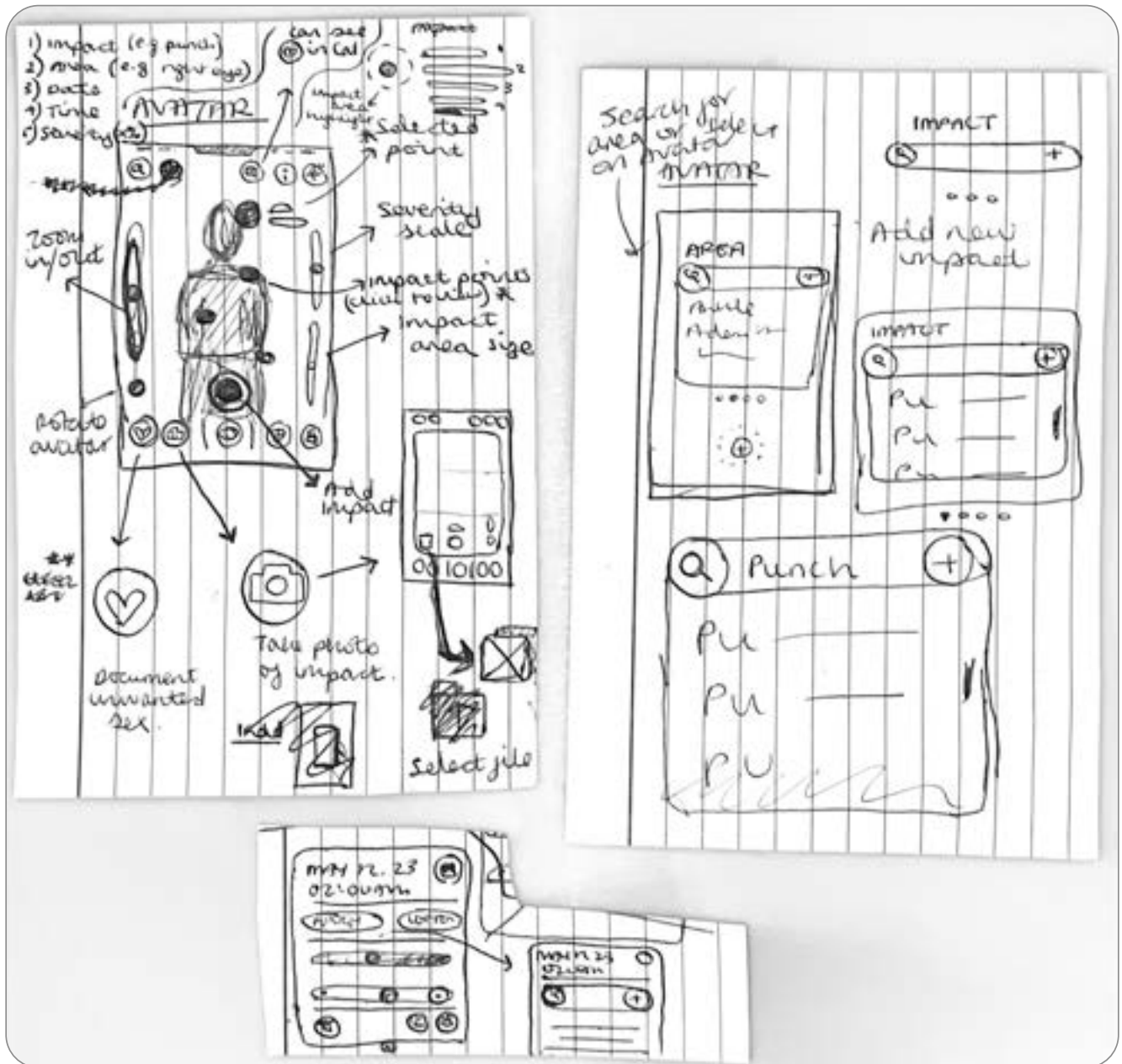
3 Initial Idea Experience Files



This concept (Figure 6) is designed to work as interchangeable Files, with various sections for V&S to document their experience. It includes a Glossary of DA behaviours; section for survivors' Stories, and a series of Avatar illustrations to annotate impacts. Each sheet contains 'how-to' Tooltips, along with space for the date & time, and lines for Journaling. Additionally, each page would be aligned to relevant Resources (e.g. the Glossary would include a tally to mark behavioural frequency, and the Avatar enlists emergency services). The Files would include a safe pocket for miscellaneous proof (such as keys, receipts, or notes from Dean), and once full, people can collect additional worksheets from a Safe Space (2023), where they can also store their Files (with valid ID). However, due to production costs, challenges in concealing large print from perpetrators, and an inability to ensure user anonymity, this solution is at high-risk of tampering, and is therefore deemed unsuitable.

Figure 6. (Kenney, 2023)

Final Idea Edna App



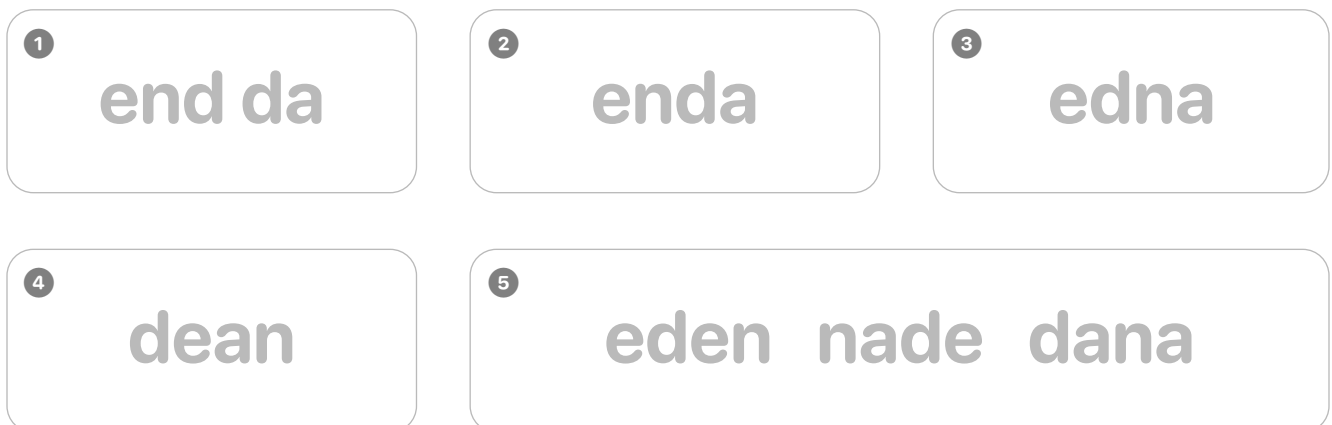
The intention is to create a safe space, whereby V&S can learn about abuse, and reflect on their experiences. Opting for a digital app (Figure 7) enhances accessibility — due to the prevalence of smart device users in the UK (Laricchia, 2023)), and as it can efficiently house extensive data in a compact form, as well as, allow for safe & timestamped documentation.

Figure 7. (Kenney, 2023a)

Brand Identity

Edna is acronym for End Domestic Abuse ¹, that has been abbreviated to Enda ². The 'n' & 'd' are switched to make, Edna ³ (the character that encompasses V&S), and anagramming is adopted to represent alternate characters (for instance, perpetrators are referred to as Dean ⁴). This process can be used to pseudonymise various other figures ⁵ and locations for discreet documenting of experiences (e.g. 'Eden helped Edna escape'; and 'Nade drove Edna to a refuge'). With 98% of DA suspects being male (Women's Aid, 2023a), aligning Dean with abusers, and Edna with V&S was appropriate (particularly as feminine names should feel less threatening to this population).

By anthropomorphizing the brand, Edna becomes relatable — similarly to the drug awareness campaign, FRANK (2003). However, unlike FRANK's slogan (which explicitly incorporates the support area ('drugs') in the title), Edna is discreet to avoid alerting perpetrators. For instance, it won't be referred to as: 'Edna, for domestic abuse victims & survivors,' as that's too overt. Instead, it presents as: 'Edna, a hub for women & girls' — offering a friendly introduction that specifically targets the research population.



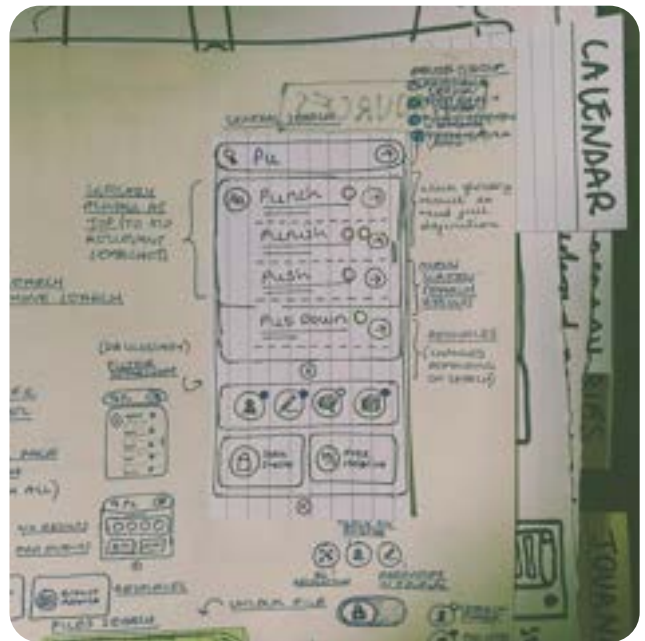
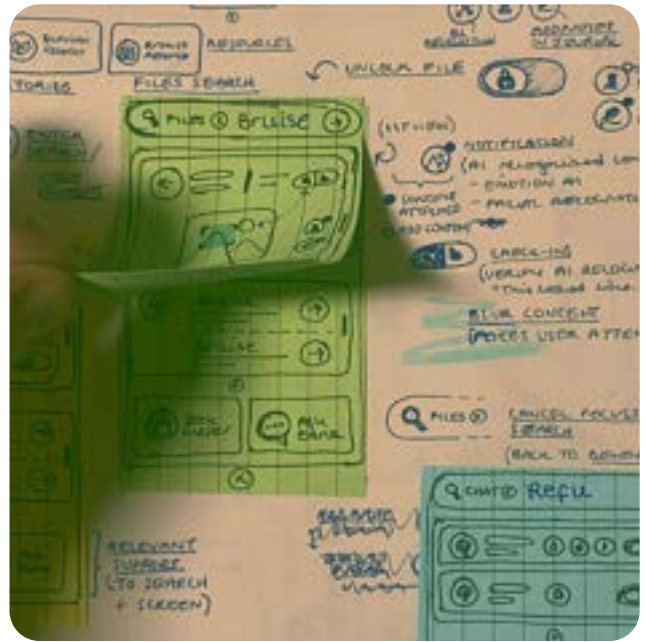
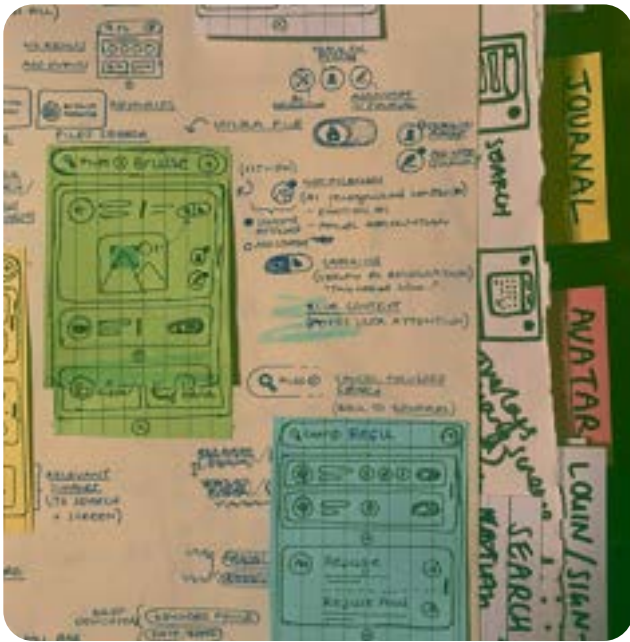
Brand Identity Logo Iteration



In collaboration with T3 (as outlined in Appendix Y), we embarked on a series of typographic experiments influenced by Heider & Simmel's pioneering research into "Experimental Study of Apparent Behaviour" (1944) and 'kinaesthetic empathy', as well as Adrian Frutiger's "Forms and Counterforms" (Frutiger et al., 1999), and Bill Thompson's (2022) polyurethane sculptures. We were intrigued by the emotiveness of simple moving shapes (like Heider & Simmel's (1944) concept of a large triangle expressing aggression towards smaller circles). Using the Edna name, we replicated this theme with moving type (Figure 8) (for instance, to be connotative of injuries forming & healing, or more abstract themes such as, V&S morphing to appease abusers). However, whilst emotive, moving image is distracting, and potentially triggering for V&S; therefore, a barrier to entry. We explored alternative typefaces (Appendix Y) before deciding the safest and most discreet brand, would be one used sparingly.

Figure 8. (Cruz, 2022)

Rapid Prototyping



To establish the necessary app content, and identify barriers quickly, the design process began with a 7-day rapid prototyping dash (Figure 9). Each drawn solution was cut-out and moved around to explore various tool interactions and layout hierarchies. For all sketches, see Appendix Z.

Figure 9. (Kenney, 2023b)

Design Development



UI/UX reviews were undertaken (with T3) to test elements, like scroll bar functionality, icon size and thumb reach (Appendix AA), as well as, consider the most effective colour, font & imagery to guide interaction; with consideration of semiotics (for instance, a 'hammer' depicting 'legal support' could be connotative of weapons & violence, and red of blood (Appendix AB)). Initial image-based experiments were explored and distractions removed. Vibrant gradients (Appendix AY) were replaced with clearly defined colours (representing each DA category), and typefaces iterated upon E1's advise to adopt sans serif fonts to soften tone (following McKenna & Walker's advise (2021)). In this case, Apple's 'SF Pro Rounded' font (2014) (and symbols (2023)) were implemented, with the intention of blending into Apple's iOS systems for increased privacy.

See Appendix AC for all screen iterations.

Figure 10. (Kenney, 2023c)

BETA Prototype

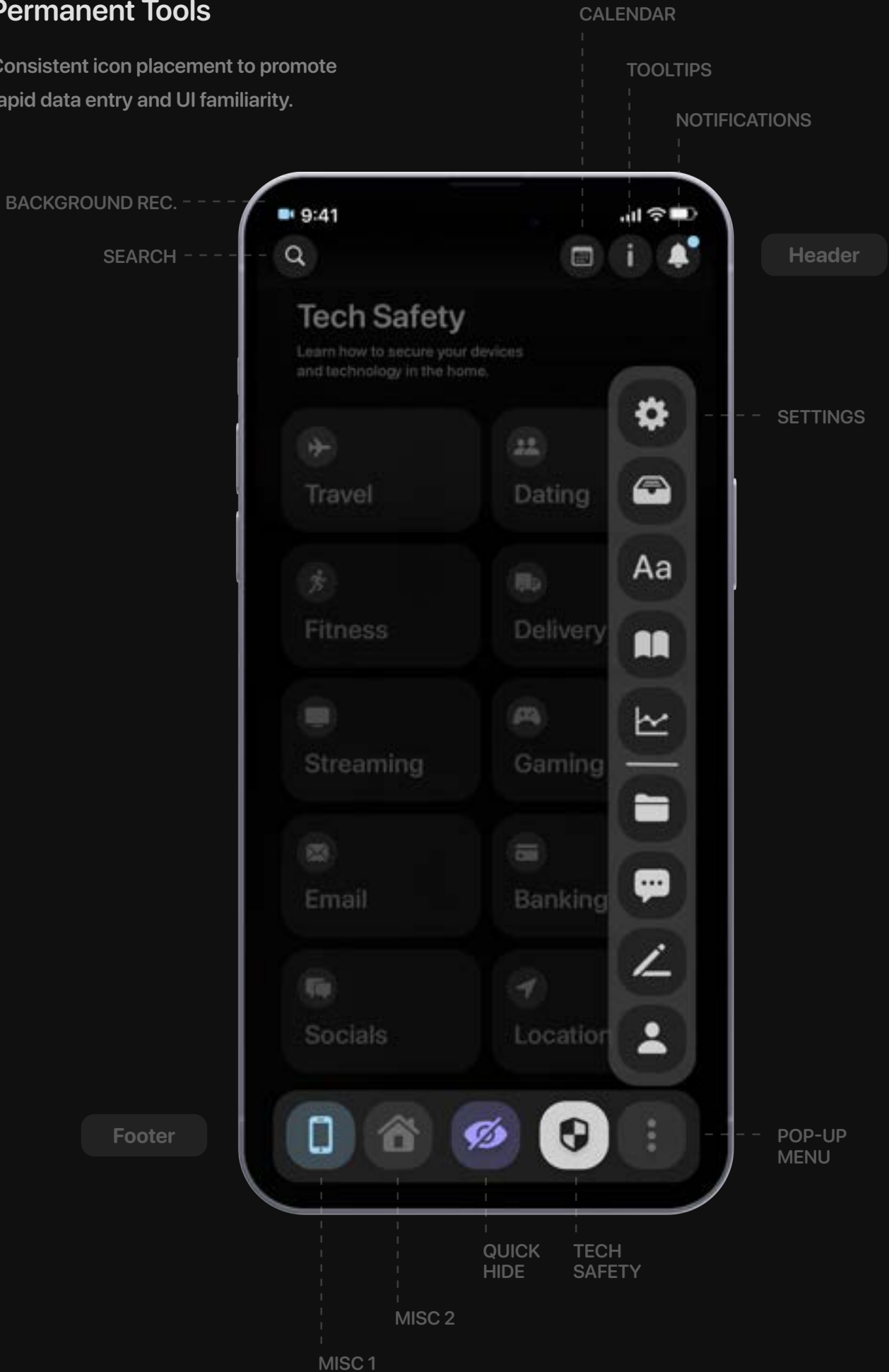


The Edna app aims to educate & empower V&S by equipping them with the necessary tools to make well-informed, evidence-based decisions about their relationships. They will gain insights into their documented experiences, and may share openly in the knowledge that data is secure and stories not judged. Edna helps users identify DA behaviours and their impacts, as well as, recommend Resources relevant to their experience. Like a virtual IDVA, Edna is a trusting relationship, whereby V&S are supported with what's need to become safe and rebuild their life (Safe Lives, 2023).

For security, Edna's interface is designed to blend in with the users' device (for instance, Edna's BETA has been designed with Apple's (2023a) Design Resources to disguise into their operating system). Mindful of intricate DA contexts, Edna's design employs deliberate colour, iconography, typography, and consistent layout hierarchies to enable focused & efficient data entry.

Permanent Tools

Consistent icon placement to promote rapid data entry and UI familiarity.

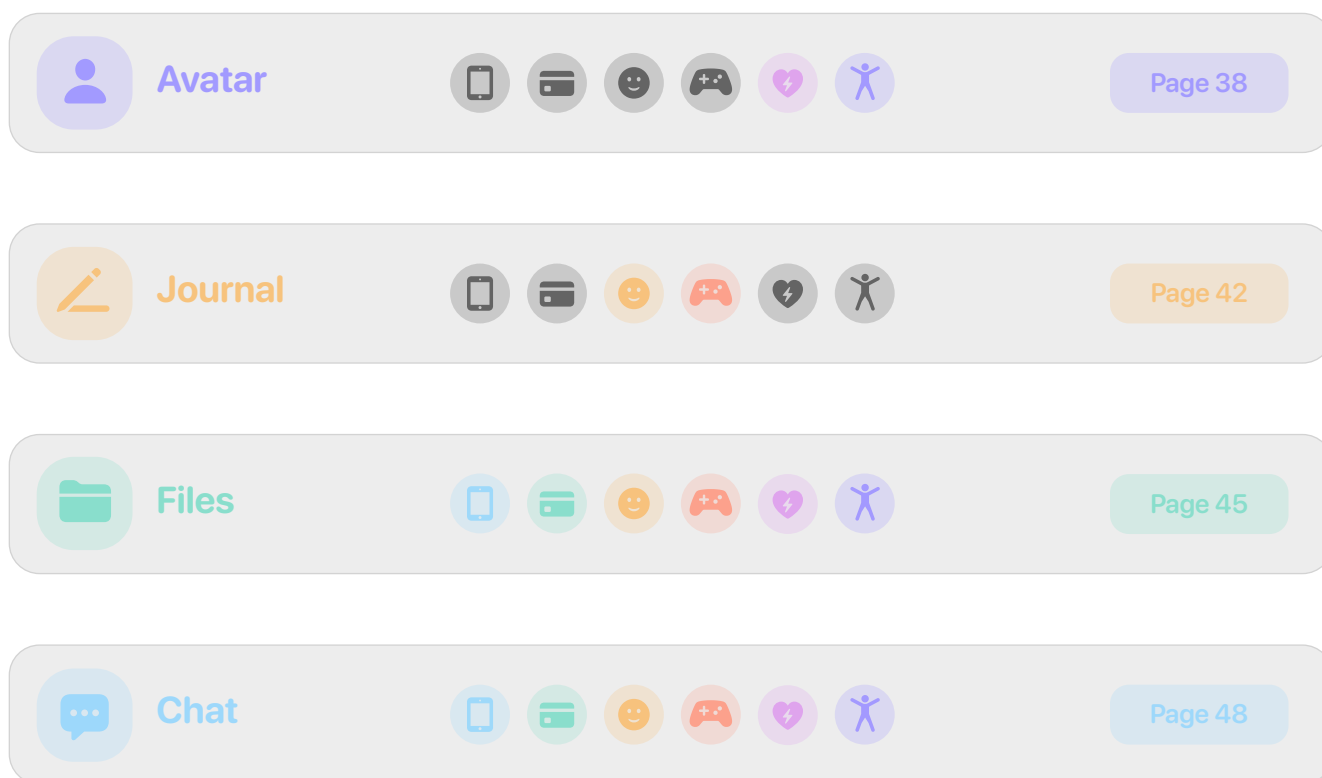


Menu



The menu is available across all screens as a flexible pop-up/down bar to provide users with quick access to tools. It can be easily stacked away to ensure it doesn't obstruct the screen when not-in-use, and its icon changes to help users track which screen they're on. The order of menu items adapts to reflect their most frequently used tools for a harmonious interaction.

App Wireframe Primary Screens



Edna's tools are separated into primary & secondary screens. Primary screens (as listed above) are where users input data specific to their experience for Edna's AI to analyse, and are designed to aid in rapid data entry for safer documentation. E1 shared how EA was the "hardest to overcome, hardest to recognise, and hardest to prove" (Appendix K); therefore each tool is designed to address one or more form of DA. For example, victims of EA & CA may benefit from using the Journal, whereas victims of PA or SA could benefit from tracking on their Avatar. Additionally, each primary screen follows a colour theme, so users can easily differentiate between tools.

Primary screen colours were carefully selected with semiotic theory (Rose, 2012) in mind. For instance, purple was used to represent the Avatar, as it discreetly connotes PA (such as, bruising), but is subtle enough in its tone to maintain a calm and focussed atmosphere.



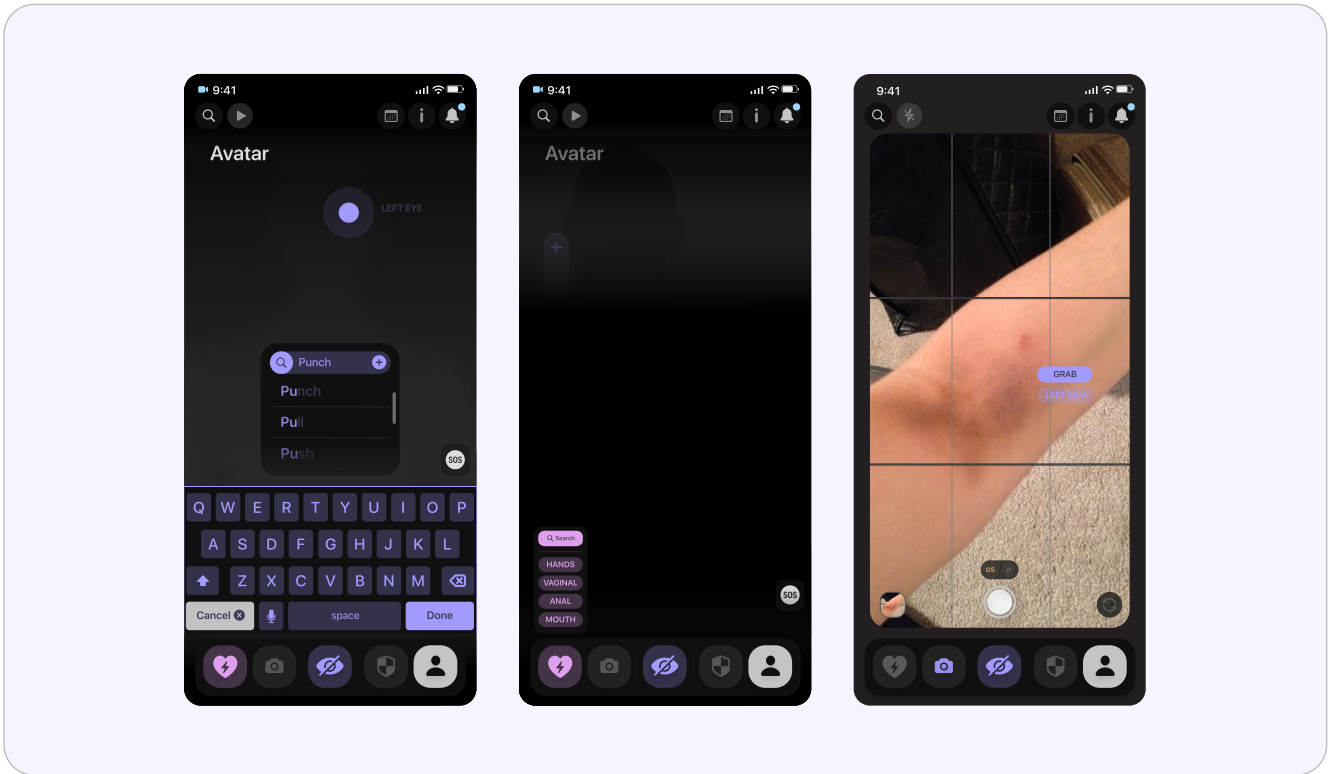
Avatar

Track SA & PA





Avatar Search Impacts

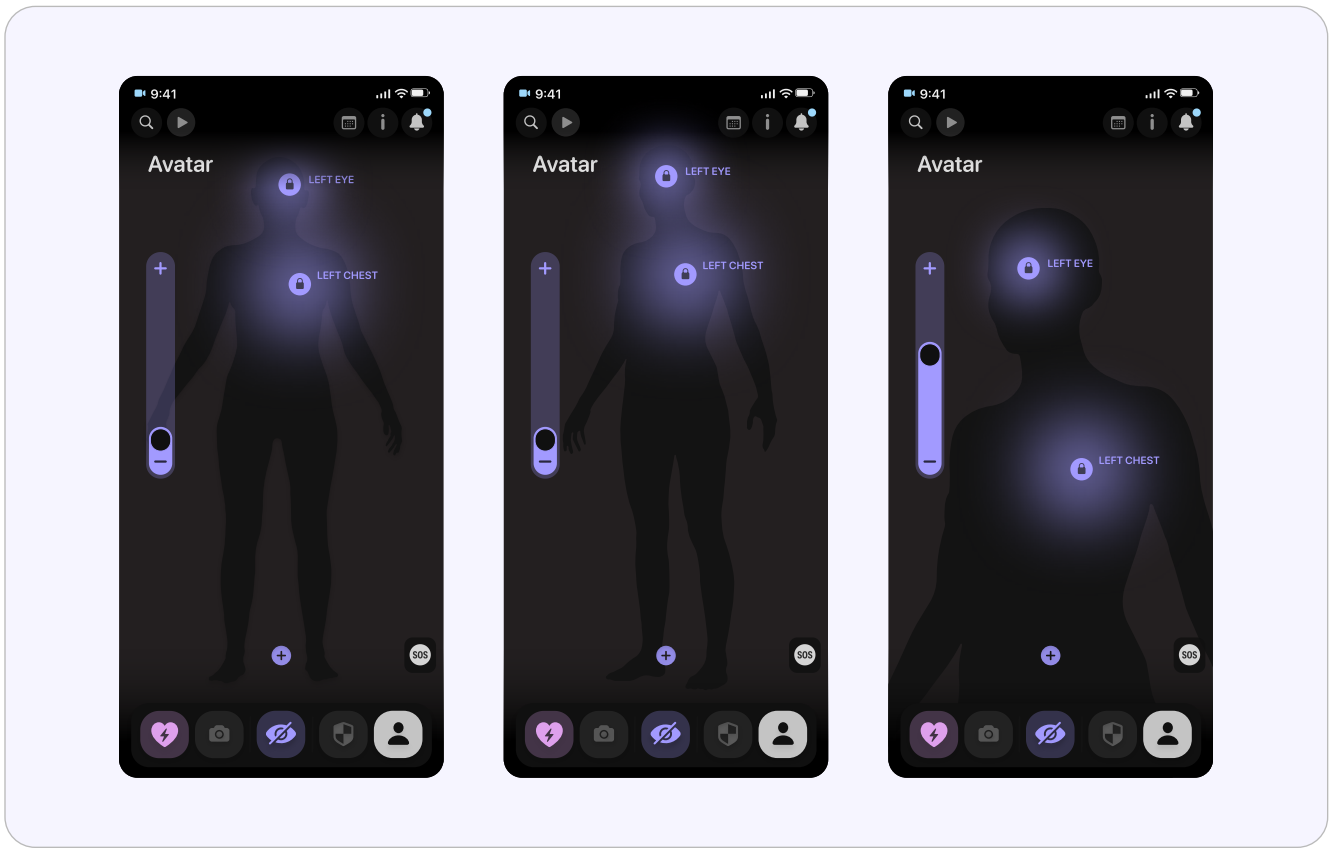


Users' can track PA on their Avatar by tapping the body part, and selecting an impact type from the drop-down. To track SA, users can tap the pink heart (easily reachable at the bottom of their screen) to bring up SA options. Edna uses keyword AI (OpenAI, 2023a) to predict impacts for faster entry. For instance, upon entering 'pu', Edna will begin recommending the next most likely item (such as, 'punch', 'pull, and 'push'), as well as, the most likely item based on users' data patterns (Appendix AE) (for instance, if a user records a 'flick' every Tuesday, it becomes the top result the following week). If an impact isn't listed, users' can add it as an option by clicking the plus icon (within the impact search bar). Users may also scan for impacts using the camera in their toolbar; to which Edna uses visual pattern recognition technology (Appendix AE) to identify content (for instance: 'bruise on arm', 'broken vase', 'bloody knife', 'angry face').

The Avatar body was designed (Appendix AF) to have obvious segments (Appendix AC), without being so realistic that it could exclude user groups, or identify the user.



Avatar 360° & Zoom

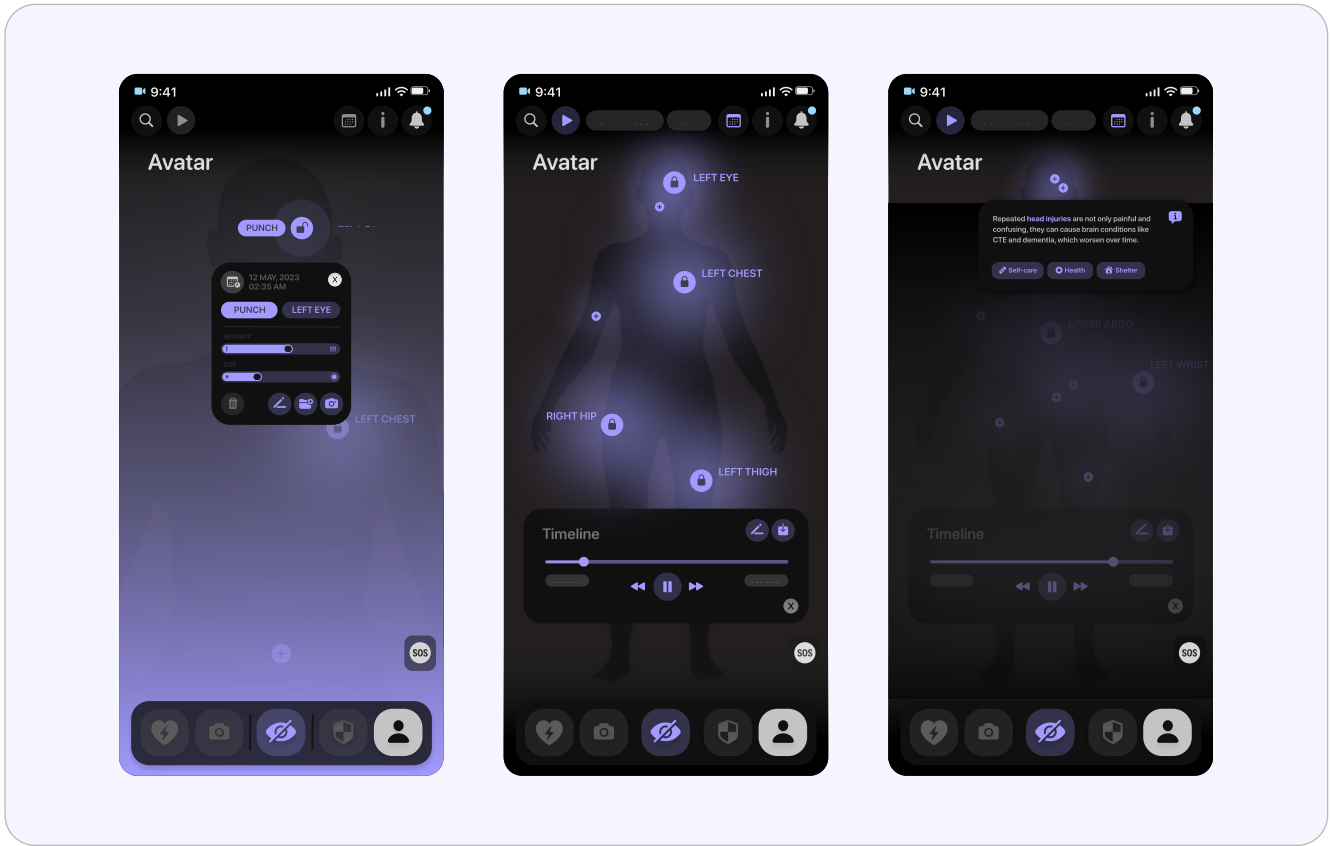


Users can pinch & drag their screen to zoom and rotate, or use the collapsible toolbar on the left-hand-side to manually navigate their Avatar. At standard zoom (as outlined above), body parts (like the head, arms, and legs) are visible. With increased zoom, finer features (like upper arms, forehead, and even eyelids) become outlined.

To achieve the moveable Avatar, various experiments, using AI image generators (such as, OpenAI (2021) 'DALL-E 2' (Appendix AF)) were explored.



Avatar Impact & Severity



Users may hold & drag impact points to move them, as well as unlock points (using their Secure ID) to view, edit or add details (such as, date, time, impact type, size, and severity, and add supporting notes, images, or files). In order to view the development of PA and/or SA over time, users can click to play a timeline of impacts. The date & duration of timelines can be changed using the Calendar tool, or by changing the beginning and/or end date in the timeline pop-up. When viewing their timeline, users will receive insights about how documented impacts may affect them; with links to relevant Resources. Pop-ups are small so users can quickly return to their Avatar without distraction.

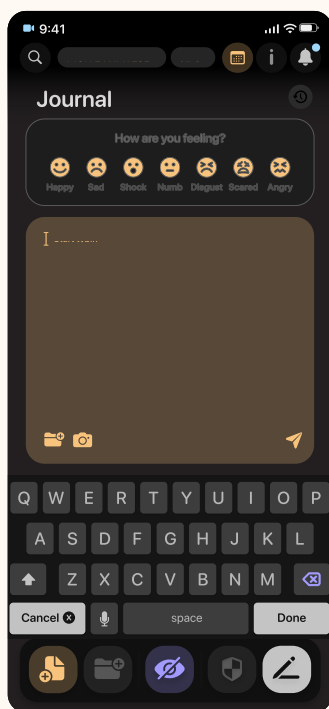
Various layouts were explored (Appendix AC) to consider the most intuitive method of adding, and editing impacts (with particular attention to icon, colour, and gradient).



Journal

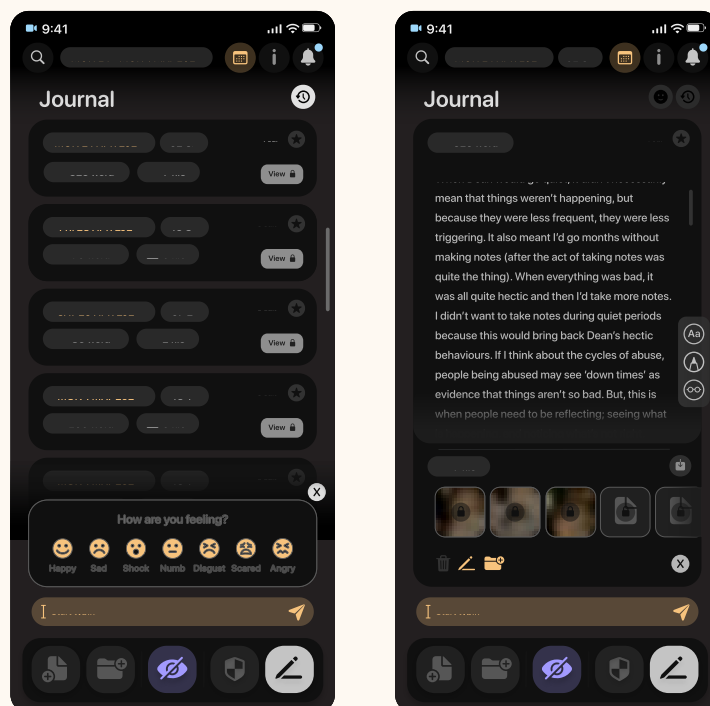
Reflect & Process





When opening the Journal, it starts a new entry; with the keyboard immediately available to encourage reflection. Users are prompted to complete an emotion check-in (at the top of the screen). Inspired by the spectrum of feelings (classified by Emotion AI (Boesch, 2023)), Edna's users' can select from: Happy, Sad, Shock, Numb, Disgust, Scared, and Angry to help Edna track their emotion patterns. If negative emotion is documented multiple days in a row, they will receive a discrete message in their Notifications, encouraging them to talk with Edna (via the Chat), or reflect within their Journal. They may also use their microphone to auto-transcribe entries.

Edna's Journal development (Appendix AC) was influenced by the structure of Edna's Files, and the iteration of type during the development of Stories (Appendix AC).



Users can view their Journal history by clicking the clock icon (in the top right of their screen). Each entry is marked by date & time, with details of word count, edits, and File attachments for discreet referencing. Users may also star their favourites for ease of finding. To view an entry, users must enter their Secure ID. Once unlocked, they can swipe left or right through entries, but must enter their ID upon each page. Users can add Files, highlight text and annotate entries for further reflection. Understanding our thought processes enhances awareness of our thinking patterns (WPTech, 2020). This is crucial for survivors, as confusion is a prevalent feeling among them, particularly as women are often silenced with the labels of 'crazy' or 'over-emotional' when talking talk about DA, and especially if the perpetrator minimises, denies, or shifts blames onto them, as this can lead to feelings of shame, embarrassment, or denial (McCarthy & Davidge, 2021). Journaling alleviates stress, promoting calmer, and more rational thinking about one's circumstances.



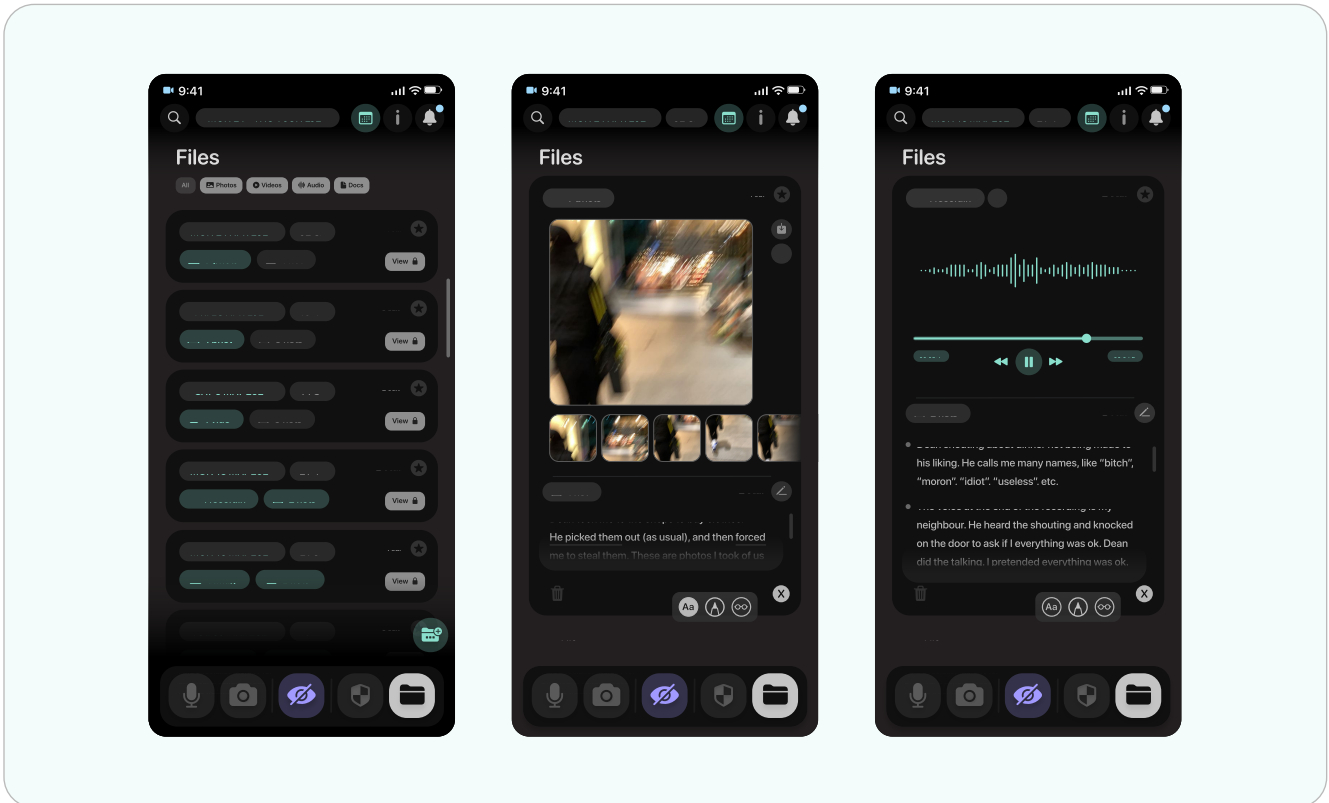
Files

Secure Storage





Files Secure Storage

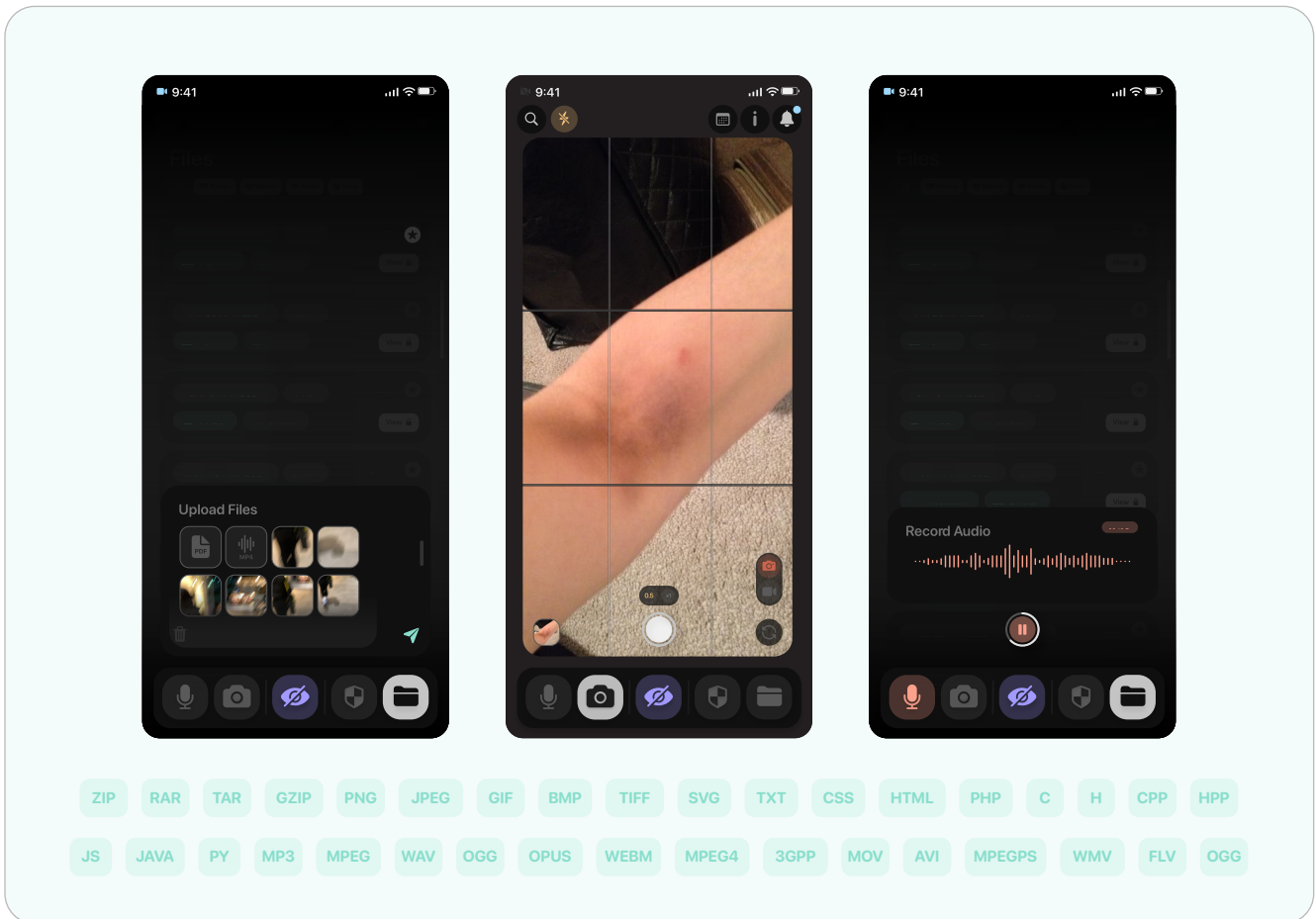


Files are securely stored and timestamped with Blockchain encryption (Appendix AG), and require Secure ID to view or edit. Users' may search for entries, filter them by type (such as image or audio), and star their favourites for easy referencing. Organized chronologically, Files can be edited after unlocking, to add notes & drawings, or to highlight images & documents. Changes are recorded in the Calendar, and video & audio Files are auto-transcribed for easier annotation. The Glossary tool is used in tandem with pattern recognition (Appendix AE) to flag abusive content within Files, and will use Keyword AI (OpenAI, 2023a) to identify sentiment & tone of text (similar to OurFamilyWizard's (2000) 'Tone Meter' (recommended by E1 (Appendix K))).

Time was taken to consider the safest identification and differentiation between Files. For instance, images were initially blurred (Appendix AC), but later replaced with data labels to improve confidentiality (inspired by Edna & E1's record keeping for police investigation).



Files Upload & Capture



Users can upload files, record audio, and capture photos & videos. Camera tools (such as, zoom, and camera / video mode) are placed at the bottom of the screen for easy navigation. The flash function, however, is located at the top of the screen, to prevent inadvertently alerting the perpetrator. The camera may also be used to scan documents, and identify impacts and weapons (for instance, 'bruise on arm'). Edna will support all standard file types (enlisted above) and sizes (see Appendix AH for data storage costs). Furthermore, any images or documents uploaded to user Journals, Avatars, or Chats are automatically saved and timestamped to their Files.

For the purposes of this research project, placeholder images were sourced from Pinterest (Appendix AI). As a result, they do not portray actual instances of DA.



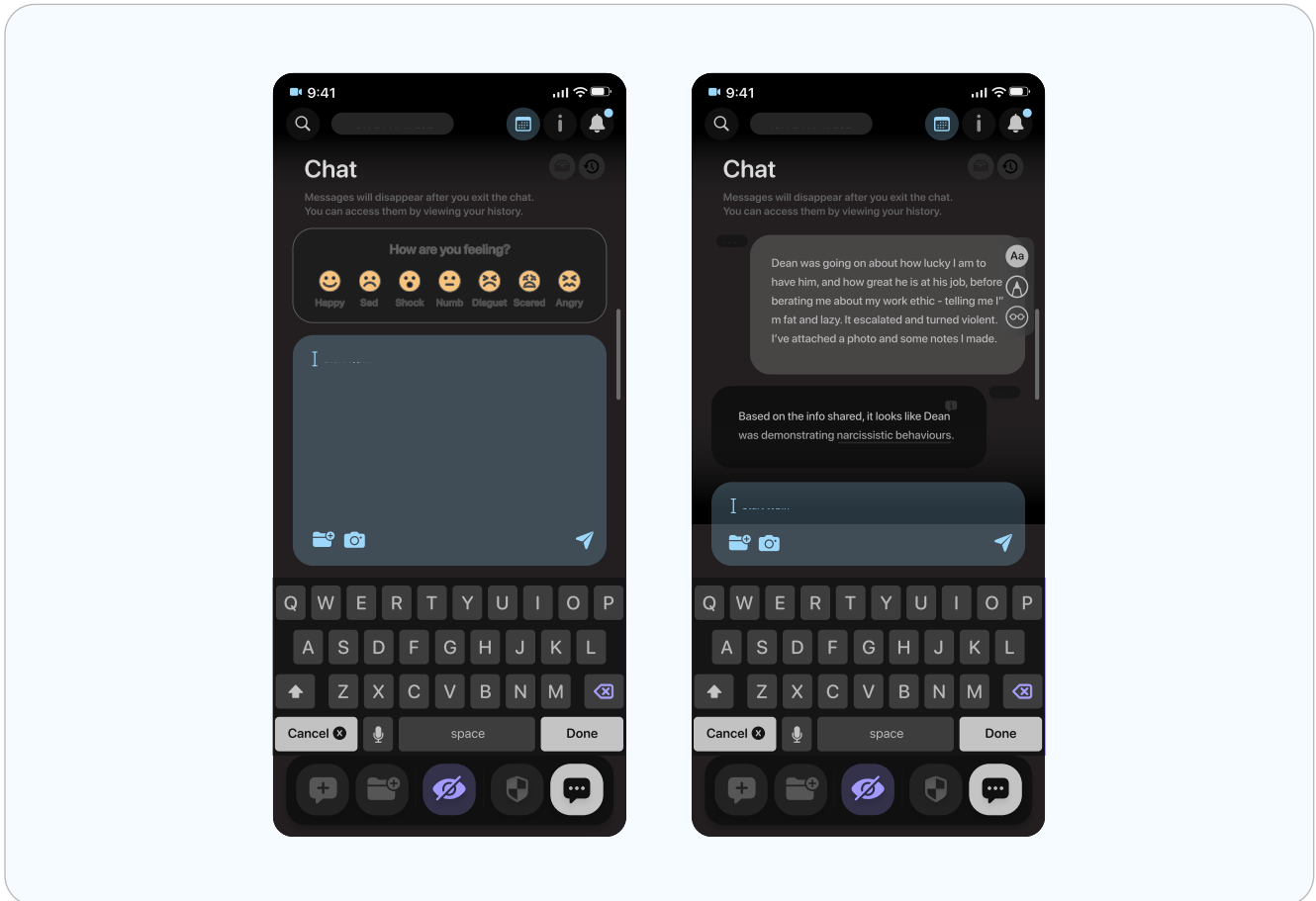
Chat

AI Buddy





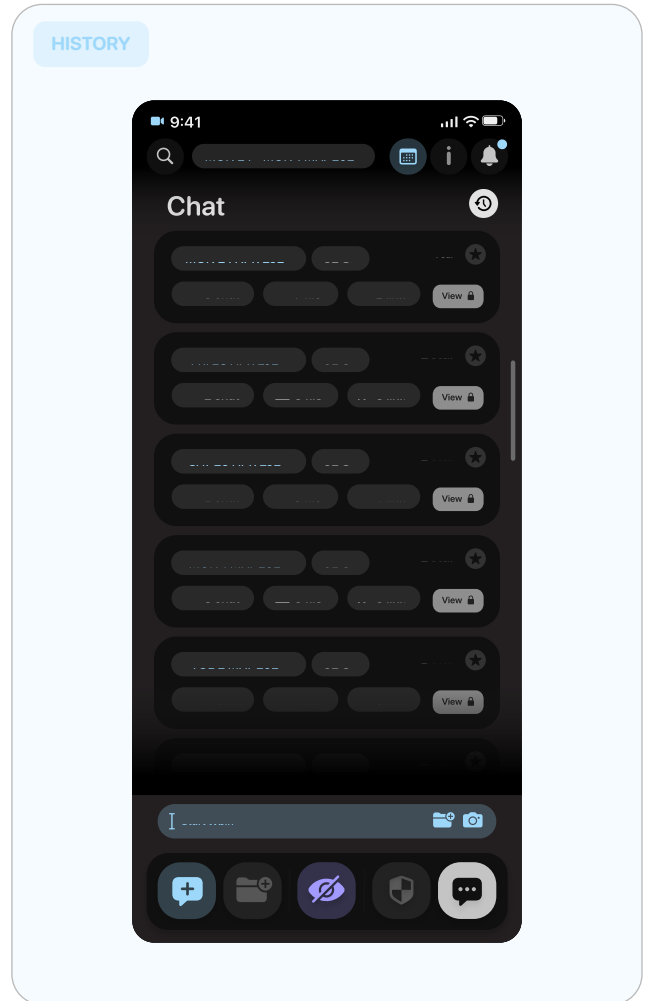
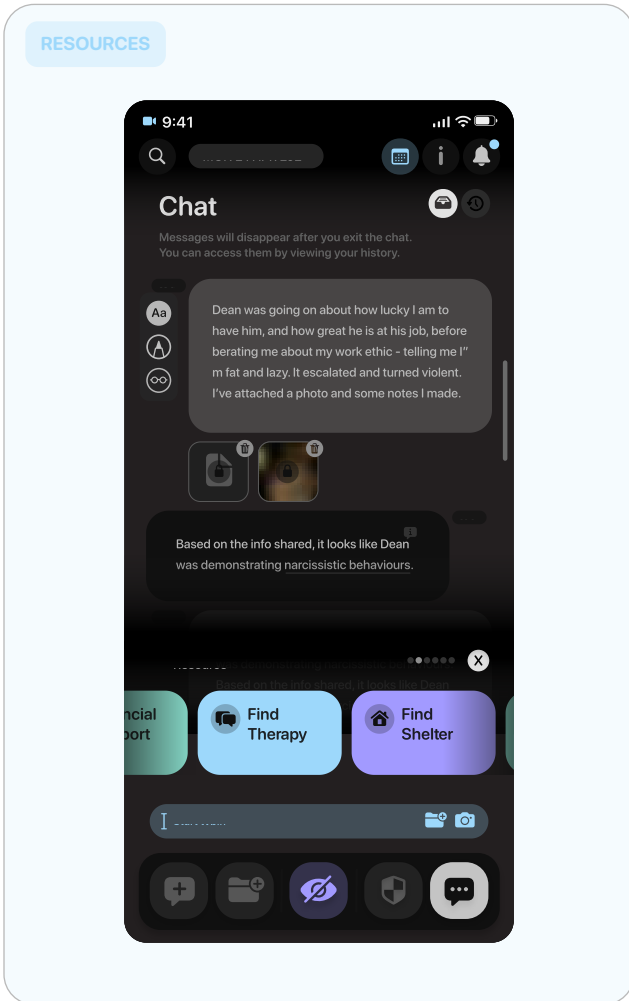
Chat Sentiment Analysis



When users first talk to Edna, it will introduce its functions before engaging in conversation. Users can ask Edna for advice, discuss their experiences, or request links to support. Edna will pick up on keywords (using Keyword AI (OpenAI, 2023a)), and Edna's Glossary is integrated (Appendix V) to identify behaviours, and analyse user tone and sentiment (Boesch 2023). (See Appendix AJ for sentiment tests). The Chat's LLM will work similarly to OpenAI's (2023) ChatGPT-3.5, and will be trained with Edna's research data (i.e. insights gathered from Expert conversations (Appendix G & K)) to ensure relevance to V&S, and minimisation of harmful content. Edna will integrate WebGPT to "accurately answer open-ended questions" (OpenAI, 2021a) in a non-invasive; non-judgemental manner. Furthermore, users are never addressed by name, and personal details are auto-pseudonymised (using Open Redact (2020)).



Chat Resources & History



Edna's Chat scans messages to highlight behaviours and recommend relevant Resources. Users can tap the 'Resource' icon at the top right to promptly view mentioned items from within the chat. The aim is to allow users to "complete actions in the fewest steps possible, whilst speaking in their own words" (IBM, 2023). It is designed to feel like talking with a fellow survivor. Similarly to Bright Sky's, 'Spot the Signs' tool (Appendix AJ), Edna will ask leading questions to encourage open-communication. Chats are encrypted and disappear briefly after being sent (similar to Snapchat (2023)) for increased security. Users' can Search, view, and Star past messages in their History, which can be unlocked with their Secure ID.

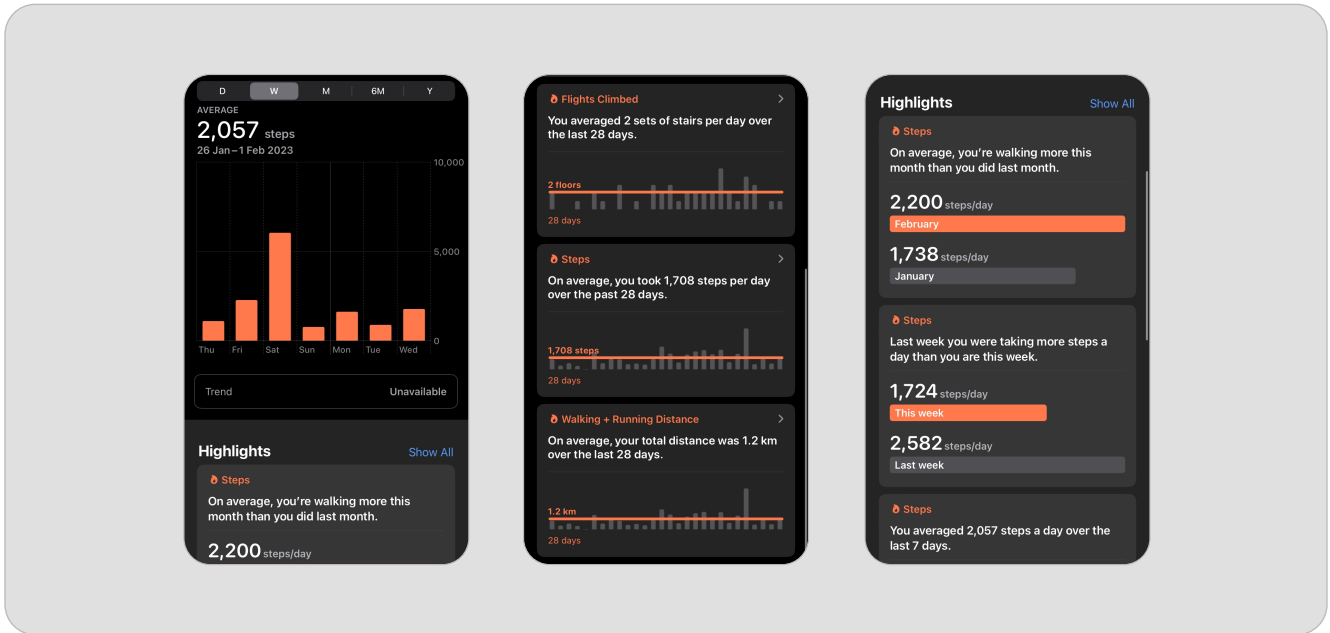
App Wireframe Secondary Screens

The wireframe displays four secondary screens in a vertical list. Each screen is contained within a light gray rounded rectangle. The 'Trends' screen features a line graph icon, the text 'Trends', a row of six icons (phone, card, smile, game controller, heart, person), and a 'Page 52' label. The 'Glossary' screen features a text icon, the text 'Glossary', a row of six icons (phone, card, smile, game controller, heart, person), and a 'Page 53' label. The 'Stories' screen features a book icon, the text 'Stories', a row of six icons (phone, card, smile, game controller, heart, person), and a 'Page 56' label. The 'Resources' screen features a folder icon, the text 'Resources', a row of six icons (phone, card, smile, game controller, heart, person), and a 'Page 59' label.

Edna's secondary screens (above) are designed as tools for reflection and identification of Warning Signs (Appendix C), with access to relevant Resources & support.



Trends Cycle of Abuse



Expert conversations revealed confusion & powerlessness as common themes amongst V&S; particularly as DA is often unpredictable, and can have profound impacts over time. Inspired by Apple Health reports (Figure 11), Edna's Trends use pattern recognition (Baheti, 2022) to provide straightforward insights into user-specific DA cycles. Edna will adopt the K-NN algorithm (Appendix AE) to predict future behaviours and their impact (akin to period tracking apps, like Clue (Appendix AK)). Physical Trends (Avatar) are measured on frequency, impact area, and severity, and Emotional Trends are fed from emotion check-in data (via Chat and Journal screens). Users' may connect their Edna Trends to wearable health tech devices for better metrics about documented events and their psychosomatic impact. Furthermore, NHS patients' inclination to use products upon Dr recommendation (Ghafur, 2018) highlights an opportunity for sharing Trends data with NHSX (GOV.UK, 2019) to enhance symptom tracking & care access. Likewise, following a discussion between Edna & a police officer (who recommended she track Dean's behaviour for improved record-keeping under), Edna's Trends could elevate data quality for legal inquiries (such as Clare's Law, 2022). All personal data will remain encrypted; impervious to civil staff access or modification. The shared data operates solely as a red flag system, to aid in more accurate diagnoses and sign-posting, for if/when V&S choose to engage with public services.

Figure 11. (Apple Health, 2023)

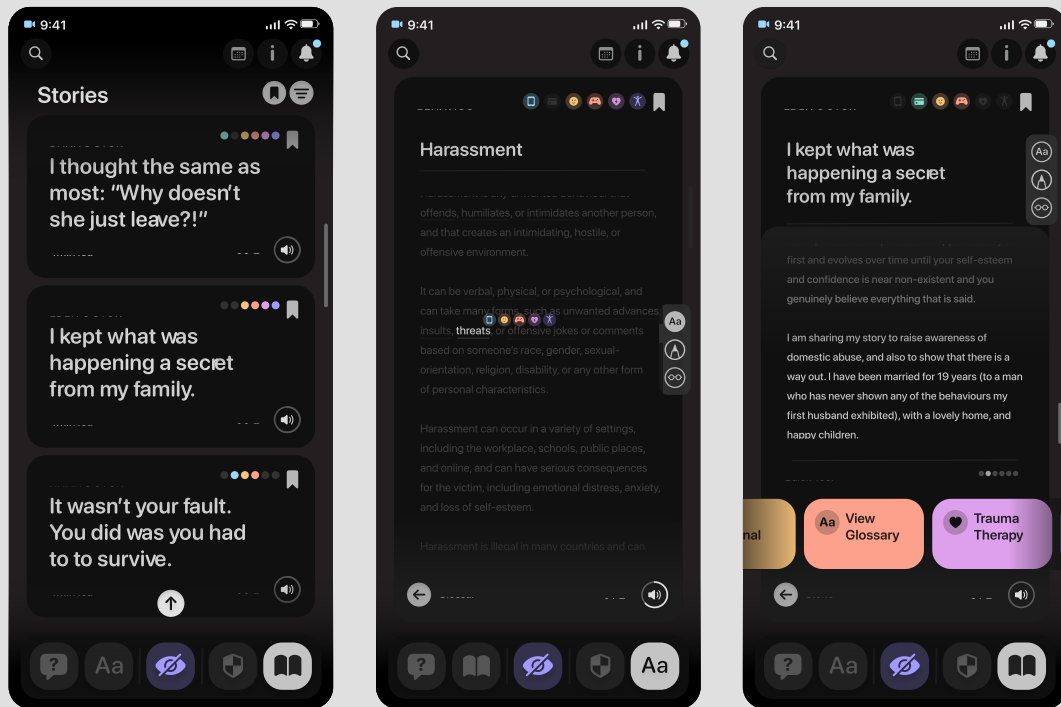
Aa

Glossary

Identify Behaviours



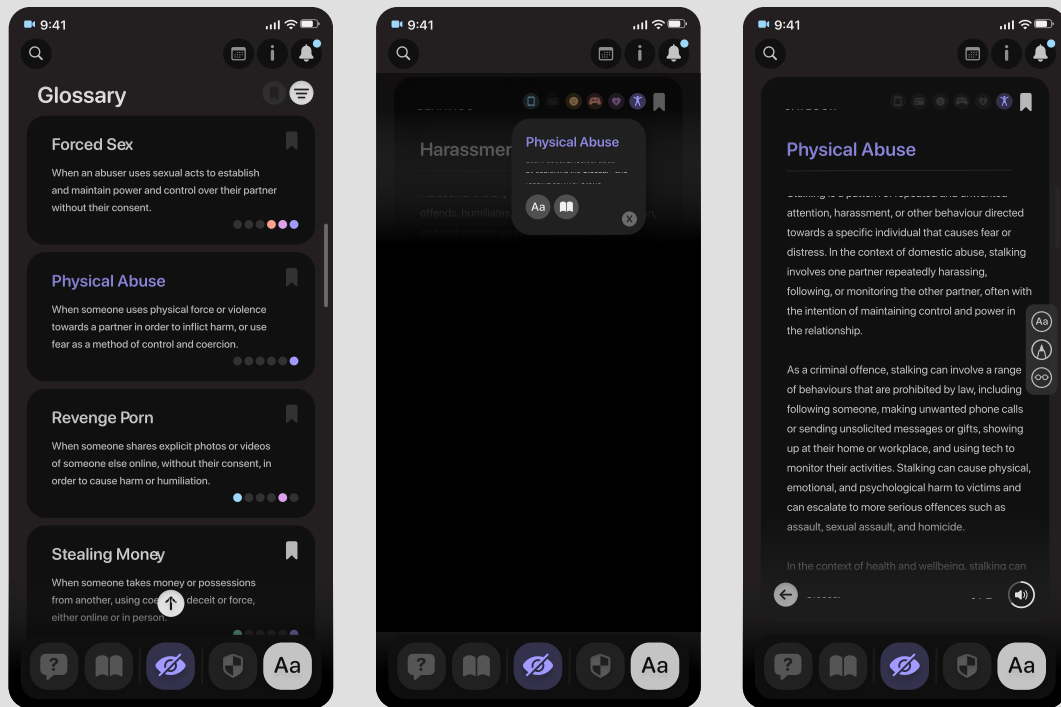
Glossary Identify Behaviours



There's a "common misapprehension that a woman who has been abused has some understanding of what has happened to her. This is simply not true. When a woman is being subjected to abuse, she feels that she is in the middle of a very confusing mess, and that it must be somehow her fault." (Craven, 2008). Edna's Glossary was created with the intention of highlighting to V&S the various behaviours and mechanisms of DA, and it runs throughout app, highlighting signs to look out for.

The development of the Glossary (Appendix AC) laid the foundation for the rest of the app; in particular, the choice of colour and icon — as initially gradients were used to differentiate between DA types, however, Thinker reviews revealed how it would distract users, and be difficult to differentiate between (thus adding to the confusion).

Glossary DA Categories



Edna's Glossary informs V&S of the complex mechanisms of DA, and provides UK policing with a resource to better understand the threat of VAWG (Blyth, 2023, p.13). It is used throughout the app, as a colour-coded guide for users' to navigate and tailor content to their needs and sensibilities. When browsing the Glossary screens, users can Search, scroll, and Bookmark various behaviours, as well as Filter out certain topics. They can click to learn more about each DA type, as well as listen to audio narrations of each definition (the audio never auto-plays).

DA topics included within Edna's (BETA) Glossary were identified during Expert chats (Appendix G & K). These were verified via analysis of external sources (Appendix A), and final definitions were refined using ChatGPT-3.5 (Appendix T) to improve sentence structure.

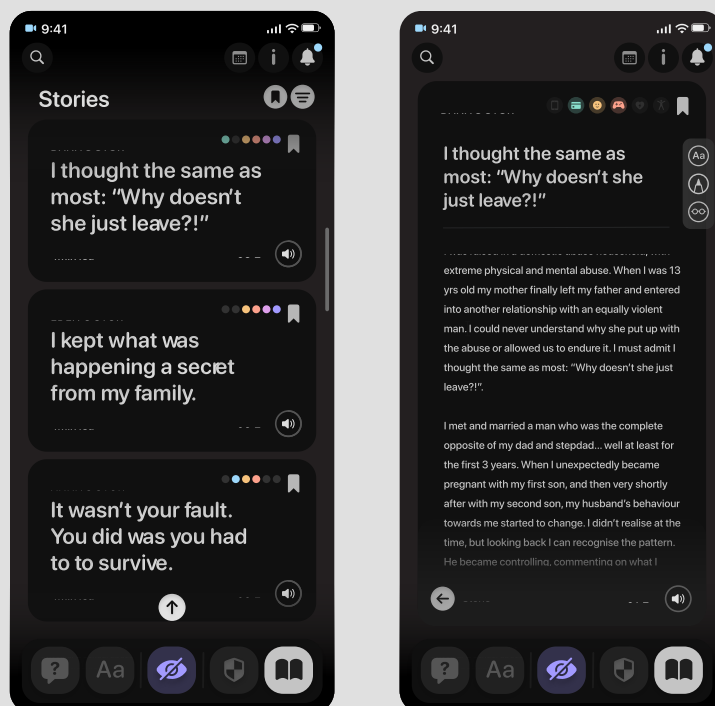


Stories

Survivor Experiences



Stories Survivor Experiences

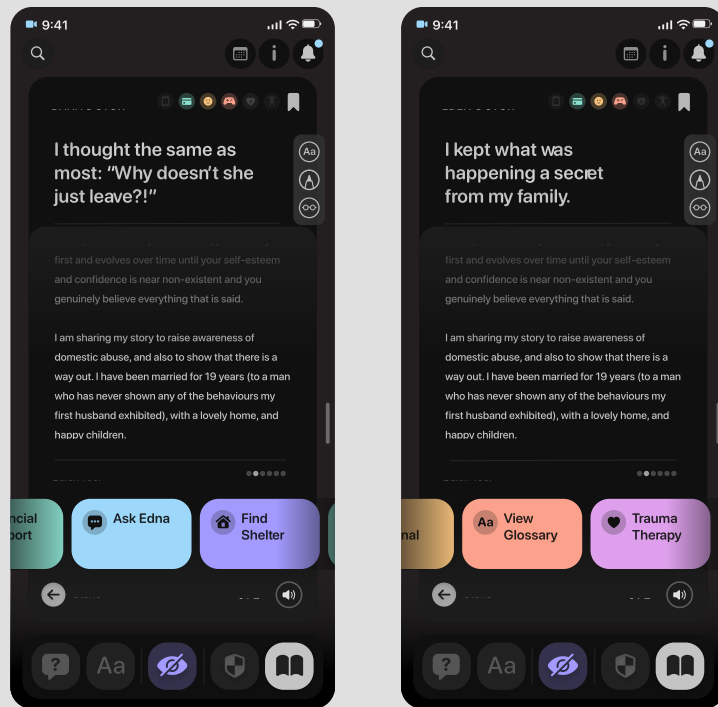


E2 shared the impacts of her story being reworded (Appendix AL) — with details removed, and potentially dangerous advice added. Learning from the impacts of this, Edna's Stories will be a collection of authentic anecdotes from survivors. Similar to IDAS's (2023) '16 Days 16 Stories' initiative, they will focus on at least one of more areas of DA, and like Kindle's highlight feature (Amazon, 2022), Stories can be bookmarked, and highlighted for note-taking & referencing. The aim is to educate users about the warning signs of DA (Appendix C), and how they intersect, and to act as voice that encourages V&S to open up without shame, or fear of silencing.

E1 & Edna considered how the Freedom Programme materials (Appendix AM) may deter some V&S, due to its heavy depiction of PA. To prevent deterring user groups, Edna's Stories will not include images, and will utilise the Glossary tool throughout to highlight & filter the various mechanisms of DA (with a coloured dot, or underline) for optional digestion.



Stories Resources



When scrolling to the bottom of each Story, users' are presented with a list of Resources based on the Stories content. For instance, if the author (a survivor of DA) writes about seeking refuge post-escape, then Edna would provide a link to search for Safe Spaces (2023). Similarly to previous screens, users can Bookmark Stories and listen to audio versions by tapping the speaker icon, positioned at the bottom of the screen for ease of pausing.

The development of the Stories (Appendix AC) informed the choice of type for the rest of the app, as conversations with E1 revealed how serif typefaces decrease legibility, whereas sans serif fonts (like Comic Sans) are easier to read, and less intimidating.



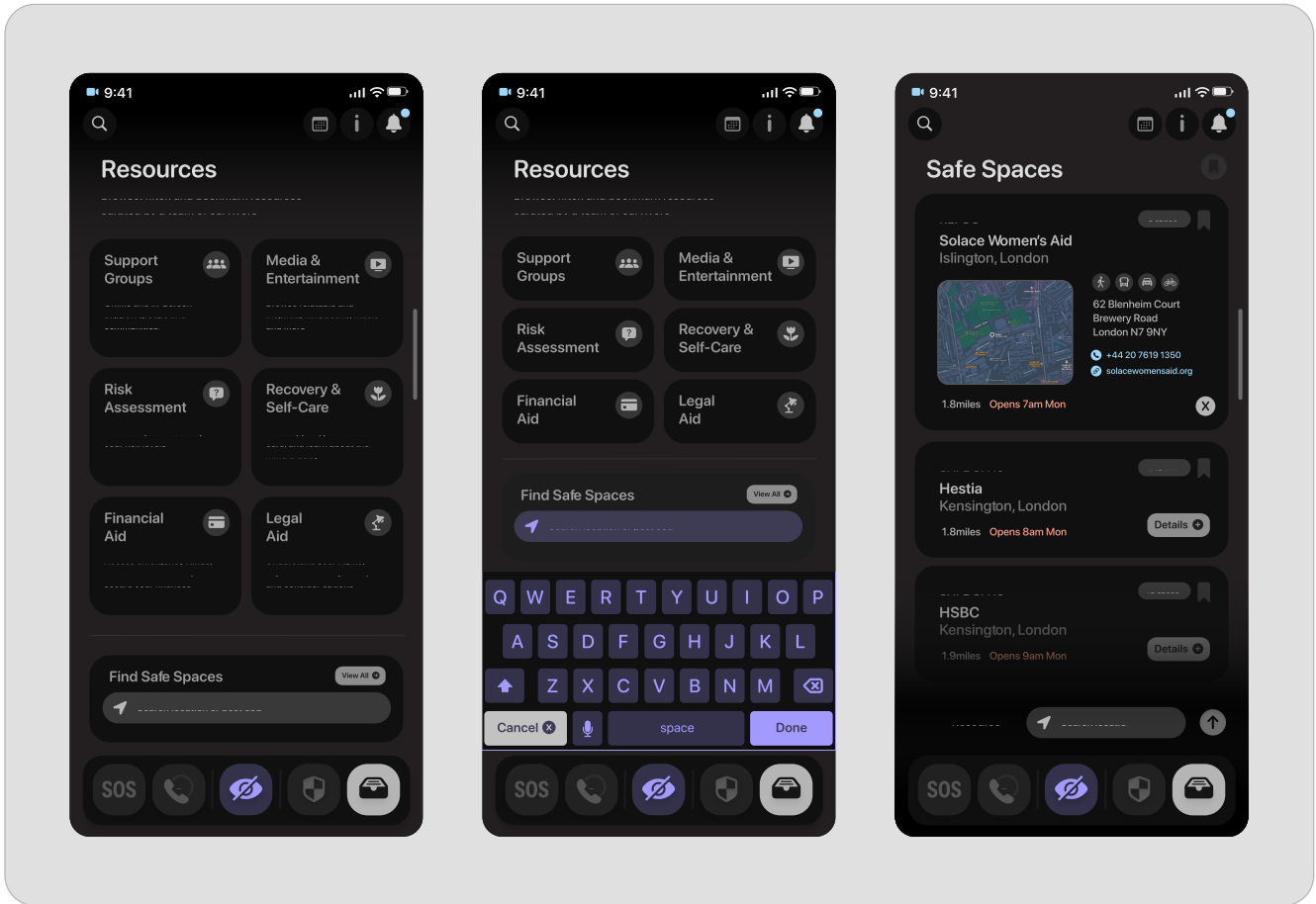
Resources

Relevant Support





Resources Filter & Search

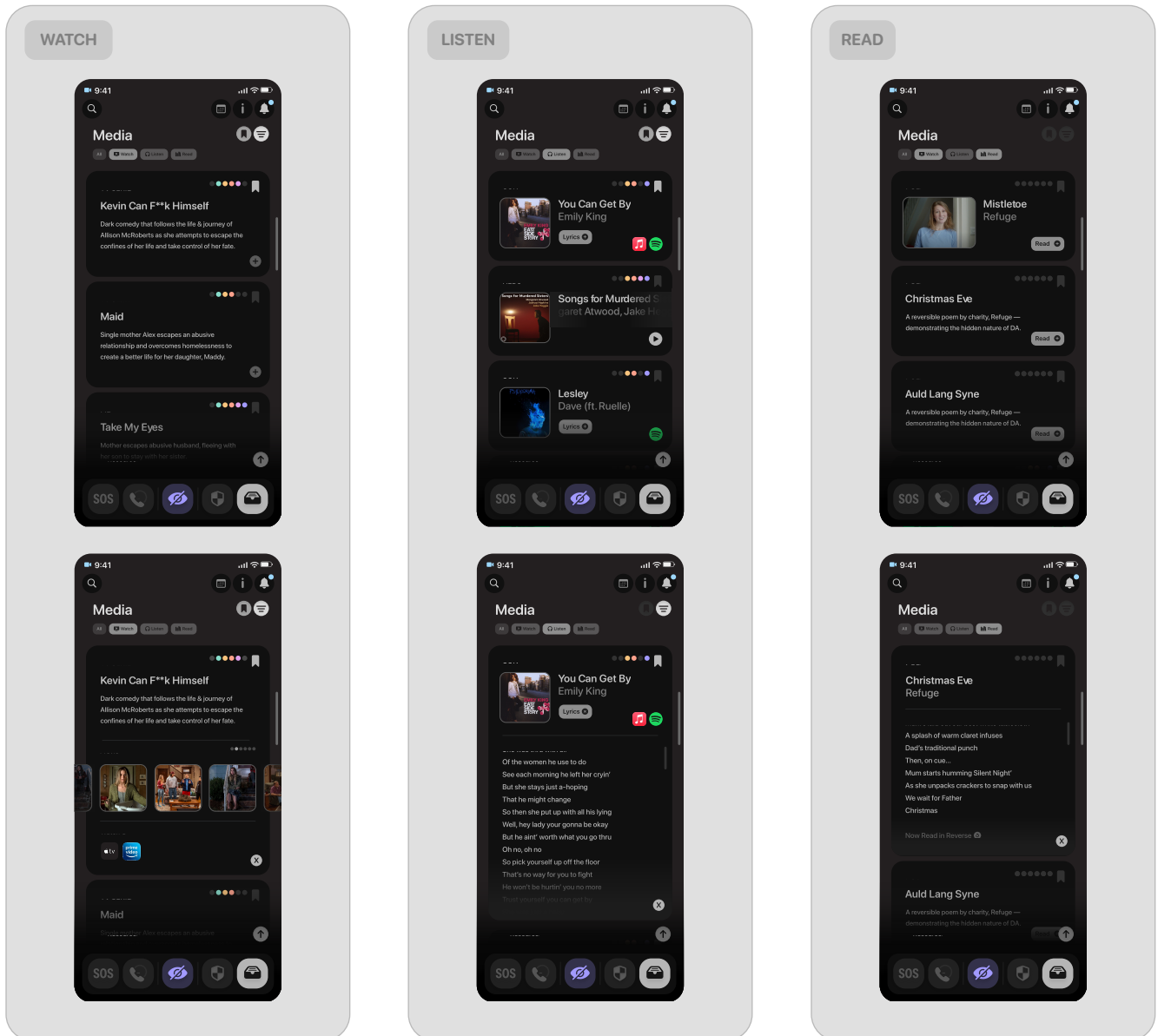


Conversations with Experts (Appendix G & K) revealed that existing support was often fractured or misleading. Therefore, Edna's Resources intend to help V&S think through their situation, and find meaningful resolutions. It will recommend Resources based on the following criteria: that they fall under at least 1 of the 6 super-categories of DA; have received Expert approval (Appendix A), and are relevant to the users' experience. Resources are categorised by type (such as, financial legal, or therapy), and are ordered based on level of urgency and ease of reach (Appendix AA) (for instance, SOS & 24/7 helplines are positioned in the footer, with the 'Find Safe Spaces' (2023) search bar directly above).

Existing DA resources were investigated (Appendix A) and analysed with participants, to inform the structure for Edna's Resource list.



























































Resources Browse Media



Less urgent tools (like Media & Entertainment) are positioned towards the top of the screen. To encourage autonomy, items can be sorted by media type; enabling users to easily choose between watching, listening, or reading, and can be saved-for-later by clicking the star. Audio & video are automatically muted until the user clicks play, in order to avoid alerting perpetrators.

Layouts were explored to improve the expansion & collapse of media sources (Appendix AC).

Accessibility Tools & Screens

 Search	     	Page 63
 Filter	     	Page 64
 Tooltips	     	Page 65
 Notifications	     	Page 65
 Settings	     	Page 66
 Highlighter	     	Page 67
 Definitions	     	Page 68
 Legibility	     	Page 69



Accessibility Search

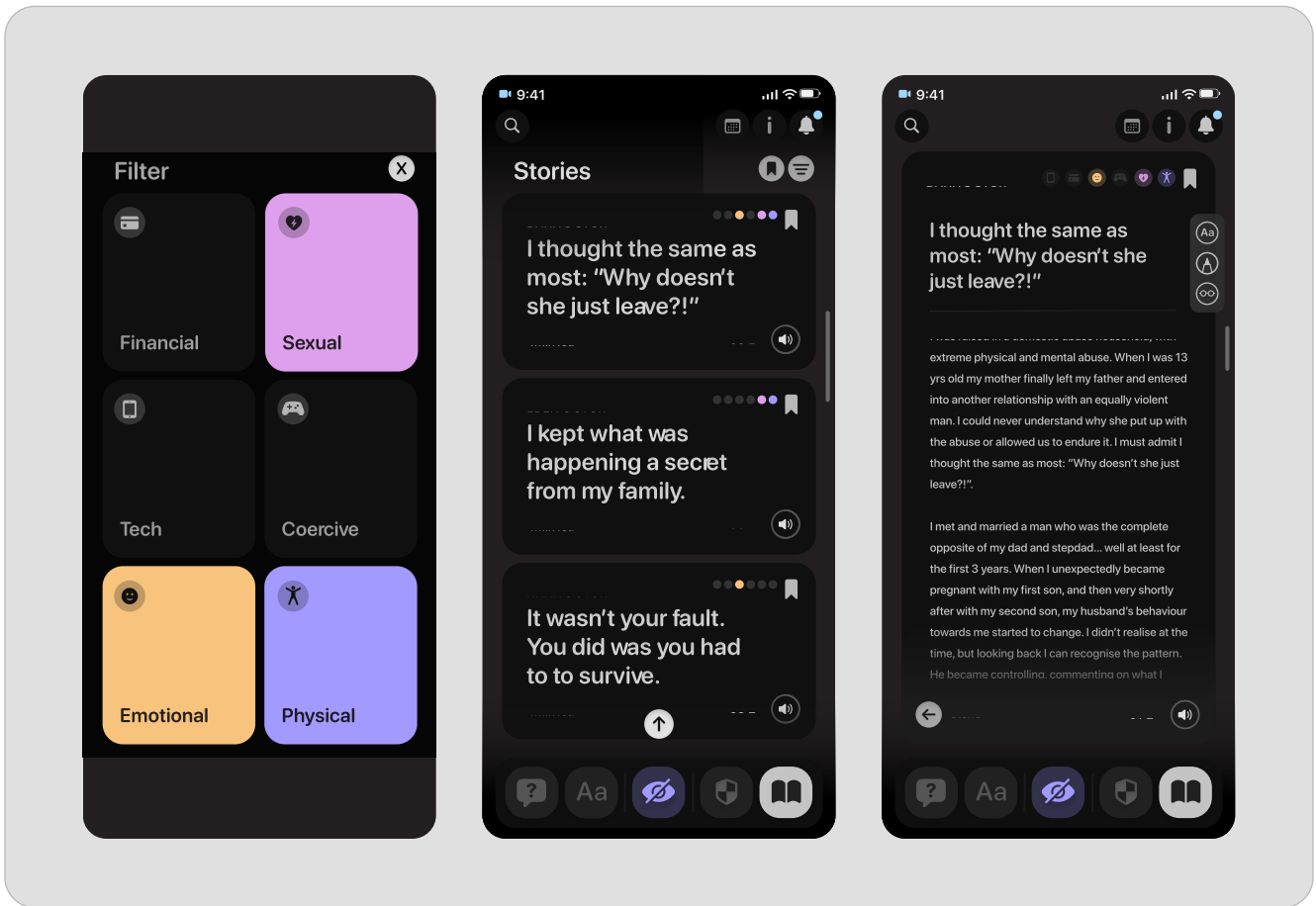


Edna's predictive search (Sullivan, 2020) tool provides results based on which screen the user is on. If they want to search all screens, they can simply cross off the direct search in the header bar.

When developing the Search tool (Appendix AC), consideration of blurs, keyboard pop-ups, and search box placement were considered to establish the most intuitive UI.



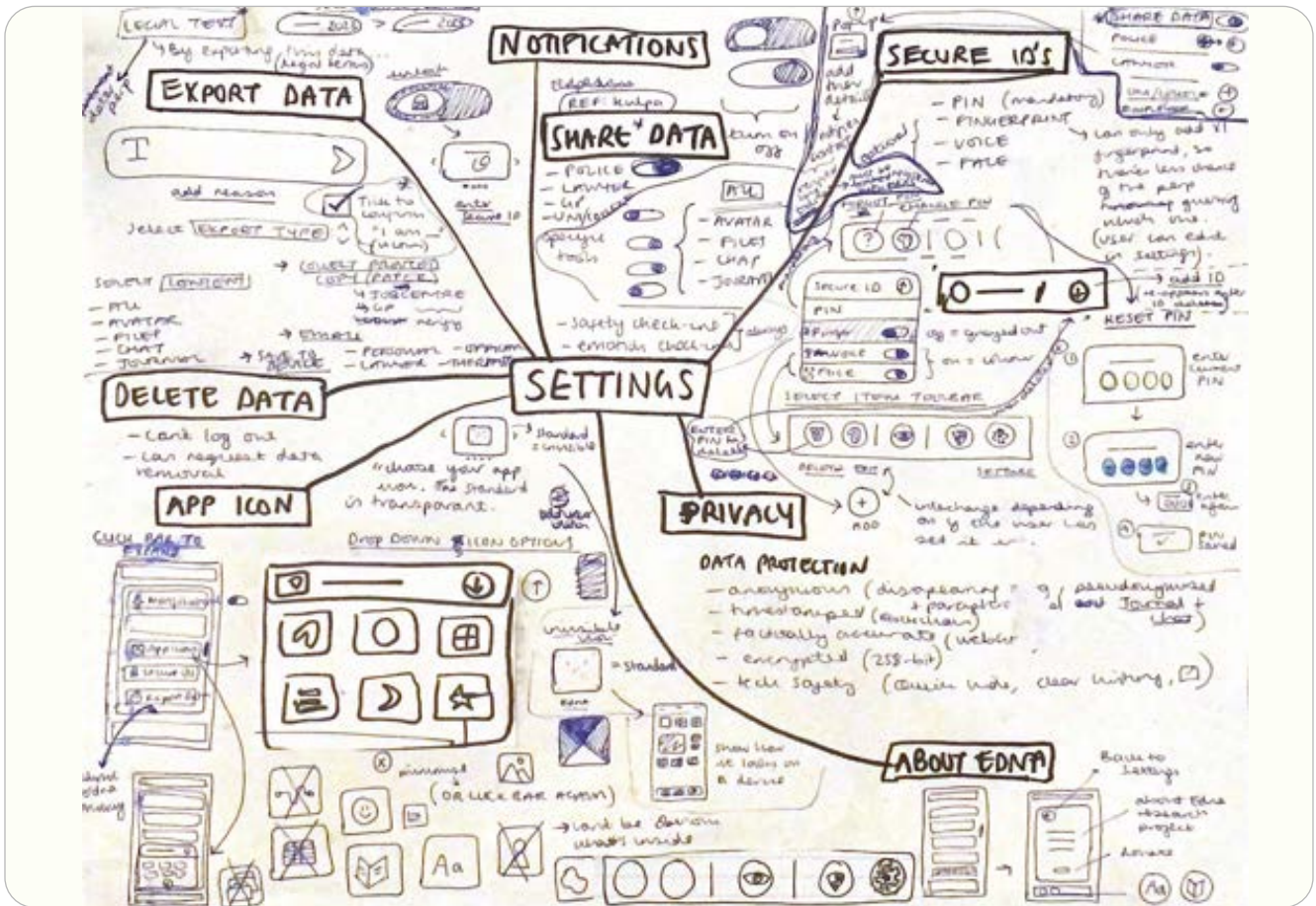
Accessibility Filter



Users can tailor content whenever they see the Filter icon in the top right (available on Stories, Glossary, and Resources screens). This presents the 6 super-categories of DA for users to filter their search results by; thus fostering autonomy, and preventing exposure to harmful content. Edna will retain users' selected filters for their next app session.

Various iterations (Appendix AC) of the Filter tool were tested to ensure ease of use and best differentiation between content types (for instance, broader subject areas (such as, Legal & Health) were removed to avoid confusion between behaviours and systems).

Accessibility Settings



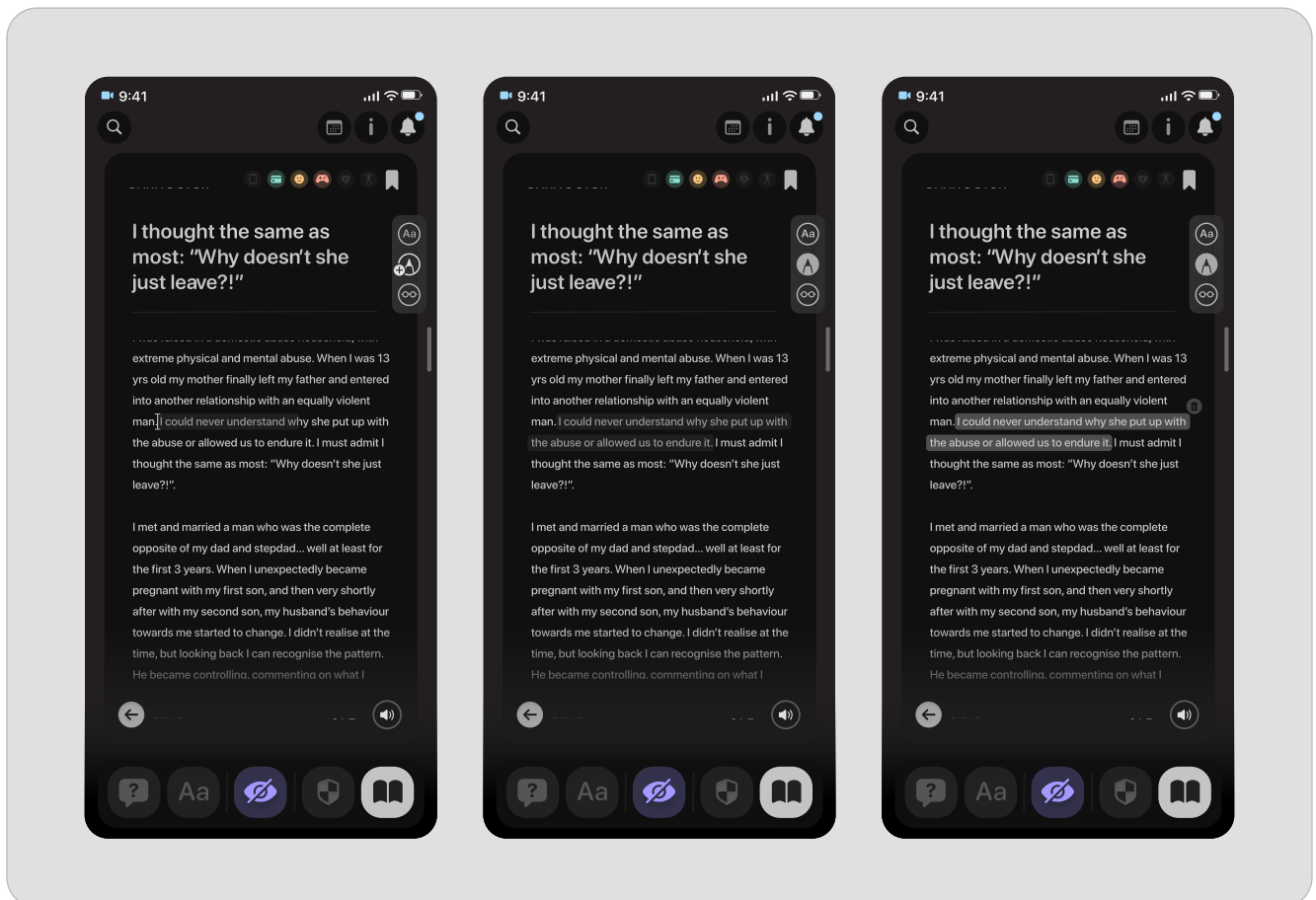
In their Settings (Figure 13), users can modify app icons, language preferences, add more Secure ID's, and export data. To export data, users must input their Secure ID and original referral number, provide a video statement with justification for export, and consent to a 'red flag' alert being shared to NHSX (GOV.UK, 2019) and the CPS. Considering OE's mishandling of E1's alert resulting in more harm for her and her children, the NHSX & CPS can't identify users without decrypting their data (following the encoding approach outlined in this research project), and will be restricted from contacting V&S upon receiving the notification. The flag is intended as a timestamp for if & when V&S choose to come forward. Furthermore, when altering their app icon, users can choose a pseudo design to camouflage the app (for instance, to look like a mediation or puzzle app), or follow steps on how to embed transparent icons (Gilmore, 2020) on their device.

Figure 13. (Kenney, 2023e)



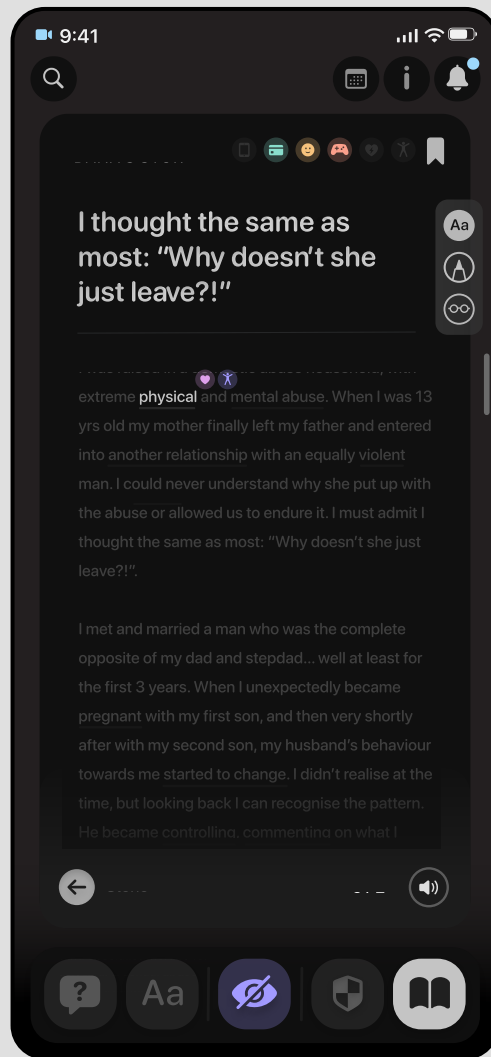
Accessibility Text Tools (Highlighter)

Text tools are available in Stories, Journal, Chat, Glossary, and File screens – wherever extensive text is present. These tools are movable, enabling uninterrupted interaction with content, and users can easily toggle each text tool on and off via their respective icons.



Drawing inspiration from Kindle's (Amazon, 2022) text highlight tool, Edna's users can highlight excerpts throughout the app, for future reference. This feature enables users to view only their own highlighted texts (rather than presenting all of Edna users's highlights), to promote self-reflection, autonomy over choices, and reduce distractions.

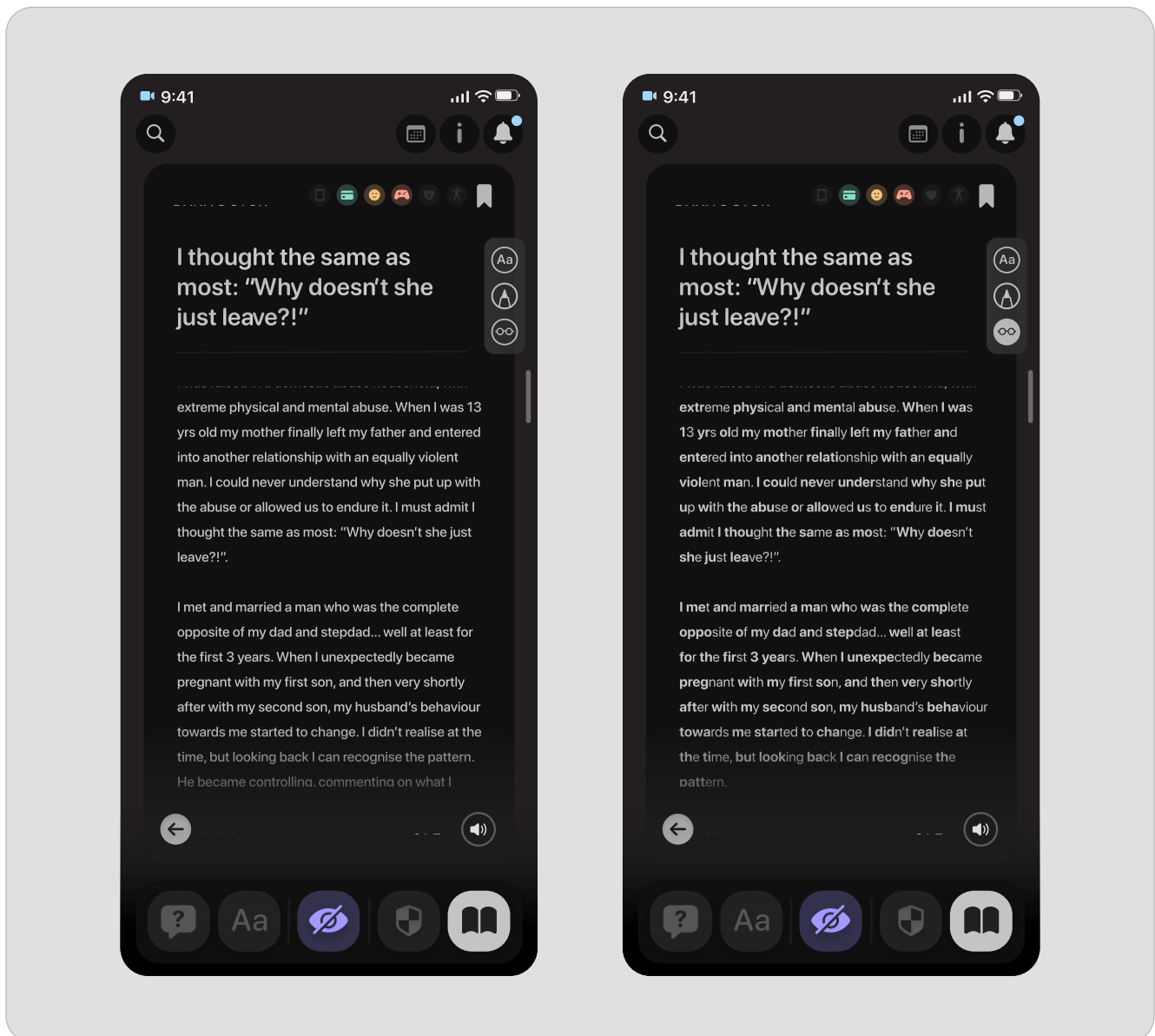
Accessibility Text Tools (Glossary)



Edna's Glossary functions as a 'warning signs' identifier throughout the app — highlighting keywords that indicate behaviours within the 6 super-categories of DA. Users can click on the identified behaviours (underlined in grey) to gain insights into the mentioned mechanisms.











Accessibility Text Tools (Bionic Reading)

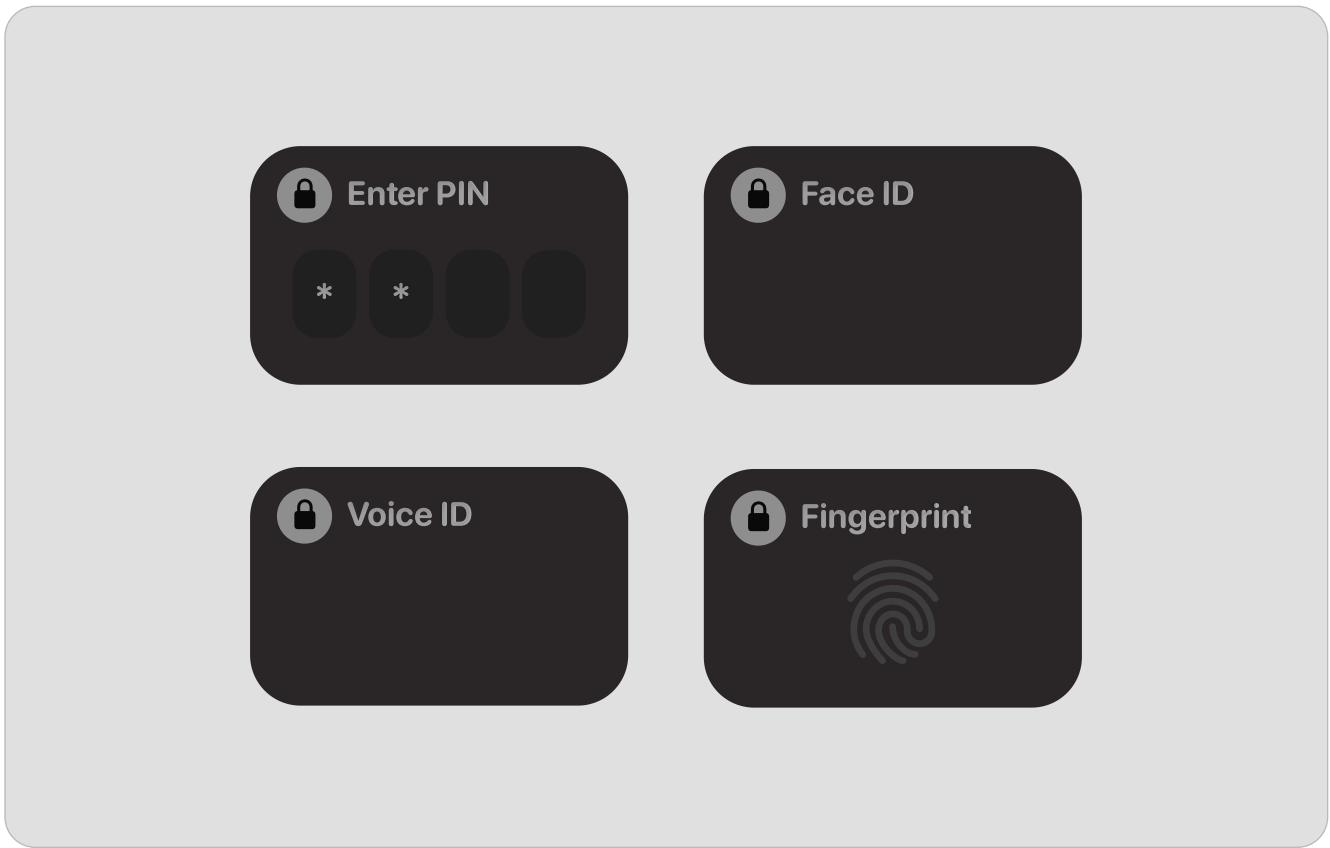


Whenever there are large bodies of text, users can select the Bionic Reading (Casutt, 2016) tool to improve legibility and reading time. It guides the eye through text using artificial fixation points, allowing the brain to identify words quicker, and read the text more efficiently.

Tech Safety

As emphasized in Refuge's 'How Domestic Abuse is Getting Smarter' campaign (Watson, 2021), technological progress has expanded the avenues for abuse (Blyth, 2023, p.18) (for instance, GPS tracking, social media harassment, internet stalking, abusive texts (Appendix AO), revenge porn, or demanding direct access to devices). Approximately 72% of women from Refuge reported smartphone or tablet-based tech abuse (Christie & Wright, 2020). Additionally, the emergence of smart home tech (such as, cameras & AI speakers) and metaverse technology (like haptic suits) (Blyth, 2023, p.18) provides abusers with a range of sophisticated tools. TA prevents V&S finding information online, accessing support, gathering evidence privately, or speaking openly. To combat this, the following safety measures have been implemented:

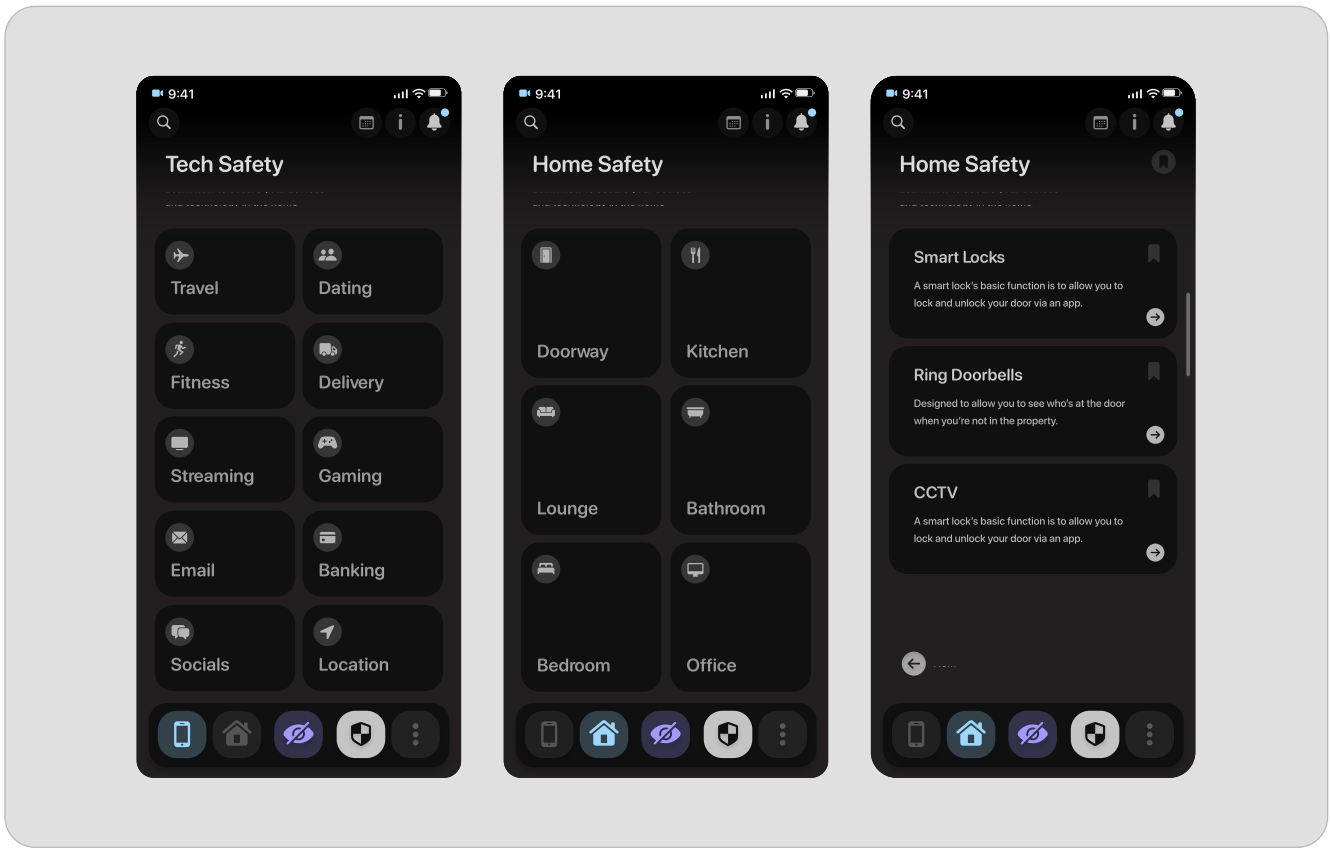
 Secure ID Page 71	 Timestamped Page 75
 Safety Tool Page 72	 SOS Page 76
 Bkgrnd Rec. Page 73	 24/7 Helpline Page 76
 Quick Exit Page 74	 Help Signal Page 77



Users must enter their Secure ID during app login, as well as, when they view, edit, delete, or export data. Users with multiple ID's will be prompted to use different ones upon each entry, to act as a deterrent to unauthorized attempts to access data. Additionally, if a user accessed the Edna service via the CJS or NHS, any failed attempted will be flagged as 'potential perpetrator tampering'. All user data is encrypted, and personal information pseudonymised throughout. The goal is to empower V&S to share their experiences openly, and encourage autonomy over their choices, without fear of identification or misrepresentation.



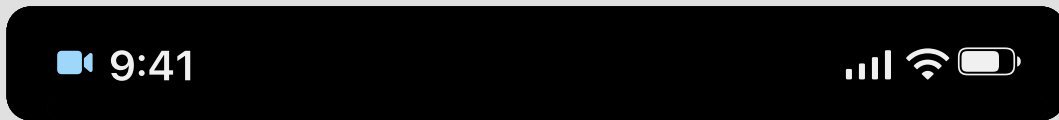
Tech Safety Device / Home



Refuge's Digital Break-up and Home Secure tools (Appendix AP) have been integrated to educate users about methods perpetrators may use to exert control through technology (including email, banking, delivery apps, smart locks, and doorbells). User-friendly Tooltips offer safeguarding advice relevant to content being viewed (e.g. how to discreetly remove select parts of internet history (rather than clearing it all) to reduce suspicion)). Available on every screen, the Tech Safety tool acts as a continual prompt for users to ensure their tech is secure.

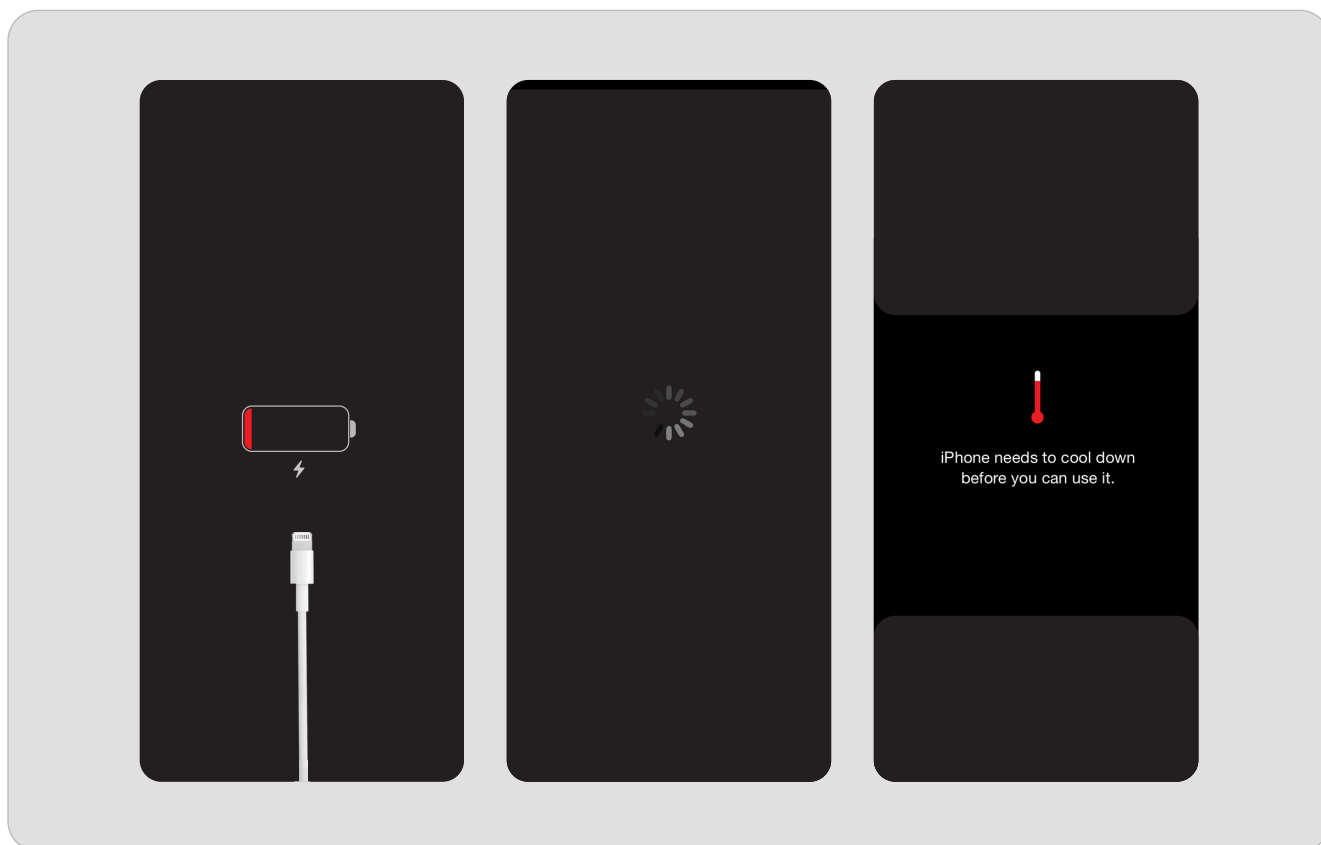


Tech Safety Background Rec.



Background recording will serve as both a deterrent for perpetrators, and as an unquestionable record of events. For instance, Edna will be trained to recognise certain sounds or objects (Boesch, 2023b) associated with DA (for instance, tutting would be recorded as EA & CA, and an object smashing as PA & CA), as well as, differentiate between victims & perpetrators (using face & emotion recognition (Appendix AE), voice ID (Gonfalonieri, 2018), and movement tracking (Boesch, 2023a)). If a perpetrator's perceived to be tampering, Edna's AI will initiate the Quick Exit protocol (PTO). Additionally, to avoid suspicion, the Background Rec. icon blends into the status bar of user devices, and all recordings are securely timestamped (Appendix AG) to provide an immutable record of events. Users are made are of this process, and are required to explicitly consent upon sign-up.

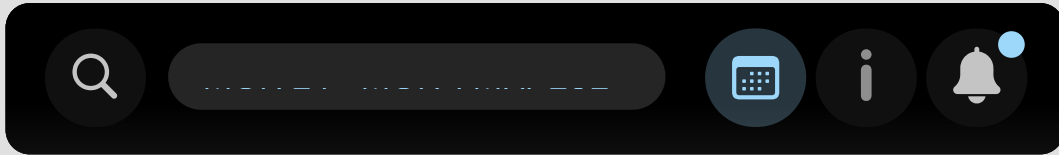
This decision to move the record icon into the status bar was made after considering the overtness of red dots, or microphone symbols in connoting 'recording' (Appendix AC).



Edna mirrors Refuge's Quick Exit functionality (Appendix AQ), by using discreet dummy data customised to each user's device. For instance, iPhone users might encounter prompts like: 'connect to power,' 'loading screen,' or 'temperature warning' (as depicted above). The dummy Quick Exit screens refresh regularly to avoid suspicion. The Quick Exit icon is conveniently placed at the bottom of the screen for easy access. For enhanced security, Edna employs fall detection technology to initiate the Quick Exit process (e.g. if the user falls, is pushed, or drops their phone), and the app automatically closes after 30 seconds of inactivity.



Tech Safety Tmestamp / Calendar



Employing Blockchain encryption (Appendix AG) for data immutability and tamper resistance, Edna integrates a pop-out Calendar tool for event timestamping. Clicking the Calendar icon reveals today's information. Users can adjust the date or timeframe to access a comprehensive event history (Figure 14). Calendar entries are discreet and unrecognisable to potential intruders. Colour, symbol, date & time are adopted for quick event recognition, without overtly revealing content to perpetrators. To access further event details, users can unlock events using their Secure ID.

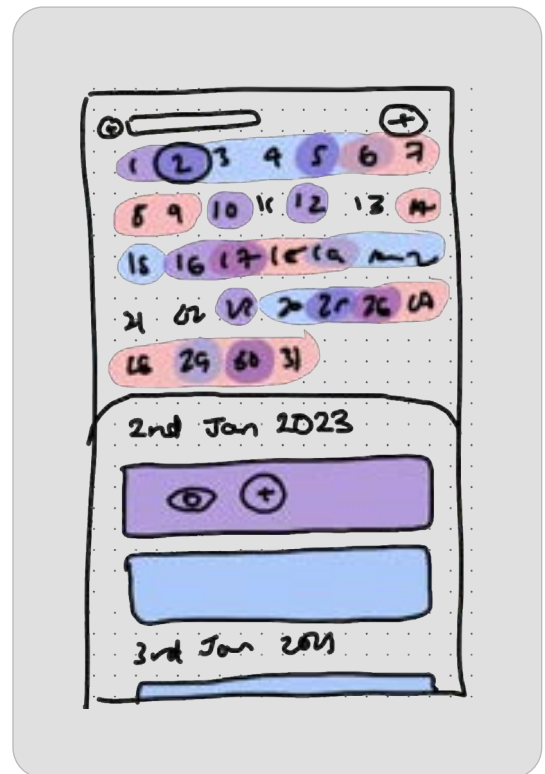
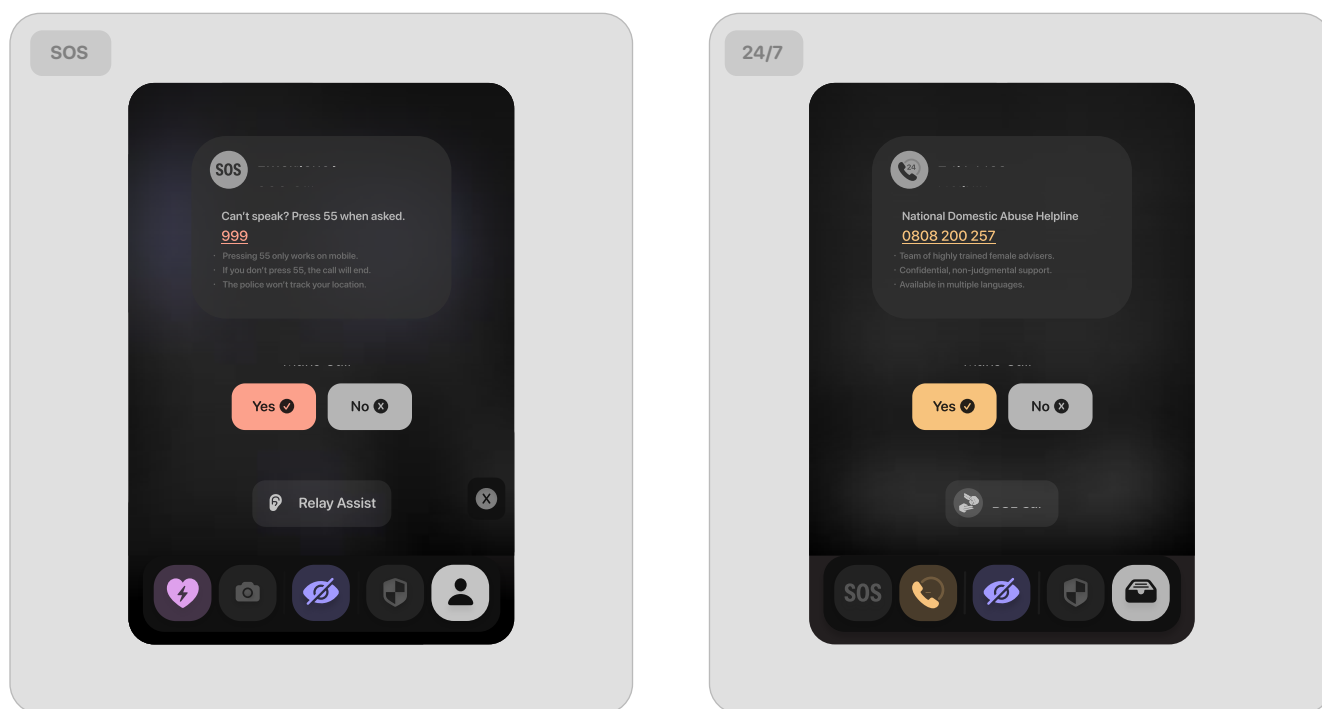


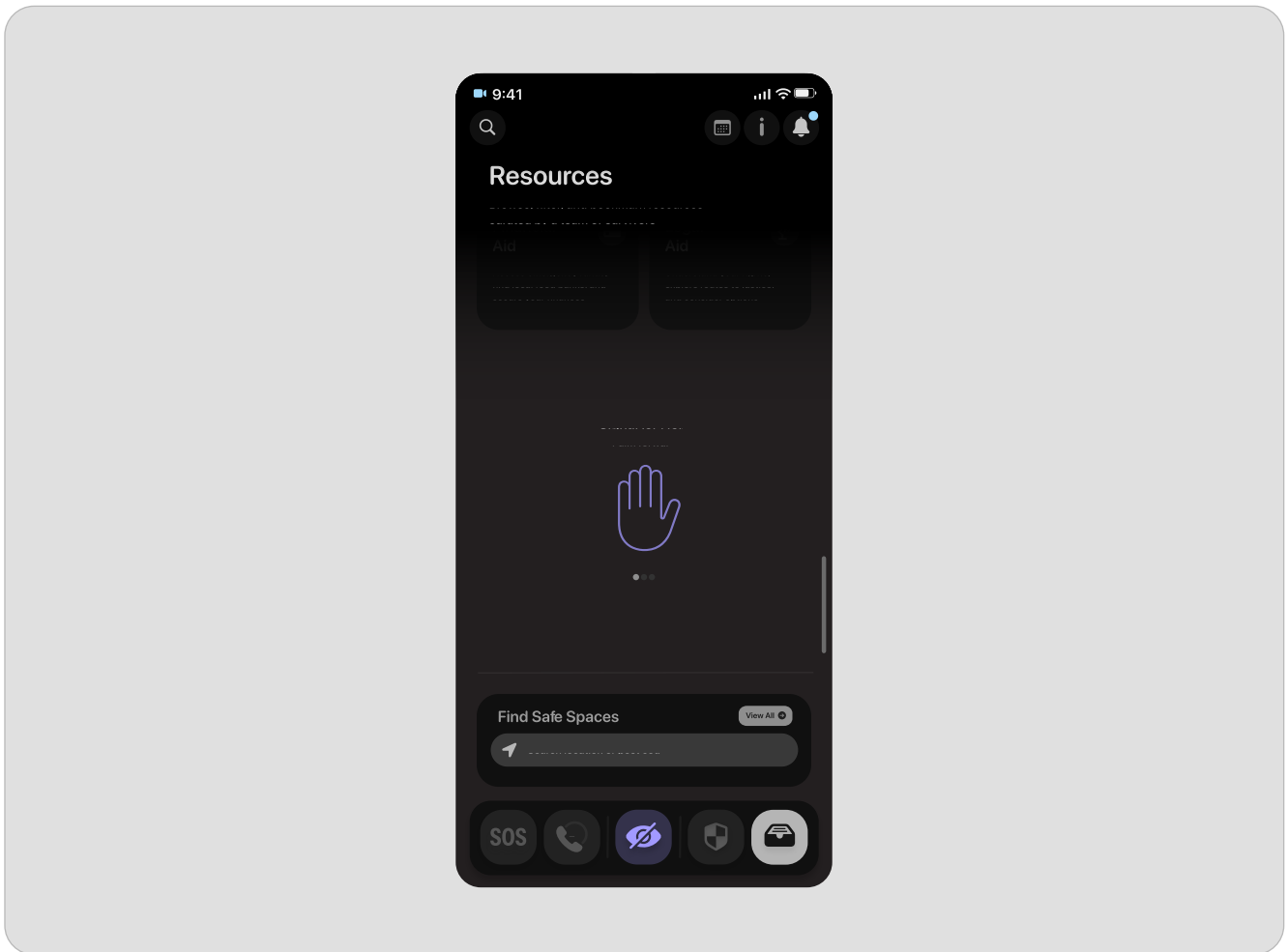
Figure 14. (Kenney, 2023f)

Various iterations of the Calendar were explored during the initial R&D phase (Appendix AC).



Users have the option to make an SOS call via the Avatar and Resources screens, or via their Notifications drop-down. SOS alerts are geotagged for rapid aid in high-risk situations. Users' may also connect to the free 24/7 DA Helpline via their Resources screen. Both SOS and 24/7 calls provide options for Relay Assist or BSL calls, which offers vital support for users with hearing challenges. Additionally, when accessing the SOS and 24/7 features, additional contact information is included. For instance, those making 999 calls can learn how to indicate their inability to speak by dialling '55'. In order to prioritize safety, calls are discreet. No sounds or lights are triggered, and geotagged locations are not visible within the app. To enhance accessibility, SOS tools are located toward the bottom of the screen. To prevent accidental calls, users are required to click 'Yes' (in red). Furthermore, calls are recorded and stored in users' Files for record-keeping.

Conversations with E1 revealed how Hollie Guard's 'raise alert' feature (Appendix AR) was overt, with too many steps before an alert was actioned. Various layouts were explored (Appendix AC) to consider the most direct and informative path to emergency support.



When users overscroll past content, they will encounter the 'Signal for Help' (Appendix AR) animation — a simple one-handed gesture that enables victims to discreetly convey their requirement for someone to check in and offer support. It empowers victims to retain control over their choices and considers the complex risks surrounding DA intervention.

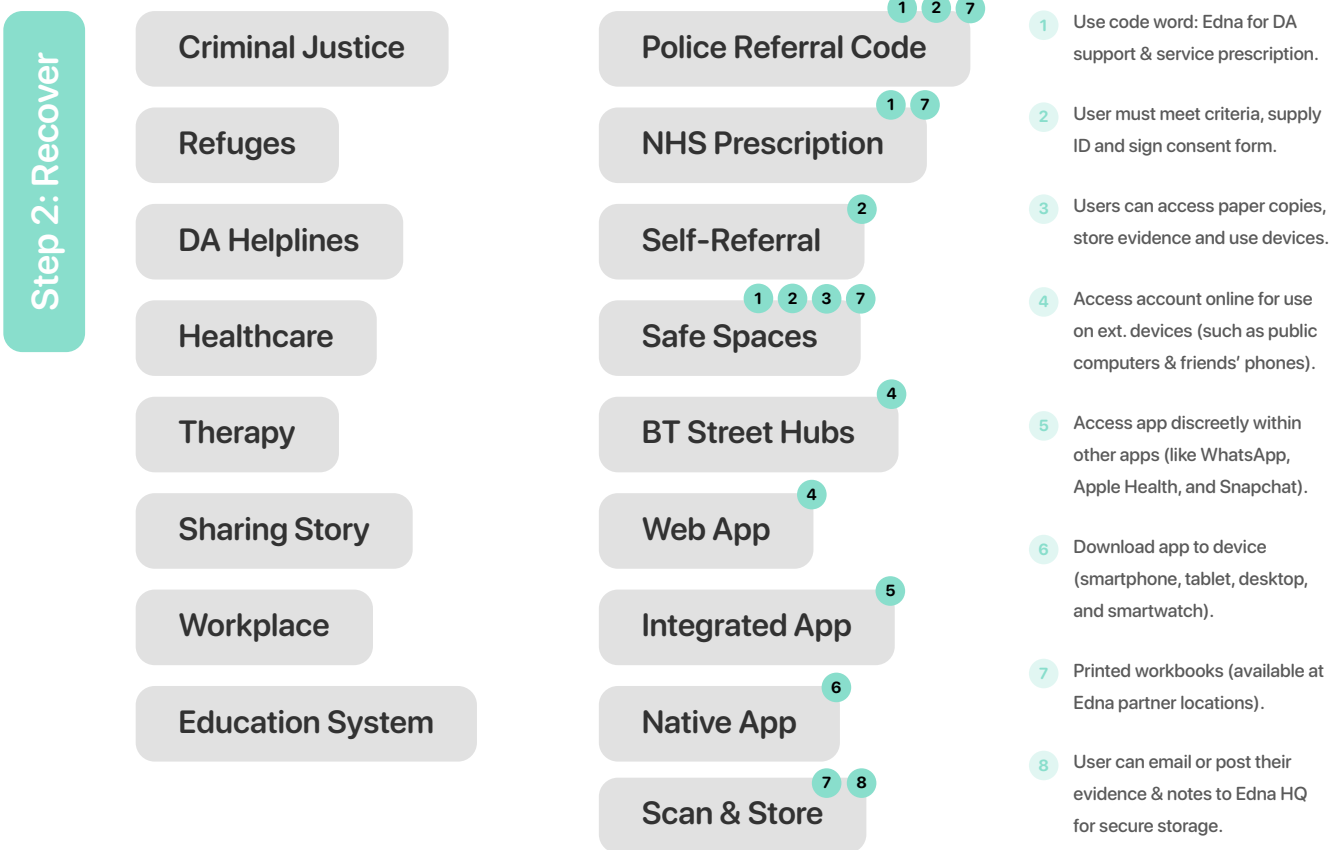
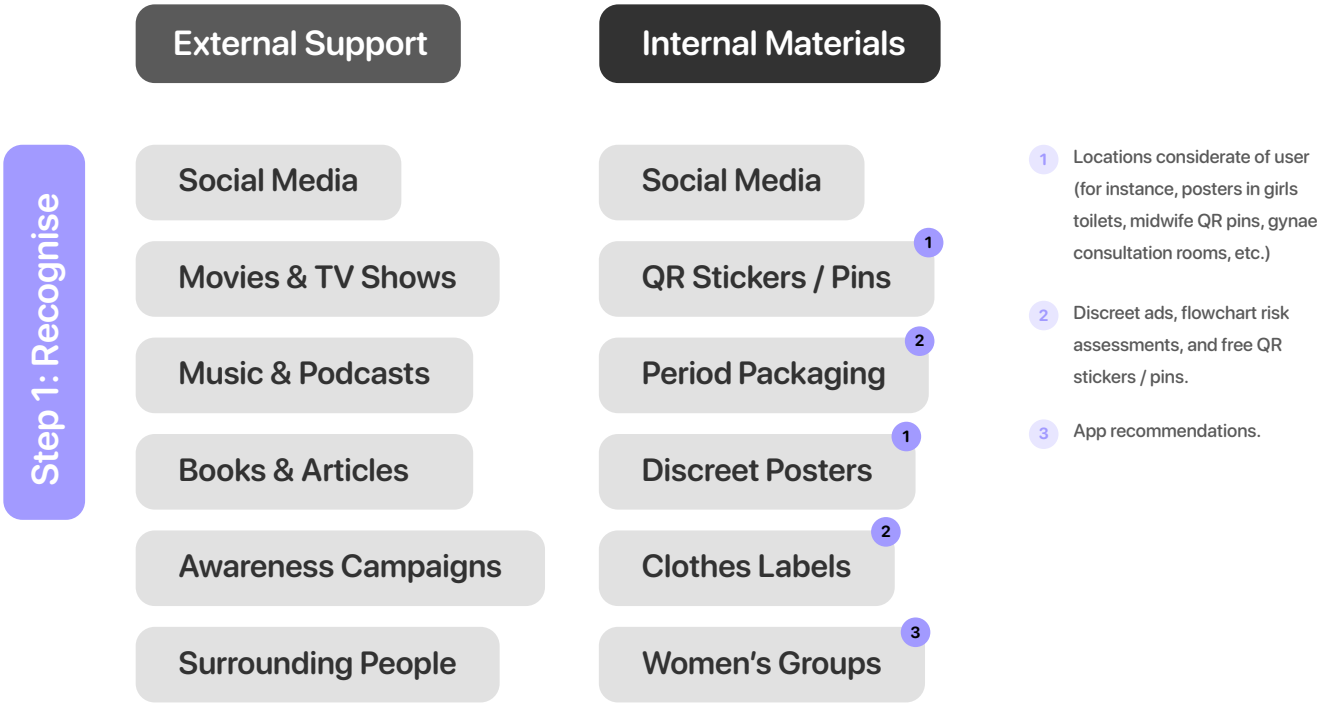
Responders should engage emergency services only with victims' explicit consent, and are encouraged to ask discrete 'yes / no' questions (such as, "Are you able to speak?", "Do you currently feel safe?", and "Would you like me to seek help?") to avoid perpetrator suspicion.

Touchpoints

How might we provide discreet & timely access points to the Edna app for various demographics of potential service users?

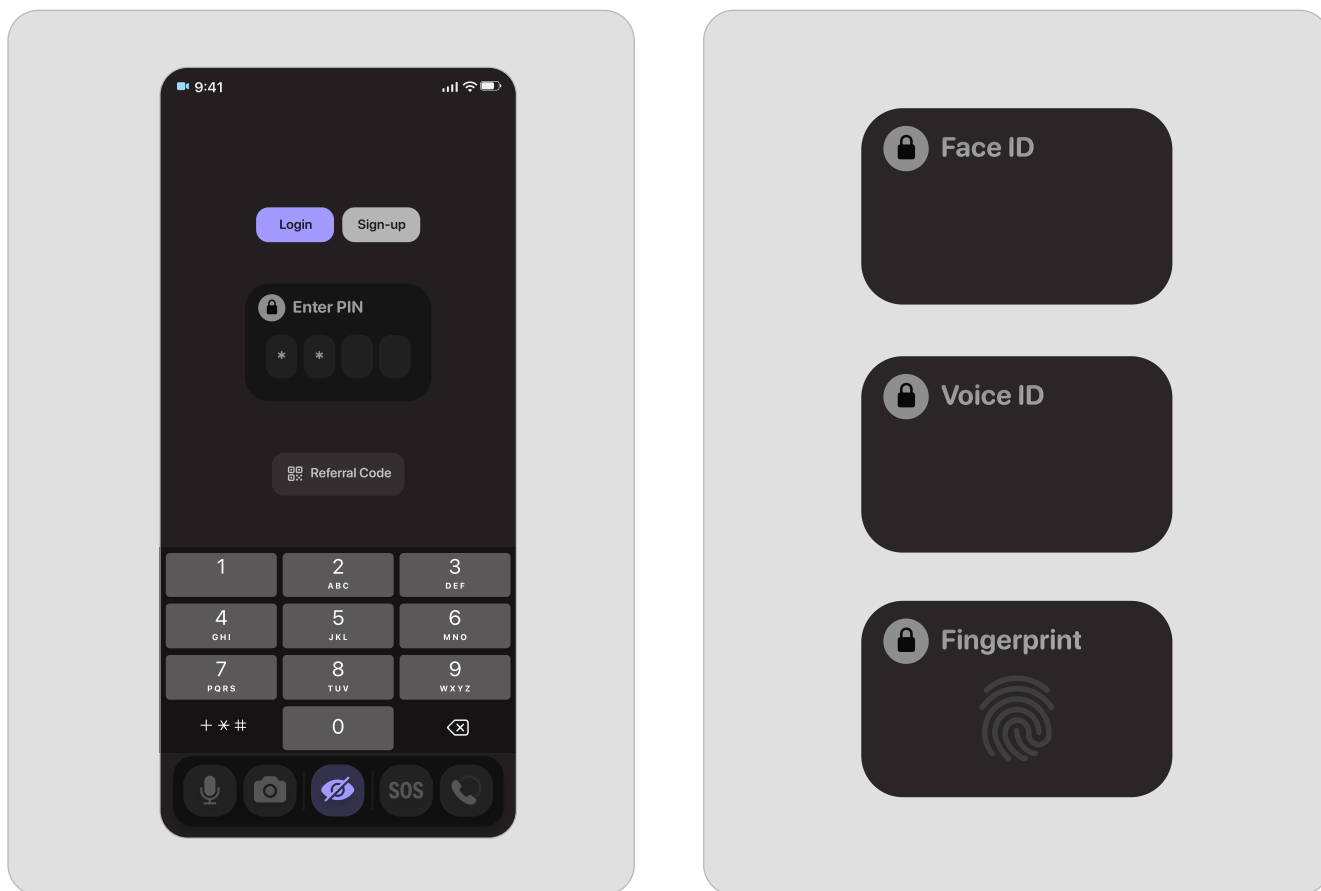
How might we use targeted touchpoints to raise awareness of the Edna app, without raising suspicion with the perpetrator?

Insights from T1 discussions (Appendix AT) highlighted that certain awareness campaigns (such as, HSBC's (2022) FA ad, and Refuge's TA video (Watson, 2021)), could potentially inform perpetrators of the methods to inflict harm. Therefore, in a brainstorming session (with BA (Hons) Graphic Design students at Falmouth University (Appendix AU)), we used HMW (How Might We) questions (IDEO, 2014) to consider the safest and most likely routes to access the Edna service. We considered how people are typically demotivated to seek support if it's not from a place of self-motivation (Hardy, 2018), and placed particular emphasis on the notion of 'planting a seed' to gently nudge V&S towards positive change (Thaler & Sunstein, 2009).



The goal is to provide a versatile network for V&S to recognise and recover from DA. The above infographic outlines how this process will be facilitated — via interconnected touchpoints.

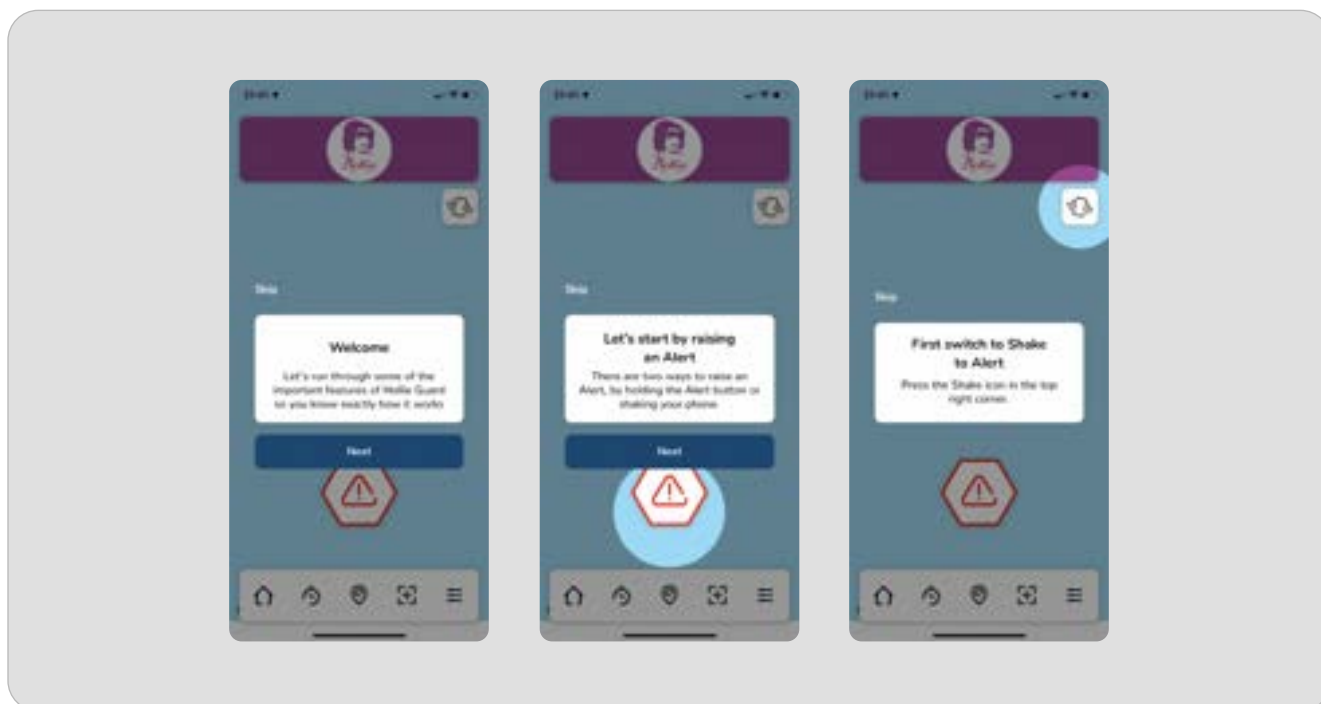
Access Points Login / Sign-up



Users can access the Edna service via police or NHS referral, or by specifically requesting “Edna”. User accounts will be linked to a unique code that remains encrypted until users consent to its decryption (for instance, to use as evidence in court). V&S may also self-refer by completing a risk-assessment (like DASH (Safe Lives, 2015)), and by signing consent (similar to Freed-M (Appendix AV)). When first accessing the app, users can input their referral code to activate their account, setup their Secure ID, and follow Tooltips to get acquainted with the interface.

The Login / Sign-up process needed to be simple, with basic routes to entry. If there were too many steps to set up an account (as identified within the Hollie Guard app (Appendix AR)), it may prevent V&S from accessing the service.

Start-up Screens Tooltips



When users first enter their account, they will encounter a series of interactive tooltips (Figure 15), which aim to quickly familiarise them with the app's layout, functionalities, and emergency tools (such as, Quick Exit, and SOS buttons). The first screen they will be directed to is Tech Safety, to ensure they've secured their device, and are aware of the dangers surrounding TA. From this point forward, Edna will use the K-NN algorithm (Appendix AE) to present users with the screen most likely required during the time of entry. For instance, if a user predominantly documents PA, the app would automatically open on the Avatar screen. Or if they typically upload Files on a Wednesday, the next time they open the app on a Wednesday, it'll open on the Files screen.

Upon reports from E1 (Appendix K) that the Freedom Programme appeared predominantly PA-focussed (Appendix AM) (and therefore prevented her entry), it was important to ensure Edna did not assume the type of DA users' were experiencing, but instead provided tools based on their measured experience.

Figure 15. (Hollie Guard, 2015)

Access Points Edna App



The Edna app employs multiple access modalities to reach wider audiences. Listed below, are access points designed for integration across personal and public devices.

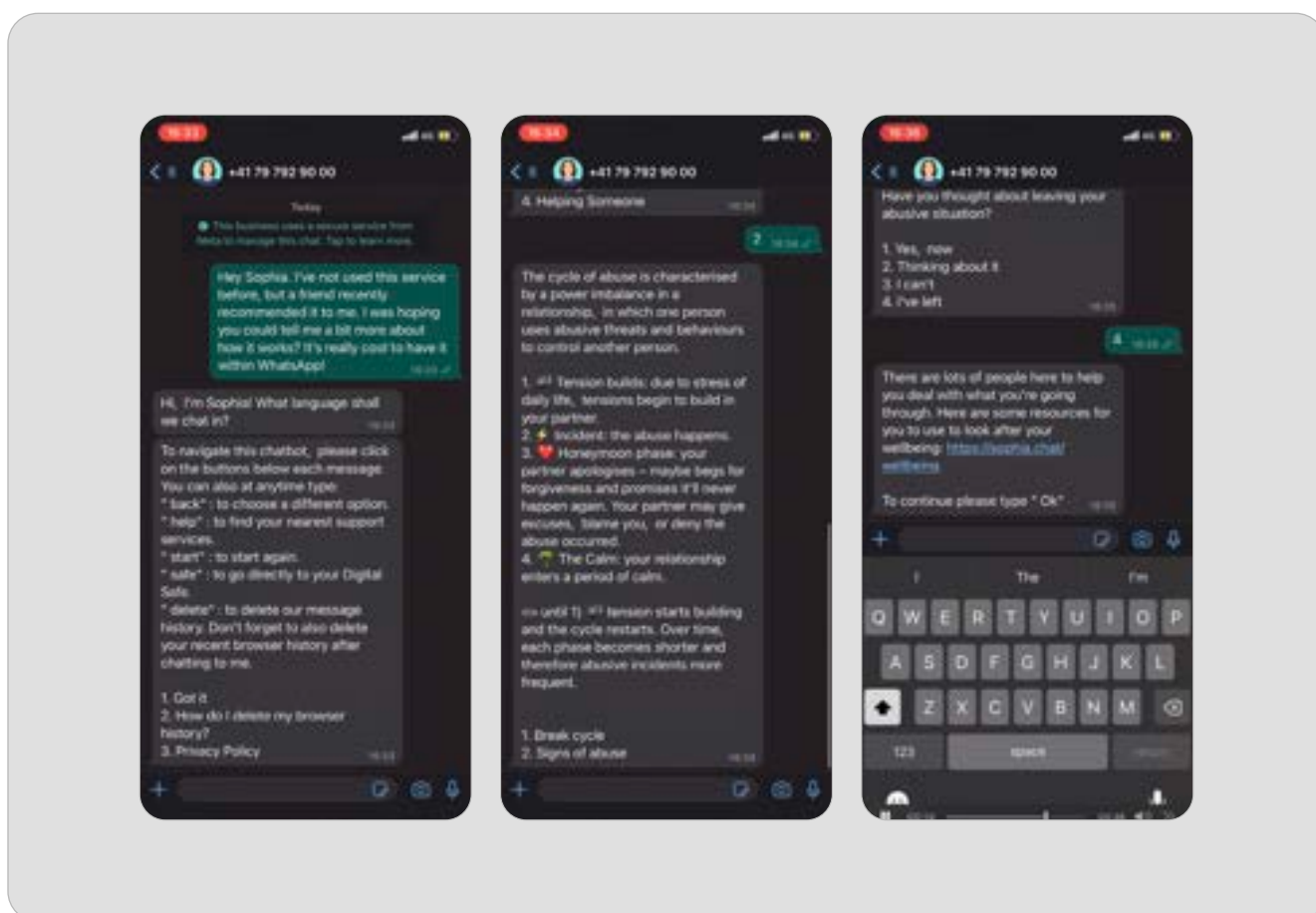
NATIVE APP

Available for download across a range of Android and iOS portable smart devices (like phones, watches, tablets, and laptops). It will not be available on fixed smart devices (like smart TV's, or intelligent car technologies), as these are often shared devices that the perpetrator could easily access.

WEB APP

Online access via public (e.g. library, university, or work computer) & private (e.g. personal tablet, or friends' phone) devices, by searching edna.hub. Can also be accessed at Safe Spaces (2023) locations. Users are reminded to clear their web history after using the service to prevent alerting Dean.

Access Points Edna Integrations



Edna can be integrated into pre-existing communication apps (like Snapchat & WhatsApp), and will work similarly to Sophia Chat (Figure 16), to allow users to discreetly talk with Edna to learn about DA, ask for advice, and receive links to Resources. Users can ask Edna to carry out tasks without directly entering the native app (akin to Apple's (2023b) virtual 'Siri' assistant). Users could ask Edna to: 'upload [x] to my Files', or 'show my Avatar timeline'. Enabling data input outside the native app places an extra barrier against Dean's tracking. Smartphone and smartwatch users will have the option to incorporate their data into pre-existing fitness apps (like Apple (2023c) Health) for better experience metrics, and identified correlations between physiological impacts and DA Trends.

Figure 16. (Sophia Chat, 2021)

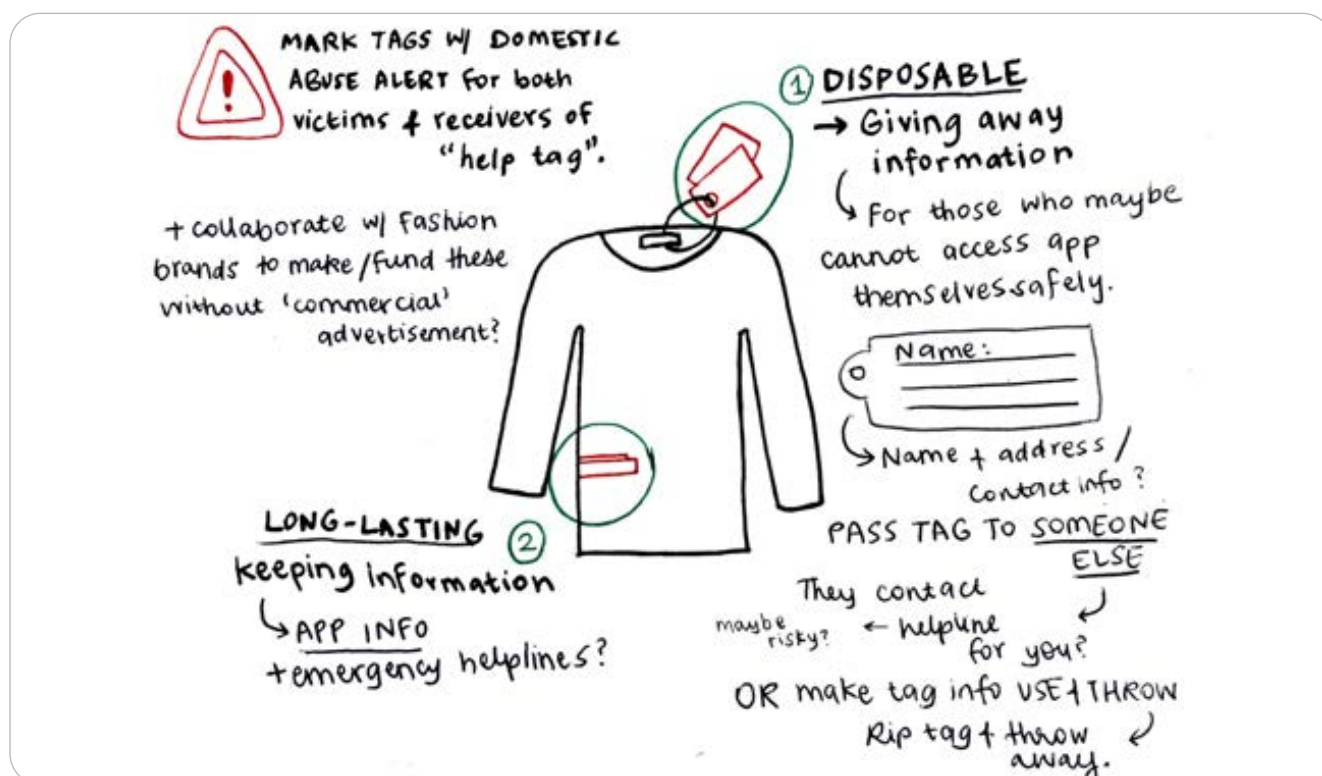
Access Points Edna Hubs



Users can access Edna via BT's Street Hubs (Figure 17), to document safely away from the perpetrator; without connection to their devices, and to provide back-up entry (for instance, if personal devices are lost, stolen or tampered with). It provides access points to those experiencing tech poverty (The British Academy, 2022), and allows for free phone calls, rapid device charging and Wi-Fi access (BT, 2020, p.3). Users can alert emergency services (via the 999 button (BT, 2020, p.4)), and all personal data is encrypted (BT, 2020, p.10). Furthermore, the touchscreen tablet (BT, 2020, p.3) can be used for accessing real time, and local information and navigation (such as, where the local Refuge or a Safe Spaces (2023) are).

Figure 17. (BT, 2020)

Raise Awareness Initial Ideas







During the HMW workshops (Appendix AU), we explored various ways to promote Edna and gather referrals discreetly, in order to avoid perpetrator suspicion. We assessed existing solutions (Appendix AW) (such as, Ask for Angela (2017)), and evaluated their effectiveness. We found that they often used graphic images of physically abused women (which could deter victims of other forms of abuse), and used direct references to DA in posters. Materials were usually placed in busy locations; without much design consideration; thus creating obstacles for V&S seeking support. This highlighted the need for targeted points of contact for VAWG. T6 suggested discreet; disposable clothing labels (Figure 18) for victims of PA who might wear long sleeves, and Edna proposed QR-coded pins to be worn by midwives & gynaecologists to target SA V&S. Other ideas included prescription and period packaging, as well as, placing posters in W&G toilets and changing rooms. We considered focusing on women in higher education as a primary audience, given their legal agency and potential to drive cultural change.

Figure 18. (Bafna, 2023)

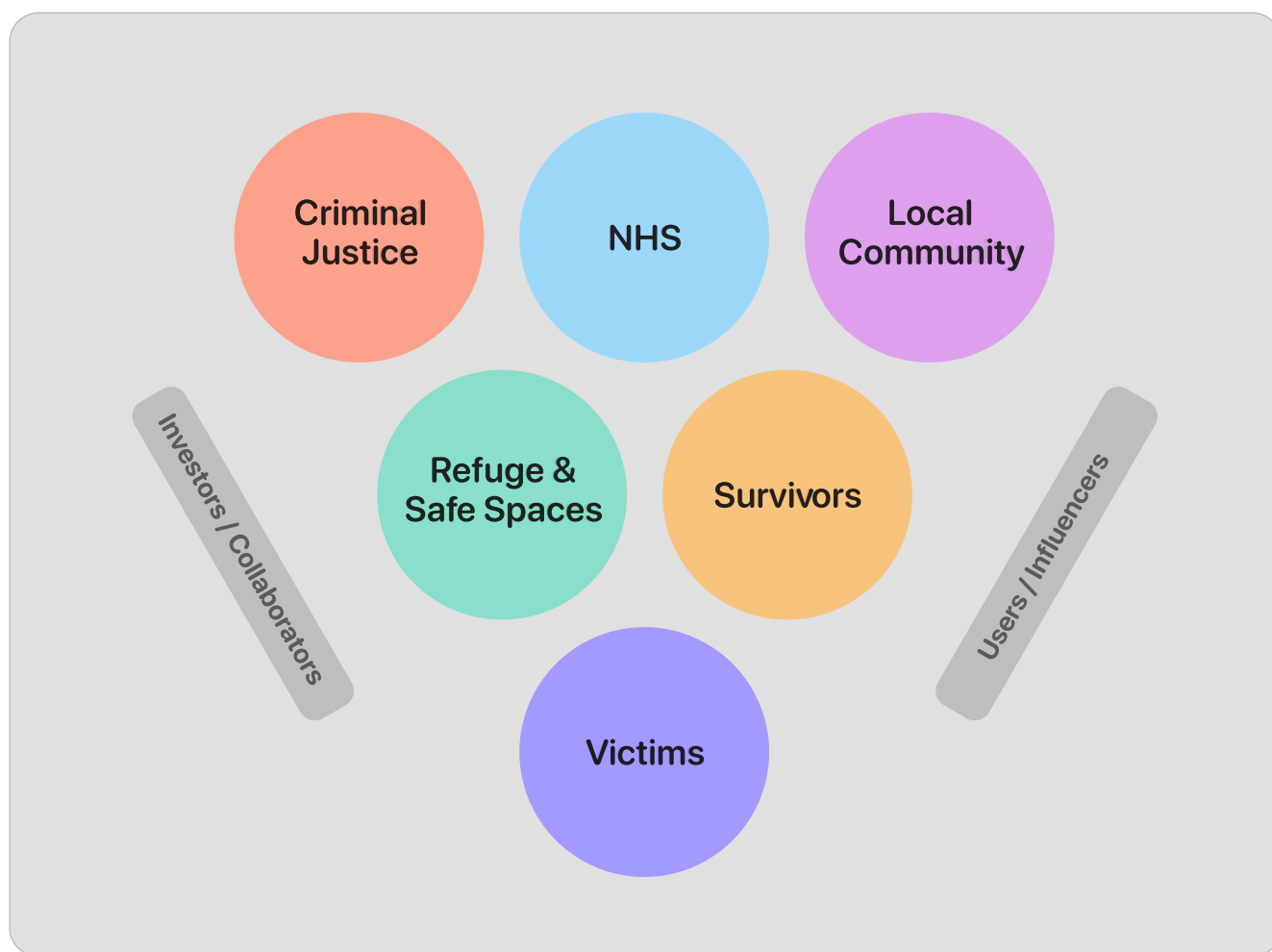
Stakeholders Market Attractiveness

<p>Low competition threat, as there is no Gov-funded all-in-one tool for DA victims & survivors.</p>	<p>Relies on appropriate amount of funding from Gov and investors to sustain product.</p>	<p>PHYSICAL PRODUCTS</p> <ul style="list-style-type: none"> + Freedom Programme (workshops & book) + Minder (rape & window alarms) + Safe Space (network of locations) + CPS (restraining orders) <p>DIGITAL APPLICATIONS</p> <ul style="list-style-type: none"> + Maru (stalking & harassment chatbot) + Sophia Chatbot (WhatsApp integrated) + Refuge (tech & home safety tools) + Hand Signal for Help + YSM (routes to legal justice)
<p>INTELLECTUAL PROPERTY</p> <p>Protect assets & authors (e.g. big tech could mimic service into fitness, mood tracking, or journalling apps)</p>	<p>INTERNAL TEAMS</p> <p>Low-risk (owner control)</p> <p>EXTERNAL TEAMS</p> <p>Mid-risk (sub-contracts)</p>	

The Porter's Five Forces framework (developed by Michael Porter) was used (above) to analyse the market attractiveness for Edna. It is intended to assess the attractiveness and profitability of the solution amongst pre-existing DA services (below), and highlight room for innovation.

 <p>UK Government</p> <hr/> <p>RAISE FUNDS TO BUILD TOOL EDNA'S LAW AGAINST DA</p>	<p>NHS</p> <hr/> <p>AWARENESS POSTERS & PINS EDNA PRESCRIPTION SERVICE NHSX SECURE DATA SHARING</p>	 <hr/> <p>EDNA = SUFFICIENT EVIDENCE REFERRAL CODE</p>
 <hr/> <p>24/7 NATIONAL DA HELPLINE TECH SAFETY TOOL (HOME & TECH)</p>	<p>women's aid</p> <hr/> <p>FACTUAL ACCURACY LEGAL ADVISE</p>	 <hr/> <p>AWARENESS POSTERS & PINS ACCESS WEB APP</p>

Stakeholders Collaborative Approach



Policing recognises that it cannot tackle VAWG alone, and that DA requires a co-ordinated response (Blyth, 2023, p.15). Edna intends to partner with the UK Government to establish connections with charities, building societies, and existing innovations, to produce and maintain the Edna service. Refuge's corporate partnerships (Refuge, 2017b), and the Safe Spaces (2023) initiatives, are also ideal collaborators, as they possess valuable DA research and resources, community connections, and are already committed to supporting V&S.

Running Costs Annual Projections



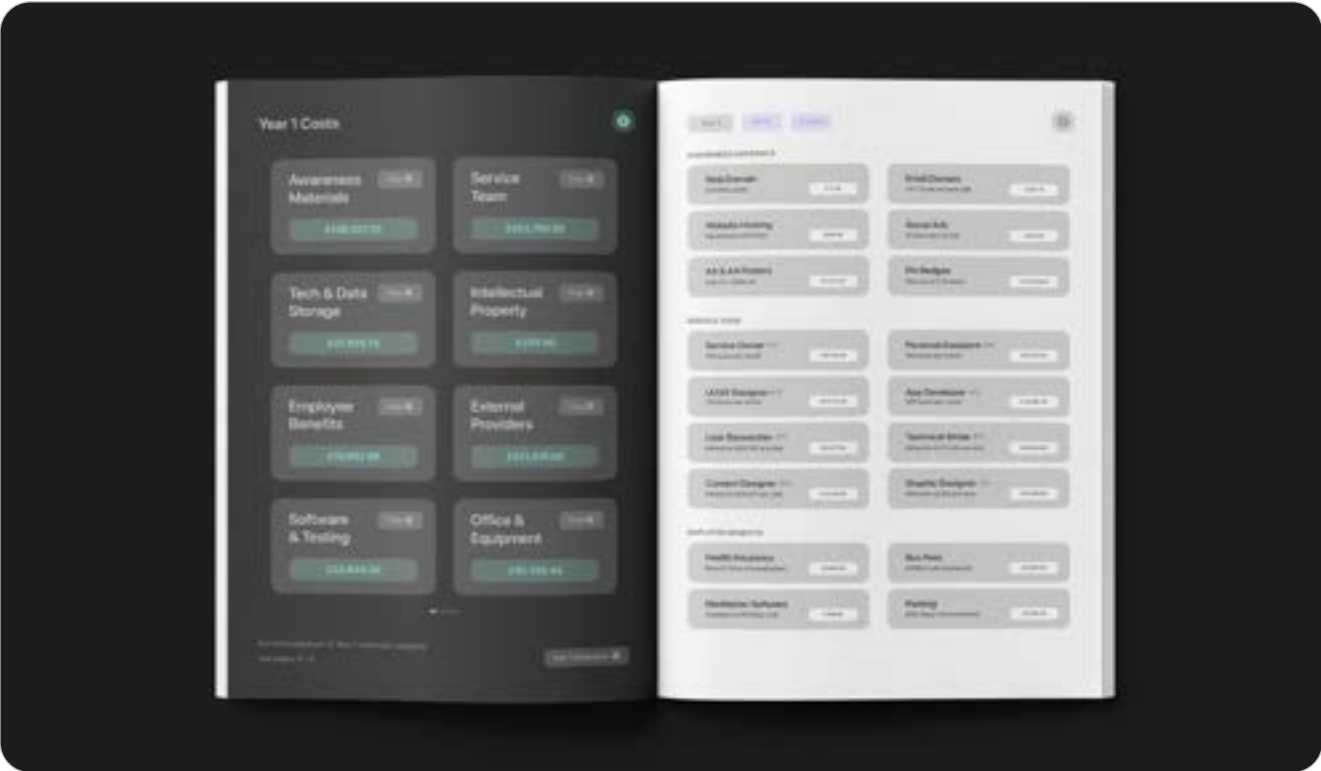
The current socio-economic costs of DA to the UK equates to £66 billion per year (including health, legal, and re-housing costs, as well as, reduction in victim productivity and opportunities) (Oliver et al., 2019, p.5). When comparing this figure to the cost to design and maintain the Edna service (above), it becomes evident that this is a worthwhile innovation to invest in (particularly as the UK Government plans to allocate £3 million towards research into what can help stop VAWG) (HM Government, 2021, p.6). Proposals will be made to donate a portion of these budgets toward the production and testing of Edna's BETA app (with a target reach of 1k users in the first year). The above infographic details predicted maintenance costs for the next 20 years (to which, figures have been calculated based on the average salary & item costs in London, 2023. Costs will likely rise with inflation). A comprehensive breakdown of expected annual spending (encompassing awareness materials, service teams, data storage, and intellectual property) can be found in Appendix AH.

Running Costs Investors Website



Edna's investor-oriented website (Appendix AX) showcases app screens, current DA data, market attractiveness, job opportunities, and operational costs (Appendix AH). It'll serve as a basis to present solutions to potential stakeholders (notably the UK Government) to outline the problem (DA), the solution (Edna), and its benefits (all-in-one hub for DA care), in the hope of allocating funds towards its development and maintenance. The initial goal of a £1 million seed fund, will develop the BETA app. Further funding will be required to maintain and extend the service. A cost booklet and presentation template has been established in preparation of stakeholder engagement (see overleaf).

Running Costs Investor Presentations



Summary Project Reflection

This research yielded a profound sense of community, empowerment, and catharsis for both researcher and Expert participants. Through the exploration of personal histories, crucial insights were gained into individual experiences and the underlying mechanisms of abuse. The process provided silenced survivors a voice, and fostered connections driven by empathy. E2 noted that analysing experiences and considering various viewpoints, brought about feelings of peace and closure (Appendix G), a sentiment shared by Edna, who found in this unique space an immediate outlet free from judgment, and is an opportunity that could be immensely valuable to other V&S.

Despite such positive outcomes, there is still significant work to be done towards the elimination of VAWG. Edna holds the potential to extend support to millions of women across the UK, by enhancing resource accessibility, and providing an immutable timeline of events. It empowers users by shedding light on their experiences and the mechanisms of DA, and acts as a stepping stone towards seeking support and pro-actively preventing re-victimisation. Edna is a companion, guide and protector, and remains a constant throughout V&S journeys.

Summary Future Aims

The Government's strong emphasis on addressing data gaps to enhance understanding of VAWG (Blyth, 2023, p.4) makes data sharing between law enforcement and external partners crucial for identifying DA. This is especially important since disclosures are often raised with external Government partners before law enforcement is involved (Blyth, 2023, p.15). The integration of Edna within the CJS could improve the adequacy & efficiency of evidence processing, and facilitate appropriate V&S safeguarding, whilst respecting individuals choices. Furthermore, by integrating Edna's data into NHSX (GOV.UK, 2019), patients will be relieved from the need to repetitively share abuse details, as healthcare providers will already possess access to their insights. Through comprehensive collection & analysis of individual and nationwide user data, Edna has the potential to predict future outcomes, and assess the repercussions of past events. This valuable information holds potential in providing public services a deeper understanding of V&S experiences; with more accurate insights into the prevalence of DA.

The ultimate goal is to form a diverse team of designers, researchers, and developers to refine and test Edna in real-world scenarios, and expand user reach to 10 million W&G by 2033. Furthermore, there are intentions to expand the service's reach to include a wider array of user demographics (includingL LGBTQIA+ communities, disabled individuals, children, teenagers, FGM, and HBV V&S). This expansion aims to gather more comprehensive insights into the prevalence and distribution of DA in the UK; ultimately striving to support a greater number of individuals and contribute to the eradication of DA.

Bibliography

Blyth, D.M. (2023) Violence Against Women and Girls Strategic Threat Risk Assessment 2023. National Police Chief's Council.

Bradbury-Jones, C. and Broadhurst, K. (2015) 'Are we failing to prepare nursing and midwifery students to deal with domestic abuse? findings from a qualitative study', *Journal of Advanced Nursing*, 71(9), pp. 2062–2072. doi:10.1111/jan.12666.

Brown, K. (2021) Foreword from Kate Brown, CPS Lead for Domestic Abuse, The Crown Prosecution Service. Available at: <https://www.cps.gov.uk/crime-info/domestic-abuse> (Accessed: March 20, 2023).

CPS (2019) Violence Against Women and Girls Report. Crown Prosecution Service.

CPS (2022) Domestic abuse, The Crown Prosecution Service. Available at: <https://www.cps.gov.uk/legal-guidance/domestic-abuse> (Accessed: 12 June 2023).

Elkin, M. (2021) Domestic Abuse Victim Characteristics, England and Wales: Year Ending March 2021, Domestic abuse victim characteristics, England and Wales - Office for National Statistics. Available at: https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/articles/domesticabusevictimcharacteristicsenglandandwales/yearendingmarch2021#:~:text=Domestic%20homicide-,Sex,%25%2C%20or%20834%20victims). (Accessed: 10 August 2023).

Elkin, M. (2022) Domestic Abuse Victim Characteristics, England and Wales: Year Ending March 2022, Domestic abuse victim characteristics, England and Wales - Office for National Statistics. Office for National Statistics. Available at: <https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/articles/domesticabusevictimcharacteristicsenglandandwales/yearendingmarch2022> (Accessed: March 21, 2023).

Esterlis PhD, I. (2021) PTSD Physiologically Changes Your Brain, PTSDUK. Yale University. Available at: <https://www.facebook.com/PTSDUKCharity/photos/a.880448732051605/4108565265906586/?type=3> (Accessed: March 31, 2023).

Heron, R.L. and Eisma, M.C. (2021) 'Barriers and facilitators of disclosing domestic violence to the healthcare service: A systematic review of qualitative research', *Health & Social Care in the Community*, 29(3), pp. 612–630. doi:10.1111/hsc.13282.

HM Government (2021) "Tacking Violence Against Women and Girls (Easy read version)." GOV.UK.

Home Office (2022a) Domestic Abuse Act 2021: Overarching factsheet, GOV.UK. Available at: <https://www.gov.uk/government/publications/domestic-abuse-bill-2020-factsheets/domestic-abuse-bill-2020-overarching-factsheet> (Accessed: 10 August 2023).

Home Office (2022b) Domestic Abuse, Statutory Guidance. UK GOV. Available at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1089015/Domestic_Abuse_Act_2021_Statutory_Guidance.pdf (Accessed: January 2023).

IBM (2023) Build an AI chatbot that works better, AI Chatbot - IBM Watson Assistant. Available at: https://www.ibm.com/products/watson-assistant/artificial-intelligence?utm_content=SRCWW&p1=Search&p4=43700076383239720&p5=p&gclid=CjwKCAjwxOymBhAFEiwAnodBLDFuZHzVlrX8d88IPpB34ukJ-YVyUzRP8eaEjK_PnLUj1LnbFSBYNxoCL9oQAvD_BwE&gclsrc=aw.ds (Accessed: 15 August 2023).

ICO (2022) 'Chapter 3: Pseudonymisation'. Information Commissioner's Office.

McCarthy, L. and Davidge, S. (2021) It's time to flip the sexist script, Safe Blog. Available at: <https://www.womensaid.org.uk/its-time-to-flip-the-sexist-script-2/#:~:text=Flipped%20script%3A%20Women%20are%20silenced,to%20talk%20about%20domestic%20abuse> (Accessed: 17 August 2023).

McCarthy, L. and Nicholson-Pallett, P. (2022) "Are You Listening? 7 Pillars for a Survivor-led Approach to Mental Health Support." Bristol: Women's Aid.

Oliver, R. et al. (2019) 'The economic and social costs of domestic abuse'. London: Home Office.

Refuge (2017a) 90% of DA at home, happens in the presence of a child. Available at: <https://refuge.org.uk/#:~:text=90%25%20of%20domestic%20abuse%20in,trauma%20of%20experiencing%20domestic%20abuse.> (Accessed: 19 September 2023).

Refuge (2023) The Facts. Available at: <https://refuge.org.uk/what-is-domestic-abuse/the-facts/#:~:text=Fact%3A%20It%20takes%2C%20on%20average,linked%20to%20depression%20and%20homelessness.> (Accessed: 10 August 2023).

Safelives (2015) Safelives Dash risk checklist for the identification of high risk cases of domestic abuse, stalking and 'honour' -based violence. Available at: https://safelives.org.uk/sites/default/files/resources/Dash%20for%20IDVAs%20FINAL_0.pdf (Accessed: 13 August 2023).

SafeLives (2016) A Cry for Health - Why we must invest in domestic abuse services in hospitals. rep. Oak Foundation. Available at: <https://safelives.org.uk/sites/default/files/resources/Cry%20for%20Health%20full%20report.pdf> (Accessed: 12 August 2023).

Safe Lives (2023) What is an IDVA? Available at: <https://safelives.org.uk/what-is-an-idva> (Accessed: 14 June 2023).

Scott, S. and McManus, S. (2016) Hidden Hurt - Violence, abuse and disadvantages in the lives of women. rep. DMSS Research for Agenda. Available at: <https://www.agendaalliance.org/documents/124/Hidden-Hurt-Full-Report.pdf> (Accessed: 13 August 2023).

Steiner, L.M. (2012) Why domestic violence victims don't leave, TED Talk. Available at: https://www.ted.com/talks/leslie_morgan_steiner_why_domestic_violence_victims_don_t_leave/transcript (Accessed: 17 August 2023).

United Nations (1993) 85th plenary meeting, Declaration on the Elimination of Violence against Women. 85th plenary meeting. rep., pp. 1–7.

Women's Aid (2023a) Domestic Abuse is a Gendered Crime. Available at: <https://www.womensaid.org.uk/information-support/what-is-domestic-abuse/domestic-abuse-is-a-gendered-crime/> (Accessed: 10 August 2023).

Women's Aid (2023b) How Common is Domestic Abuse? Available at: <https://www.womensaid.org.uk/information-support/what-is-domestic-abuse/how-common-is-domestic-abuse/> (Accessed: 10 August 2023).

Women's Aid (2023c) I'm not sure if my relationship is healthy. Available at: <https://www.womensaid.org.uk/information-support/the-survivors-handbook/im-not-sure-if-my-relationship-is-healthy/#1667903275423-12fe240b-408d> (Accessed: 18 August 2023).

WPTech (2020) Resilience, emotional intelligence & charisma: The origin of the species, Pinnacle Wellbeing Services. Available at: <https://pinnaclewellbeingservices.com/resilience-emotional-intelligence-charisma-the-origin-of-the-species/> (Accessed: 17 August 2023).

Additional Bibliography

Amazon (2022) See your highlights & notes anywhere on any device, Amazon.co.uk. Available at: <https://www.amazon.co.uk/b?ie=UTF8&node=21568484031> (Accessed: 17 August 2023).

Apple (2014) SF Pro Rounded, Apple Developer. Available at: <https://developer.apple.com/fonts/> (Accessed: 13 August 2023).

Apple (2023) SF Symbols'. Available at: <https://developer.apple.com/sf-symbols/> (Accessed: 02 January 2023).

Apple (2023a) Apple Design Resources, Apple Developer. Available at: <https://developer.apple.com/design/resources/> (Accessed: 11 August 2023).

Apple (2023b) 'Siri'. Available at: <https://www.apple.com/uk/siri/> (Accessed: 11 August 2023).

Apple (2023c) 'Health', iOS - Health. Apple Inc. Available at: <https://www.apple.com/uk/iOS/health/> (Accessed: 11 August 2023).

Ask for Angela (2017) YouTube. Available at: <https://www.youtube.com/watch?v=ezAbzeSGw-E> (Accessed: 11 August 2023).

Baheti, P. (2022) Pattern Recognition in Machine Learning [Basics & Examples], V7. Available at: <https://www.v7labs.com/blog/pattern-recognition-guide> (Accessed: 15 August 2023).

Boesch, G. (2023) AI Emotion and Sentiment Analysis With Computer Vision in 2023, viso.ai. Available at: <https://viso.ai/deep-learning/visual-emotion-ai-recognition/> (Accessed: 15 August 2023).

Boesch, G. (2023a) What is Pattern Recognition?, viso.ai. Available at: <https://viso.ai/deep-learning/pattern-recognition/> (Accessed: April 1, 2023).

Boesch, G. (2023b) YOLOv7: The Most Powerful Object Detection Algorithm, Deep Learning. viso.ai. Available at: <https://viso.ai/deep-learning/yolov7-guide/> (Accessed: April 3, 2023).

Brown, M. (2022) What is Clare's law?, Clare's Law. Available at: <https://clares-law.com/what-is-clares-law/> (Accessed: 17 August 2023).

BT (2020) 'Stay connected on the street'. London: © British Telecommunications plc.

Carver PhD, J.M. (2015) Love and Stockholm Syndrome: The Mystery of Loving an Abuser, Dr Joe Carver. Available at: http://drjoecarver.makeswebsites.com/clients/49355/File/love_and_stockholm_syndrome.html (Accessed: April 2, 2023).

Casutt, R. (2016) 'Bionic Reading', BR for You. Available at: <https://bionic-reading.com> (Accessed: 15 August 2023).

Cerda-De la O, B. et al. (2022) 'Increased cortisol response and low quality of life in women exposed to intimate partner violence with severe anxiety and depression', *Frontiers in Psychiatry*, 13. doi:10.3389/fpsy.2022.898017.

Chayn (2023) Is your life in danger? Your life matters., Get Help. Available at: <https://www.chayn.co/help> (Accessed: 05 August 2023).

Craven, P. (2008) Living with the Dominator, Freedom Programme. Available at: <https://www.freedomprogramme.co.uk/lwd.php> (Accessed: April 3, 2023).

Domestic Shelters (2017) Forbidden Food, Domestic Shelters. Available at: <https://www.domesticshelters.org/articles/true-survivor-stories/forbidden-food> (Accessed: March 28, 2023)

FRANK (2003) For friendly, confidential drugs advice, talk to FRANK., Honest information about drugs | FRANK. Available at: <https://www.talktofrank.com/contact-frank> (Accessed: 01 August 2023).

Freedom Programme (2018) Freedom Programme for Men, The Freedom Programme for Men. Available at: <https://www.freedomprogramme.co.uk/men.php> (Accessed: April 1, 2023).

Frutiger, A., Alb, E. and Schenkel, R. (1999) *Formen und gegenformen = forms and counterforms = formes et contreformes*. Cham: Syndorpress.

Ghafur, S. (2018) "Patient-Doctor Relationship." London: Imperial College London, 30 October.

- Gilmore, N. (2020) 'Transparent App Icons', App Store Preview. Apple. Available at: <https://apps.apple.com/us/app/transparent-app-icons/id1533210346> (Accessed: 11 August 2023).
- Gonfalonieri, A. (2018) How Amazon Alexa Works? Your Guide to Natural Language Processing (AI), Medium. Towards Data Science. Available at: <https://towardsdatascience.com/how-amazon-alexa-works-your-guide-to-natural-language-processing-ai-7506004709d3> (Accessed: April 1, 2023).
- GOV.UK (2019) NHSX: New Joint Organisation for Digital, data and Technology. Available at: <https://www.gov.uk/government/news/nhsx-new-joint-organisation-for-digital-data-and-technology> (Accessed: 15 August 2023).
- Harley, J. (2023) 'IBS and Anxiety - The Gut-Brain Connection, Symptoms, and Treatments', Mindset Health. Matter, 26 May. Available at: <https://www.mindsethealth.com/matter/ibs-and-anxiety-connection> (Accessed: 31 July 2023).
- Heider, F. and Simmel, M. (1944) "An Experimental Study of Apparent Behaviour," *The American Journal of Psychology*, 57(2), p. 243. Available at: <https://doi.org/10.2307/1416950>.
- Heron, R.L. and Eisma, M.C. (2021) 'Barriers and facilitators of disclosing domestic violence to the healthcare service: A systematic review of qualitative research', *Health & Social Care in the Community*, 29(3), pp. 612–630. doi:10.1111/hsc.13282.
- Home Office and Braverman KC MP, T.R.H.S. (2023) Strategic Policing Requirement 2023. UK GOV.
- HSBC (2022) When an abuser controls your finances, they control you., YouTube. Available at: <https://www.youtube.com/watch?v=qDes4FSJ2KM> (Accessed: 11 August 2023).
- IDAS (2023) 16 Days 16 stories, 16 Days 16 Stories. Available at: <https://16days.idas.org.uk/> (Accessed: 17 August 2023).
- IDAS (2023a) Idas condemn victim blaming, IDAS. Available at: <https://idas.org.uk/idas-condemn-victim-blaming/> (Accessed: 12 June 2023).
- IDEO (2014) How Might We, Vimeo. Available at: <https://vimeo.com/102964749> (Accessed: 16 August 2023).
- Kippert, A. (2018) Sleep Deprivation Used as Abuse Tactic, Domestic Shelters. Available at: <https://www.domesticshelters.org/articles/identifying-abuse/sleep-deprivation-as-abuse> (Accessed: March 28, 2023).
- Laita, M. (2016) Soft White Underbelly (YouTube channel), YouTube. Available at: <https://www.youtube.com/c/SoftWhiteUnderbelly> (Accessed: 11 August 2023).
- Laricchia, F. (2023) 'Number of smartphone users in the UK 2019-2028'.
- McKenna, D.S. and Walker, K. (2021) *Divorcing a Narcissist: The Lure, the Loss and the Law*. Bath: Bath Publishing. Available at: https://www.google.co.uk/books/edition/Divorcing_a_Narcissist/jDCEEAQAQBAJ?hl=en&gbpv=0 (Accessed: February 2022).
- Metropolitan Police (2023) Giving a witness or victim statement. Available at: <https://www.met.police.uk/advice/advice-and-information/victim-support/giving-witness-victim-statement/> (Accessed: 09 June 2023).
- Ministry of Justice (2021) Delivering justice for victims: A consultation on improving victims' experiences of the justice system. Available at: <https://consult.justice.gov.uk/victim-policy/delivering-justice-for-victims/> (Accessed: 17 August 2023).
- Morton, C. and Melissa (2019) 'Melissa: Part 1 — Then', After: Surviving sexual assault. Spotify, BBC Sounds.
- NHS (2021) Domestic Abuse in Pregnancy, NHS Choices. Available at: <https://www.nhs.uk/pregnancy/support/domestic-abuse-in-pregnancy/> (Accessed: April 2, 2023).
- NPCC (2023) National Police Chiefs' Council highlights lack of accountability for police-perpetrated VAWG, End Violence Against Women. Available at: <https://www.endviolenceagainstwomen.org.uk/national-police-chiefs-council-highlights-lack-of-accountability-for-police-perpetrated-vawg/> (Accessed: 23 July 2023).
- Offshoot Films (2017) The Freedom Programme Animations, Vimeo. The Freedom Programme. Available at: <https://vimeo.com/ondemand/thefreedomprogramme> (Accessed: 17 August 2023).

Open Redact (2020) 'Anonymizer: A framework for text anonymization'. Medium, 6 August. Available at: <https://medium.com/@openredact/anonymizer-a-framework-for-text-anonymization-499855f639d4> (Accessed: 29 July 2023).

OpenAI (2021) "DALL-E 2," OpenAI. Available at: <https://openai.com/product/dall-e-2> (Accessed: March 8, 2023).

OpenAI (2021a) Improving the Factual Accuracy of Language Models Through Web Browsing, WebGPT. Available at: <https://openai.com/research/webgpt> (Accessed: April 1, 2023).

OpenAI (2023) 'ChatGPT'. Available at: <https://chat.openai.com> (Accessed: 15 August 2023).

OpenAI (2023a) Keyword AI, Examples - OpenAI API. Available at: <https://platform.openai.com/examples/default-keywords> (Accessed: 15 August 2023).

Operation Encompass (2023) In every force... Available at: <https://www.operationencompass.org/> (Accessed: 17 August 2023).

OurFamilyWizard (2000) Analyse Your Tone with ToneMeterTM. Available at: <https://www.ourfamilywizard.co.uk/knowledge-centre/tips-tricks/parents-website/tonemeter> (Accessed: 14 August 2023).

Refuge (2017b) Corporate partnerships. Available at: <https://refuge.org.uk/i-want-to-support-refuge/corporate-partnerships/> (Accessed: 14 June 2023).

Rose, G. (2012). Visual methodologies : an introduction to researching with visual materials. Los Angeles, [Calif.] ; London : SAGE.

Royal College of Art (2017) 'Research Ethics Policy'. London.

Royal College of Art (2022) Information handling policy, RCA Website. Available at: <https://www.rca.ac.uk/more/organisation/policies-and-codes-of-practice/information-handling-policy/> (Accessed: 14 June 2023).

Safe Spaces (2023) Safe Spaces Locations. Available at: <https://uksaysnomore.org/safespaces/> (Accessed: 28 July 2023).

Snapchat (2023) When does Snapchat delete snaps and chats?, Snapchat support. Available at: <https://help.snapchat.com/hc/en-gb/articles/7012334940948> (Accessed: 02 July 2023).

Sullivan, D. (2020) How Google autocomplete predictions are generated, Google. Available at: <https://blog.google/products/search/how-google-autocomplete-predictions-work/> (Accessed: 16 August 2023).

Thaler, R.H. and Sunstein, C.R. (2009) Nudge: Improving Decisions About Health, Wealth and Happiness. New Haven & London: Yale University Press.

The British Academy (2022) 'Understanding digital poverty and inequality in the UK', The British Academy - Digital Society [Preprint]. doi:doi.org/10.5871/digital-society/understanding-digital-poverty.

The National Archives (2018) Data Protection Act 2018, legislation.gov.uk. Available at: <https://www.legislation.gov.uk/ukpga/2018/12/contents/enacted> (Accessed: 10 August 2023).

Thompson, B. (2022) Sculpture. Available at: <https://www.billthompsonstudio.com/sculpture> (Accessed: 09 August 2023).

Tracy, N. (2021) Effects of Emotional Abuse on Adults, HealthyPlace. Available at: <https://www.healthyplace.com/abuse/emotional-psychological-abuse/effects-of-emotional-abuse-on-adults> (Accessed: April 2, 2023).

van der Kolk, B.A. (1994) 'The body keeps the score: Memory and the evolving psychobiology of posttraumatic stress', Harvard Review of Psychiatry, 1(5), pp. 253–265. doi:10.3109/10673229409017088

Watson, I. (2021) 'Domestic abuse is getting smarter': Behind refuge's sinister 50th anniversary film, Campaign UK. Available at: <https://www.campaignlive.co.uk/article/domestic-abuse-getting-smarter-behind-refuges-sinister-50th-anniversary-film/1733417> (Accessed: 30 May 2023).

Figures List

Figure 1. Nessler, D. (2018) How to apply a design thinking, HCD, UX or any creative process from scratch — Revised & New Version, Medium. UX Collective. Available at: <https://uxdesign.cc/how-to-solve-problems-applying-a-uxdesign-designthinking-hcd-or-any-design-process-from-scratch-v2-aa16e2dd550b> (Accessed: 10 August 2023).

Figure 2. Kenney, J. and Kenney, E. (2018) "Forgiven, But Never Forgotten." Available at: <https://jazzyolive.com/projects/edna> (Accessed: March 21, 2023).

Figure 3. PTSDUK (2021) PTSD Physiologically Changes Your Brain, Facebook. Available at: <https://www.facebook.com/PTSDUKCharity/photos/a.880448732051605/4108565265906586/?type=3> (Accessed: March 31, 2023).

Figure 4. Stripe, N. (2020) 'Domestic abuse during the coronavirus (COVID-19) pandemic, England and Wales: November 2020'.

Figure 5. Kenney, J. (2016) 'SA Hearts'. England.

Figure 6. Kenney, J. (2023) 'Experience Files'. England.

Figure 7. Kenney, J. (2023a) 'Edna App, Avatar Sketches'. England.

Figure 8. Cruz, J. (2022) Edna Logo Concept Animation, YouTube. Jazzy Olive. Available at: https://youtube.com/shorts/Kd6_Pj0sKsQ (Accessed: 26 July 2023).

Figure 9. Kenney, J. (2023b) 'Edna App, Rapid Prototyping'. England.

Figure 10. Kenney, J. (2023c) 'Edna App, Design Development'. England.

Figure 11. Apple (2023) 'Health', iOS - Health. Apple Inc. Available at: <https://www.apple.com/uk/iOS/health/> (Accessed: 11 August 2023).

Figure 12. Kenney, J. (2023d) 'Edna App, Rapid Prototyping - Tooltips & Notifications'. England.

Figure 13. Kenney, J. (2023e) 'Edna App, Rapid Prototyping - Settings'. England.

Figure 14. Kenney, J. (2023f) 'Edna App, Rapid Prototyping - Calendar'. England.

Figure 15. Hollie Guard (2015) Safeguarding People Where it Matters, Personal Safety App. Available at: <https://hollieguard.com/> (Accessed: April 2, 2023).

Figure 16. Sophia Chat (2021) Chatbot to Help People Suffering From Abuse, Sophia.chat. Available at: <https://sophia.chat/> (Accessed: April 2, 2023).

Figure 17. Figure_. BT (2020) 'Stay Connected on the Street'. London: BT Street Hubs.

Figure 18. Bafna, R. (2023) 'Help Tags'. Falmouth: England.

Appendix A Investigated Sources

<input type="checkbox"/>	16 Days, 16 Stories	https://16days.idas.org.uk/stories/
<input checked="" type="checkbox"/>	24/7 Free DA Helpline	0808 2000 247
<input type="checkbox"/>	24/7 Mental Health Helpline	115 123
<input type="checkbox"/>	24/7 National DA Helpline	https://www.nationaldahelpline.org.uk/en/i-have-already-left-my-abuser
<input type="checkbox"/>	24/7 Rape Support	https://www.gov.uk/government/news/new-24-7-support-service-for-victims-of-rape-launched
<input type="checkbox"/>	Abusive Tactics	https://newhopemidcoast.org/what-is-abuse/abuse-abusive-tactics/
<input type="checkbox"/>	Active Bystander Training	https://www.england.nhs.uk/london/our-work/equality-and-diversity/activebystander-training/
<input type="checkbox"/>	Activism Against GBV	https://www.unwomen.org/en/what-we-do/ending-violence-against-women/unite/16-days-of-activism
<input type="checkbox"/>	Am I Being Abused?	https://www.flows.org.uk/support-for-women/am-i-being-abused
<input type="checkbox"/>	Anonymous Forum	https://survivorsforum.womensaid.org.uk/?_gl=1%2A9spza3%2A_ga%2ANjk3Mjk3NjA0LjE2NzQyMzU2NzI.%2A_ga_C8H9JGBD77%2AMTY3NjAzNzEwNy40LjEuMTY3NjAzOTg5MjY4wLjAuMA
<input type="checkbox"/>	Art Therapy	https://www.healthcareers.nhs.uk/explore-roles/allied-health-professionals/roles-allied-health-professions/art-therapistart-psychotherapist
<input type="checkbox"/>	Assertive Communication	https://soulmedicine.io/en/pathways/assertive-communication
<input type="checkbox"/>	Behavioural Therapy	https://www.apa.org/ptsd-guideline/patients-and-families/cognitive-behavioral
<input type="checkbox"/>	Book of Coping Methods	https://padlet-uploads.storage.googleapis.com/367097816/760e92faac9be626c48420cd2ee35a82/my_little_book_of_coping_methods_print_copy.pdf
<input type="checkbox"/>	Boys Will Be Boys	https://www.youtube.com/watch?v=5kaU69DTxox
<input checked="" type="checkbox"/>	Break the DA Cycle	https://www.operationencompass.org/SM4/Mutable/Uploads/resource_file/OEBooklet---Breaking-The-Cycle-of-DA-08.01.2021.pdf
<input checked="" type="checkbox"/>	BSL 24/7 DA Helpline	https://www.nationaldahelpline.org.uk/en/bsl
<input checked="" type="checkbox"/>	BSL Helpline	https://service.signvideo.uk/webrtc/#!/oneclickcall?dD1pbnRlcnByZXRIcnNAc2lnbnZpZGVvLnVrJnU9YW5vbmltb3VzJnA9YW5vbmltb3Vz
<input type="checkbox"/>	Build DA Case No Lawyer	https://soulmedicine.io/en/pathways/how-to-build-a-domestic-abuse-case-without-a-lawyer
<input type="checkbox"/>	Building Resilience Course	https://www.italk.org.uk/patient-area/building-resilience/how-to-join-building-resilience/
<input type="checkbox"/>	Calming Yoga	https://www.youtube.com/c/yogawithdriene
<input type="checkbox"/>	Can Violent Men Change?	https://www.bbc.co.uk/programmes/b0bn9yza

Investigated in Report

Research Required

<input type="checkbox"/>	Case Without Lawyer	https://soulmedicine.io/en/pathways/how-to-build-a-domestic-abuse-case-without-a-lawyer
<input type="checkbox"/>	Check Partners Abusive Past	https://www.gov.uk/guidance/domestic-abuse-how-to-get-help#check-whether-someone-has-an-abusive-past
<input type="checkbox"/>	Children in DA Homes	https://www.youtube.com/watch?v=FXQ-X8WZK84
<input type="checkbox"/>	Claire's Law Application	https://www.met.police.uk/advice/advice-and-information/daa/domestic-abuse/alpha2/request-information-under-clares-law/
<input type="checkbox"/>	Compassionate Therapy	https://www.italk.org.uk/patient-area/compassion-focussed-therapy/
<input type="checkbox"/>	Consent to Treatment	https://www.nhs.uk/conditions/consent-to-treatment/children/
<input type="checkbox"/>	Constellation Therapy	https://www.verywellmind.com/what-is-family-constellation-therapy-5217964
<input type="checkbox"/>	Contact Refuge	https://www.nationaldahelpline.org.uk/en/contact-us
<input type="checkbox"/>	Control & Denial	https://www.gov.uk/government/publications/domestic-abuse-recognise-the-signs/domestic-abuse-recognise-the-signs#support-a-friend-if-theyre-being-abused
<input type="checkbox"/>	Controlling Behaviour	https://www.cps.gov.uk/legal-guidance/controlling-or-coercive-behaviour-intimate-or-family-relationship
<input type="checkbox"/>	Cope with Trauma	https://bloom.chayn.co/about-our-courses
<input type="checkbox"/>	Cover Tracks Online	https://www.womensaid.org.uk/information-support/what-is-domesticabuse/cover-your-tracks-online/
<input type="checkbox"/>	Covert Emotional Abuse	https://www.youtube.com/watch?v=8oqs9C7IXA0
<input checked="" type="checkbox"/>	CPS DA Data	https://www.cps.gov.uk/publication/cps-data-summary-quarter-2-2021-2022
<input checked="" type="checkbox"/>	CPS on VAWG	https://www.cps.gov.uk/publication/violence-against-women-and-girls
<input type="checkbox"/>	Crazy Love	https://www.amazon.com/Crazy-Love-Leslie-Morgan-Steiner/dp/0312377460/ref=as_li_tf_tl?ie=UTF8&camp=1789&creative=9325&creativeASIN=0520271440&linkCode=as2&tag=tecn06-20
<input type="checkbox"/>	Creating Boundaries	https://soulmedicine.io/en/pathways/creating-boundaries
<input type="checkbox"/>	Creative Therapy	https://www.coreartjournaling.com
<input type="checkbox"/>	DA & PTSD	https://www.ptsd.uk/what-is-ptsd/causes-of-ptsd/domestic-abuse/
<input checked="" type="checkbox"/>	DASH Checklist	https://safelives.org.uk/sites/default/files/resources/Dash%20risk%20checklist%20quick%20start%20guidance%20FINAL.pdf
<input checked="" type="checkbox"/>	Digital Breakup Tool	https://refugetechsafety.org/digitalbreakup/

<input checked="" type="checkbox"/>	Divorcing a Narcissist	https://www.amazon.co.uk/Divorcing-Narcissist-lure-loss-law/dp/191630236X/?ref=asc_df_191630236X/?tag=googshopuk-21&linkCode=df0&hvadid=570321683974&hvpos=&hvnetw=g&hvrand=14194863018315662068&hvnone=&hvptwo=&hvqmt=&hvdev=c&hvdvcml=&hvlocint=&hvlocphy=1006886&hvtargid=pla-1492735385645&psc=1&th=1&psc=1
<input type="checkbox"/>	DIY Online Safety	https://chayn.gitbook.io/advanced-diy-privacy-for-every-woman/
<input type="checkbox"/>	DVA Can Affect Anyone	https://www.england.nhs.uk/blog/domestic-violence-and-abuse-can-affectanyone/
<input type="checkbox"/>	Effects of DA on Children	https://www.amazon.co.uk/Freedoms-Flowers-Effects-Domestic-Children/dp/0955882745
<input checked="" type="checkbox"/>	Emergency Funds	https://www.tsb.co.uk/news-releases/tsb-launches-emergency-flee-fund-for-domestic-abuse-victims/
<input type="checkbox"/>	Emotional Abuse Story	https://www.flows.org.uk/case-studies/emotional-abuse-janes-story
<input type="checkbox"/>	Ending Intimate Abuse	https://www.google.co.uk/books/edition/Ending_Intimate_Abuse/ghMs4MRGMGQC?hl=en&gbpv=0
<input type="checkbox"/>	Energy Healing Reiki	https://www.reiki.org/faqs/what-reiki
<input checked="" type="checkbox"/>	Escape Plan	https://www.womensaid.org.uk/information-support/the-survivors-handbook/making-a-safety-plan/#1447926965137-d1ebb2d0-ef20
<input type="checkbox"/>	Eye Movement Therapy	https://integraleymovementtherapy.com
<input type="checkbox"/>	Feelings Meditation	https://www.youtube.com/watch?v=I_Bcl2gkoxA
<input type="checkbox"/>	Financial Abuse Story	https://www.flows.org.uk/case-studies/financial-abuse-halimas-story
<input checked="" type="checkbox"/>	Find a Therapist	https://www.nhs.uk/service-search/mental-health/find-an-NHS-talking-therapies-service/
<input type="checkbox"/>	Find Local Support	https://www.womensaid.org.uk/womens-aid-directory/
<input checked="" type="checkbox"/>	Find Shelter	https://refuge.org.uk/i-need-help-now/how-we-can-help-you/our-refuges/
<input type="checkbox"/>	Flow Writing	https://www.silkandsonder.com/blogs/news/what-is-free-flow-writing-how-to-do-it
<input type="checkbox"/>	Free Emergency Injunction	https://www.ncdv.org.uk/
<input type="checkbox"/>	Free Support & Advise	https://www.solacewomensaid.org/get-informed
<input checked="" type="checkbox"/>	Freedom Programme for Men	https://www.freedomprogramme.co.uk/men.php
<input type="checkbox"/>	Friends Guide	https://chayn.gitbook.io/the-good-friend-guide/english
<input type="checkbox"/>	Gender, Power & Relationships	https://www.google.co.uk/books/edition/Gender_Power_and_Relationships/K96JAgAAQBAJ?hl=en&gbpv=0
<input type="checkbox"/>	Gendered Crime	https://www.womensaid.org.uk/information-support/what-is-domestic-abuse/domesticabuse-is-a-gendered-crime/

<input type="checkbox"/>	Get an Injunction	https://www.gov.uk/injunction-domestic-violence
<input checked="" type="checkbox"/>	Gray-Rocking Method	https://www.youtube.com/watch?v=O4otILhz0Qg
<input type="checkbox"/>	Grounding Exercises	https://chayn.notion.site/Grounding-exercises-b94aba2a72f3491494c8ca81f5742b78
<input checked="" type="checkbox"/>	Harassment Chatbot	https://maruchatbot.co/
<input type="checkbox"/>	Healing Childhood Trauma	https://www.betterup.com/blog/inner-child-work
<input type="checkbox"/>	Healthy Relationships	https://www.thehotline.org/resources/healthy-relationships/
<input checked="" type="checkbox"/>	Help is a Text Away	https://feature.undp.org/survival-story/
<input type="checkbox"/>	Help with Homelessness	https://www.crisis.org.uk/get-help/how-to-get-help/
<input type="checkbox"/>	Homeopathic Treatment	https://www.weleda.co.uk/homeopathy
<input type="checkbox"/>	Housing Advice	https://england.shelter.org.uk/housing_advice
<input type="checkbox"/>	How Common is DA?	https://chayn.gitbook.io/advanced-diy-privacy-for-every-woman/
<input type="checkbox"/>	How to Gather Evidence	https://chayn.gitbook.io/how-to-build-a-domestic-abuse-case-without-a-lawyer/
<input type="checkbox"/>	How to Identify Abuse	https://refuge.org.uk/i-need-help-now/how-to-identify-abuse/
<input checked="" type="checkbox"/>	HSBC Financial Support	https://www.hsbc.co.uk/help/money-worries/financial-abuse/
<input type="checkbox"/>	Hypnotherapy for Anxiety	https://www.anxietyuk.org.uk/get-help/clinical-hypnotherapy/
<input type="checkbox"/>	Hypnotherapy Mindset	https://www.mindsethealth.com/hypnotherapy
<input type="checkbox"/>	I Am Enough Book	https://marisapeer.com/iamenoughcourse/
<input type="checkbox"/>	IBS Hypnotherapy App	https://www.mindsethealth.com/hypnotherapy/nerva
<input type="checkbox"/>	Independent Advocacy	https://refuge.org.uk/i-need-help-now/how-we-can-help-you/independent-advocacy/
<input type="checkbox"/>	Independent DA Case	https://chayn.gitbook.io/how-to-build-a-domestic-abuse-case-without-a-lawyer/english
<input type="checkbox"/>	Injunction Info	https://www.womensaid.org.uk/information-support/the-survivors-handbook/getting-an-injunction/
<input type="checkbox"/>	Is my Relationship Healthy?	https://www.womensaid.org.uk/information-support/the-survivors-handbook/im-not-sure-if-my-relationship-is-healthy/
<input type="checkbox"/>	Is This Emotional Abuse?	https://www.gov.uk/government/publications/domestic-abuse-recognise-the-signs/domestic-abuse-recognise-the-signs#support-a-friend-if-theyre-being-abused
<input type="checkbox"/>	Jargon Buster	https://refuge.org.uk/whatis-domestic-abuse/about-domestic-abuse/jargon-buster/

<input checked="" type="checkbox"/>	Jekyll & Hyde Behaviour	https://www.betterhelp.com/advice/behavior/can-jekyll-and-hyde-behavior-be-a-sign-of-narcissisticpersonality-disorder/
<input type="checkbox"/>	Kinetic Shift Therapy	https://louisebowditch.com/kinetic-shift/
<input type="checkbox"/>	Kundalini Exercises	https://www.youtube.com/watch?v=GI-UkwgqeQ0
<input type="checkbox"/>	Leaving Controllers	https://www.bbc.co.uk/sounds/play/m00019ct
<input type="checkbox"/>	Left DA & Need Support	https://www.womensaid.org.uk/information-support/the-survivors-handbook/ive-left-and-i-need-support/#theeffectsofdomesticabuse
<input checked="" type="checkbox"/>	Legal Aid	https://www.gov.uk/legal-aid/domestic-abuse-or-violence
<input checked="" type="checkbox"/>	Legal Help	https://www.womensaid.org.uk/information-support/the-survivors-handbook/i-need-ongoing-support/#legalhelp
<input checked="" type="checkbox"/>	Leslie Song	https://open.spotify.com/track/5F0Bf5M5IT08SwfRQai4or?si=e5ff0aae43dc4d18
<input checked="" type="checkbox"/>	Living with the Dominator	https://www.amazon.co.uk/Living-Dominator-About-Freedom-Programme/dp/0955882702
<input type="checkbox"/>	Local Policing	https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/domesticabuseinenglandandwales/yearendingmarch2018
<input type="checkbox"/>	Love & Stockholm Syndrome	http://drjoecarver.makeswebsites.com/clients/49355/File/love_and_stockholm_syndrome.html
<input type="checkbox"/>	Managing Anxiety Course	https://soulmedicine.io/en/pathways/managing-anxiety
<input type="checkbox"/>	Manipulation is Abuse	https://chayn.gitbook.io/manipulation-is-abuse/english-1/quiz
<input type="checkbox"/>	Maps for Legal Justice	https://ysmysm.co/resources/processes-maps-for-legal-justice
<input type="checkbox"/>	Meditation App	https://www.headspace.com
<input type="checkbox"/>	Mental Health Support	https://www.solacewomensaid.org/taxonomy/term/54
<input type="checkbox"/>	Myths About Rape	https://idas.org.uk/myths-about-rape/
<input checked="" type="checkbox"/>	Operation Encompass	https://www.operationencompass.org/school-participation
<input type="checkbox"/>	Personal Safety App	https://www.noonlight.com/
<input type="checkbox"/>	Physical Abuse Story	https://www.flows.org.uk/case-studies/physical-abuse-jennys-story
<input type="checkbox"/>	Planning to Leave an Abuser	https://www.nationaldahelpline.org.uk/en/i-am-planning-to-leave-my-abuser
<input type="checkbox"/>	Pregnancy Support	https://www.nhs.uk/pregnancy/support/domestic-abuse-in-pregnancy/
<input type="checkbox"/>	Prevent DV in School	https://www.theguardian.com/education/mortarboard/2009/nov/25/role-teachers-domestic-violence

<input type="checkbox"/>	Prevention Programmes	https://hamptontrust.org.uk/program/domestic-violence-prevention-programmes-3/
<input type="checkbox"/>	Protective Orders	https://familycourts.idas.org.uk/protective-orders/
<input type="checkbox"/>	Psychological Abuse Story	https://www.flows.org.uk/case-studies/psychological-abuse-mariannas-story
<input type="checkbox"/>	Psychopaths Brain	https://www.med.wisc.edu/news-and-events/2011/november/psychopaths-brains-differences-structure-function/
<input type="checkbox"/>	PTSD Reprocessing	https://www.apa.org/ptsd-guideline/treatments/eye-movement-reprocessing
<input type="checkbox"/>	PTSD Treatment	https://www.nhs.uk/mental-health/conditions/post-traumatic-stress-disorder-ptsd/treatment/
<input type="checkbox"/>	Queer Abuse	http://supernovaproject.org/index.php/queer-abuse/transgender-man/
<input checked="" type="checkbox"/>	Radio 4 The Archers	https://www.bbc.co.uk/programmes/b006qpgr/episodes/player
<input type="checkbox"/>	Reclaiming Resilience	https://soulmedicine.io/en/pathways/reclaiming-resilience-in-your-trauma-story
<input type="checkbox"/>	Reflexology	https://www.aor.org.uk/what-is-reflexology/
<input type="checkbox"/>	Relaxation App	https://insighttimer.com/en-gb
<input checked="" type="checkbox"/>	Relay Emergency Call	https://www.relayuk.bt.com/how-to-use-relay-uk/contact-999-using-relay-uk.html
<input type="checkbox"/>	Report DA	https://www.met.police.uk/ro/report/domestic-abuse/a1/report-domestic-abuse/
<input type="checkbox"/>	Reprocessing Therapy	https://www.emdr.com/what-is-emdr/
<input checked="" type="checkbox"/>	Reversible Poems	https://www.mccannbristol.co.uk/work/refuge-charity/refuge-when-things-turn
<input type="checkbox"/>	Rights & Options	https://www.nationaldahelpline.org.uk/en/your-rights-and-options
<input type="checkbox"/>	Risk Quiz	https://www.womensaid.org.uk/information-support/the-survivors-handbook/am-i-in-an-abusive-relationship/
<input type="checkbox"/>	Routes to Support	https://www.womensaid.org.uk/what-we-do/i-work-with-survivors/routes-to-support/
<input checked="" type="checkbox"/>	Rules of the Game	https://www.youtube.com/watch?v=uN1HW5cwydA
<input checked="" type="checkbox"/>	Safe Spaces	https://uksaysnomore.org/safespaces/
<input checked="" type="checkbox"/>	Safeguarding App	https://hollieguard.com/
<input type="checkbox"/>	Safety Plan	https://idas.org.uk/what-we-do/domestic-abuse-support/your-safety/
<input type="checkbox"/>	Self-Care Techniques	https://safelives.org.uk/sites/default/files/resources/Dash%20for%20IDVAs%20FINAL_0.pdf
<input type="checkbox"/>	Self-worth Course	https://marisapeer.com/iamenoughcourse/

<input type="checkbox"/>	Sexual Abuse Story	https://www.flows.org.uk/case-studies/sexual-abuse-husnas-story
<input type="checkbox"/>	Sexual Abuse Support	https://idas.org.uk/what-we-do/sexual-violence-and-abuse/
<input type="checkbox"/>	Sexual Assault Centres	https://www.nhs.uk/service-search/other-services/Rape-and-sexual-assault-referral-centres/LocationSearch/364
<input type="checkbox"/>	Sharing Survival Stories	https://www.everyonesinvited.uk
<input checked="" type="checkbox"/>	Signal for Help	https://www.youtube.com/watch?v=AFLZEQFm7k
<input type="checkbox"/>	Sleep App	https://www.calm.com
<input type="checkbox"/>	Somatic Therapy	https://www.talkspace.com/blog/somatic-therapy-what-is-definition-getstarted-guide/
<input checked="" type="checkbox"/>	Songs for Murdered Sisters	https://songsformurderedsisters.com
<input checked="" type="checkbox"/>	Sophia DA Chatbot	https://sophia.chat
<input type="checkbox"/>	Stay Safe Online	https://soulmedicine.io/en/pathways/diy-online-safety
<input type="checkbox"/>	Still Living With Abuser	https://www.nationaldahelpline.org.uk/en/i-am-still-living-with-my-abuser
<input type="checkbox"/>	Structuring Perceptions	https://open.spotify.com/episode/7mluIMRzNJyW5cOgvsgRWc?si=0c55c9c16ac4422a
<input type="checkbox"/>	Support Friends	https://www.gov.uk/government/publications/domestic-abuse-recognise-the-signs/domestic-abuse-recognise-the-signs#support-a-friend-if-theyre-being-abused
<input type="checkbox"/>	Surviving Sexual Assault	https://www.bbc.co.uk/programmes/p07fzbg8/episodes/downloads
<input type="checkbox"/>	Survivors Handbook	https://www.womensaid.org.uk/information-support/the-survivors-handbook/
<input checked="" type="checkbox"/>	Tech Safety Tool	https://refugetechsafety.org/tech-safety-tool/
<input type="checkbox"/>	Technology & DA	https://post.parliament.uk/technology-and-domestic-abuse/
<input checked="" type="checkbox"/>	The Freedom Programme	https://www.freedomprogramme.co.uk
<input type="checkbox"/>	Thought Record Sheet	https://www.getselfhelp.co.uk/docs/ThoughtRecordSheet7.pdf
<input type="checkbox"/>	Threats & Intimidation	https://www.gov.uk/government/publications/domestic-abuse-recognise-the-signs/domestic-abuse-recognise-the-signs#support-a-friend-if-theyre-being-abused
<input checked="" type="checkbox"/>	ToneMeter Software	https://www.ourfamilywizard.co.uk/knowledge-centre/tips-tricks/parents-mobile/tonemeter
<input type="checkbox"/>	Trapped with Abuser	https://www.youtube.com/watch?v=8p6sAAh-HA4
<input type="checkbox"/>	Understanding Statistics	https://lwa.org.uk/understanding-abuse/statistics/

<input type="checkbox"/>	Unmasking Abusers Talk	https://www.youtube.com/watch?v=ythOTBEkUzM
<input type="checkbox"/>	Unmasking the Abuser	https://open.spotify.com/show/1Mg7S5FrwDlcGI84okp7sH
<input type="checkbox"/>	Untreated PTSD	https://healthmatch.io/ptsd/what-happens-if-ptsd-is-left-untreated
<input checked="" type="checkbox"/>	VAW — It's a Men's Issue	https://www.youtube.com/watch?v=KTVSfeCRxe8
<input type="checkbox"/>	VAW & the Law	https://www.youtube.com/watch?v=e5MoiQNfFug
<input type="checkbox"/>	VAW Facts	https://www.who.int/news-room/fact-sheets/detail/violence-against-women
<input checked="" type="checkbox"/>	VAWG GOV Statement	https://www.gov.uk/government/publications/violence-against-women-and-girls-national-statement-of-expectations-and-commissioning-toolkit/violence-against-women-and-girls-national-statement-of-expectations-accessible
<input type="checkbox"/>	Victim Characteristics	https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/articles/domesticabusevictimcharacteristicsenglandandwales/yearendingmarch2020
<input checked="" type="checkbox"/>	What Is Abuse?	https://www.nationaldahelpline.org.uk/en/What-is-abuse
<input type="checkbox"/>	What is Consent?	https://www.awhl.org/consent
<input checked="" type="checkbox"/>	What is DA?	https://refuge.org.uk/what-is-domestic-abuse/about-domestic-abuse/
<input type="checkbox"/>	What is Gaslighting?	https://www.verywellmind.com/is-someone-gaslighting-you-4147470
<input type="checkbox"/>	What Is Manipulation?	https://chayn.gitbook.io/manipulation-is-abuse/english-1/what_does_manipulation_look_like
<input checked="" type="checkbox"/>	What is Tech Abuse?	https://refugetechsafety.org/what-is-tech-abuse/
<input type="checkbox"/>	What's a Healthy Relationship?	https://www.awhl.org/what-is-a-healthy-relationship
<input type="checkbox"/>	Women's Legal Rights	https://www.womensaid.org.uk/information-support/the-survivors-handbook/your-legal-rights/
<input type="checkbox"/>	Working with Victims	https://www.google.co.uk/books/edition/Good_Practice_in_Working_with_Victims_of/yZt3fP3o0hMC?hl=en&gbpv=0
<input type="checkbox"/>	Yoga Exercises	https://www.youtube.com/c/yogawithadriene
<input checked="" type="checkbox"/>	You Can Get By Song	https://open.spotify.com/track/6tEmsE5Y51fLw2EMICwri?si=19e5c8148bde4f9d

Appendix B Action Research (Definition)

Action research seeks transformative change through simultaneously taking action and doing research. It's a reflective process of problem solving led by individuals working in team. It is methodology that goes beyond linear scientific models by actively engaging researchers inside the action. Researchers work closely with stakeholders (such as individuals, groups, or organizations) to identify a problem or an area for improvement. The process involves collecting data, analyzing it, and implementing interventions or changes based on the findings. These interventions are then evaluated, and the process repeats until a satisfactory solution is achieved. It is the comparison of various social interactions in order to achieve social action. It's an iterative process of collaborative problem-solving and knowledge generation that aims to address practical issues, and effect positive change in a specific context or community.

Collaborative

Action research emphasizes collaboration between researchers and participants. It recognizes the expertise and insights of the people directly involved in the issue being studied, fostering a partnership for knowledge creation and change.

Reflective

Researchers engage in continuous reflection throughout the process, examining their own assumptions and biases, as well as the impact of their actions. This self-reflection helps to refine the research process and improve outcomes.

Participatory

Action research involves the active participation of individuals or groups affected by the problem. Their perspectives, experiences, and knowledge are valued & integrated into research processes.

Adaptive

Action research is often conducted in specific contexts or communities, aiming to address local issues and improve specific situations. It recognizes the uniqueness of each context and seeks context-specific solutions.

Cyclical

Action research follows a cyclical or iterative process of planning, acting, observing & reflecting. Findings from each cycle inform subsequent steps, allowing for continuous improvement & learning.

Source: Burns, A. (2005) Collaborative Action Research for English language teachers. Cambridge: Cambridge University Press.

Appendix C Warning Signs (Edna Notes)

Controlling & Possessive

1

Controlling behaviour is often disguised or excused as concern. Concern for your safety, your emotional or mental health, the need to use your time well or to make sensible decisions. Your abuser may be angry or upset if you are 'late coming back from work, shopping, visiting friends, etc., even if you told him / her you would be later back than usual. Your abuser may question you closely about where you were, whom you spoke to, the content of every conversation you held, or why you did something he/she was not involved in. As this behaviour gets worse, you may not be allowed to make personal decisions about the house, clothing, going to church or how you spend your time or money or even make you ask for permission to leave the house or room. Alternately, he / she may theoretically allow you your own decisions, but penalise you for making the wrong ones. Concern for our loved ones to a certain extent is normal - trying to control their every move is not.

Dean would often worry Edna before she drove places. For instance, before driving to university, he'd make Edna promise she'd "stay in the slow lane" and "drive no faster than 70mph". Additionally, she would be expected to call Dean as soon as she got to her destination, as well as, throughout the day. If she didn't, Dean would regularly call or text until he had a response. This demand would be expected regardless of Edna's situation (for instance, if she were driving). If Edna didn't answer the phone, she'd be in trouble and questioned about it when she got home. Therefore, it became less of a hassle for Edna to answer and attempt to cut the conversation short. However, doing so was challenging, as Dean would rarely let Edna off the phone (particularly when she had important tasks, like attending university lectures). The aim of these calls were, either to check on Edna's whereabouts (who she's with, what she's doing), to criticise her, or to demand something (usually emotional support, accusations, or verbal abuse). In order to end a phone call, Edna would be required to supply Dean with justification as to why she was doing so (i.e. she would be required to explain to Dean why what she was doing was "more important" than talking to him). Dean would often tell Edna that he misses her as a justification for his harassing behaviour, or instead, flip onto Edna, suggesting things like, "you don't want to talk to me"; "you obviously care about me".

On the rare occasions that Edna would visit friends & family, Dean would use tactics to make Edna feel guilty or paranoid about her plans — often putting thoughts into her head before a journey to scare her. Usually these remarks would be regarding the dangers of whatever Edna was doing (i.e. driving), or be used to make Edna question if her trip was really worth it, and whether the person actually wanted to see her. For instance, Dean would persuade Edna that she was always the one to make effort with loved ones, and that they'd never give her the same in return. This was especially the case with Edna's Mother. Dean would tell Edna that her Mother didn't love her, or that she was a selfish woman. Over time, Edna began to believe such statements, and begun relying more and more on her relationship with Dean. As a consequence, she started to isolate herself from loved ones — spend most of her time with, or for, Dean. Similarly, if Edna was "late", or didn't inform Dean of her exact time of arrival, he would get angry and aggressive with her; despite how providing this information wasn't always possible (for instance, if there was traffic, or if a lecture overran). Dean would question Edna, and accuse her of things she hadn't done. As a form of punishment, he'd use phrases such as, "I don't want you here now!" In an attempt to make Edna feel worthless. This behaviour encouraged Edna to stay longer as it played on her existing abandonment issues — creating a relationship of dependence.

A series of fortunate events led to the opening up of her abuse. Edna and her friend, Eden were working on the same project, which meant they had more "allowed" alone time. Additionally, Edna began talking to a guy (Ned) from university, over Snapchat (so that the messages would disappear). Their conversations were vague; yet intimate. Edna recalls Ned saying to her on one occasion that he'd "never let anyone tell [him] what to do". This resonated deeply with Edna, and in combination with her conversation with Eden, encouraged her to speak up further and eventually leave Dean. One day, Edna & Eden bumped into Ned before heading to a cafe, and they chatted briefly. When walking away, Eden suggested that Edna & Ned would make a nice couple. To Eden's surprise, Edna replied with "so can I". Eden followed up with: "but you're with Dean", to Edna replied "well, we've not been really getting on lately", which prompted Eden to ask more questions. Edna spent the afternoon confiding in Eden about how she'd been enduring Dean's emotionally controlling and physically violent behaviour — sharing stories of his recent punch to her leg, pushing a sander to her face, and dragging her out of their home, before shouting obscenities (such as, "fuck you"; "you're a cunt"; "a whore", etc.) publicly in her ear, as punishment for varnishing their furniture "wrong". This was a common example of Dean's extreme reactions to, and treatment of, Edna. Their conversation lasted longer than Edna had informed Dean; which resulted in several missed calls and harassing messages questioning her whereabouts. Eden was able to hear first-hand just how aggressive Dean

would become about such small things, and how immediately Edna would switch to appeasing him. For instance, when Edna eventually picked-up, Dean begun name-calling, guilt-tripping, gaslighting, and shouting verbal abuse towards Edna. This was a solid warning to Edna that Dean's behaviour was likely more relentless than Edna was sharing. To stay safe, Edna told Dean that their project was taking long than expected; subsequently capturing photos from their cafe visit to justify to Dean later (Figure X). This marks a positive moment in Edna's journey towards recognising, and stepping away from DA. Fortunately, Edna's friend (Anna) had recently escaped emotional and coercive abuse, and so was able to provide Edna with realistic examples of how to stay safe, what behaviours to expect, and provide reassurance. Over time, Edna built a foundation of nonjudgemental trust with Edna, whereby Edna would share her experiences to get Edna's take. By talking with friends, Edna was able to see that Dean's treatment of her was unacceptable. Conversations like these helped her find the courage to leave.

Dean would occasionally allow Edna to make decisions independently, in order to punish her for them later. For instance, he'd tell her she needed to get a job, in order to ridicule her for doing so later on; exclaiming that there was plenty of work she needed to be doing at home. However, Dean would flip this tactic on its head to make Edna feel guilty for not earning money for them (a typical example of Dean's Jekyll & Hyde and gaslighting behaviour). Similarly, Dean would often encourage Edna to spend time with friends alone, only to turn up unexpectedly (covertly or overtly) to check Edna was where and with whom she said she'd be with. This behaviour rippled into the everyday. Whenever Edna left the room, she'd be required to provide justification of what she was doing and why. Over time, Edna would be required to ask permission for basic needs, such as using the toilet, or getting water (something that took a lot of entraining upon leaving the relationship). Edna felt she was always treading on eggshells around Dean.

When planning to leave Dean, Edna wrote him a letter that outlining her reasoning for doing so. The letter avoided the issue of DA, as Edna knew this would only spark more abusive tendencies within Dean. Instead, she took full accountability — explaining that she had developed feelings elsewhere. The day Edna left Dean started like any other. She made him breakfast and drove him to work. However, rather than reverting to her typical housework, she instead arranged to meet her parents for coffee, whereby she opened up about less severe instances of emotional and coercive abuse. Edna's father explained that "it will only get worse from here", and that "it's likely to develop into more physical violence". What they were unaware of at the time, is that this was already the case for Edna. Whilst Edna did not report the additional violence to her family until much later in her recovery

journey (due to shame and embarrassment), this conversation was enough to solidify in her mind that what she experienced was in fact abuse and not love. Shortly after this conversation, Edna and her parents gathered her essential belongings, and posted her house key and the letter to Dean through their letterbox, before driving miles to her parents house to hideout. It wasn't long before Dean realised Edna's absence, and thus begun the relentless stalking, harassment, and eventual suspected murder attempt. Edna moved around frequently — sofa-surfing with friends and staying with family. However, no matter where she went, Dean would find her. He'd turn up at her family & friends homes, and even the parents of friends in attempt to find Edna.

Jealousy

2

At the beginning of a relationship, an abuser will always say the jealousy is a sign of love. He / she may question you about whom you have spoken to or seen during the day, may accuse you of flirting, or be jealous of time you spend with family, friends, children or hobbies which do not include him/ her. As the jealousy progresses, he / she may call you frequently during the day or drop by unexpectedly. He may be unhappy about or refuse to let you work for fear you'll meet someone else, check the car mileage or ask friends to keep an eye on you. Jealousy is not proof of love, it is a sign of insecurity and possessiveness.

When Edna had started a new job (her second at the time), a male member of staff was inducting her. Shortly into the shift, Edna noticed Dean lurking outside, walking past each window and lingering in the distance. When her shift had ended, she headed to the car park to discover her car missing. She had been required to leave her keys with Dean, and so knew the car was likely with him. She stood in the dark for several minutes before Dean came racing round the corner towards her. He pulled up beside her, shouting to get in. Upon entering the car, Dean persisted to verbally abuse Edna — accusing her of cheating; shouting, "I saw what you were doing in there!", and asking, "do you fancy him?!". Edna was confused, and denied the accusations; reassuring Dean that nothing was going on. Dean responded by recklessly driving down a lane — swerving left and right towards trees, and around narrow bends; threatening to crash the car (bear in mind, that Dean had not yet passed his driving test at this time, and was not insured as a driver in Edna's car). Edna apologised profusely in attempt to calm him down. When they arrive home, Dean announces to their family that she'd had been flirting with her colleague. These sorts of accusations were common when they'd been out — especially if there were other men present.

Usually when entering Edna's car, Dean would interrogative her about its details. For instance, by tracking her fuel gauge to calculate if the distance traveled matched up with where she'd said she'd been. He'd investigate the passenger seat, asking who'd been sat there, and that it'd been moved. These are examples of how Dean's jealousy, paranoia, and controlling behaviour would regularly lead to interrogations and accusations of Edna's behaviour. He became impossible to ignore. She could not leave the room without justification; she could not debate him, or defend herself. He would harass until he got what he wanted. In these occasions, a response out of Edna. She knew that her safest response was to appease in order to protect her in that moment. Unfortunately, this further perpetrated the cycle of abuse, but did keep her alive during certain incidents.

Dean would check Edna's phone, laptop & tablet — searching through photos, messages, voicemails, internet history, and social accounts, and would often do this in Edna's presence. In fact, it eventually became an automatic response for Edna to hand over her phone whenever she'd been away. This got so extreme to the point that she tolerated being regularly recorded in her bedroom. When searching through Edna's devices, Dean would take mental note of who she'd been speaking to, and what they'd been talking about. He would critique her communications — often labelling it as flirty, or disrespectful to him. He'd make calculated remarks about peoples behaviour. This led to Edna cutting some people out entirely. When Dean discovered Edna's communications with Ned, Edna expected violence and stricter regulations to ensure, but instead, Dean strategically asked, "do you think he's better looking than me?". Dean had been struggling with his self-image for some time, and would often turn to Edna for reassurance. He would use his insecurities as a weapon of guilt. In this instance, by harassing Edna until she reassured him of his appearance, and the "greatness" of their relationship. Dean begun emulate certain famous male figure, and would demand Edna's support (i.e. to dye his hair). He would ridicule Edna throughout the process; threatening that she "better be getting it right", or that she's "doing it wrong", shouting things like, "are you trying to make me look stupid?!". Often after looking through Edna's phone, Dean would threaten her with, "we will talk about this later", in order to instil fear throughout Edna's day. However, on this occasion, Edna did not stop talking to Ned. In fact, she started talking to him more. She knew this was dangerous, and that there would be consequences, but felt stronger having knowledge of another male on her side. By speaking with Ned, Edna was able to recognise the difference between how Dean would treat her, and how Ned would treat her, which enabled her to recognise further abusive symptoms.

Unrealistic Expectations

3

The abuser may expect you to be the perfect husband, wife, mother, father, lover, and friend. He / she is very dependent on you for all his/her needs, and may tell you he / she can fulfil all your needs as lover, friend, and companion. Statements such as: 'If you love me, I'm all you need', 'You are all I need.' are common. Your abuser may expect you to provide everything for him/her emotionally, practically, financially or spiritually, and then blame you for not being perfect or living up to expectation.

Edna was tasked with managing most of Dean's business needs, which were expected to take precedence over her personal responsibilities. He would encourage Edna by telling her it's for their future. It wasn't uncommon for Dean to force Edna to do difficult; often strenuous or dangerous tasks, whilst making comments about how "lazy" or "useless" Edna was of struggling with them.

When renovating their home, he'd become impatient and quickly aggressive if Edna didn't hold something correctly, or understand his instructions. These expectations got so extreme over time that even if Edna moved or breathed wrong, Dean would snap. He would often shout verbal abuse at Edna, such as, "you're a useless piece of shit"; "just fuck off, I'm better off doing it myself"; "you can never do anything right", and "I don't know why I bother asking for your help". Dean would make out that he was the hardest working, often announcing to Edna how hard his day at work was, and how she wouldn't understand because she didn't work as hard as him. At the time, Edna was studying a full-time degree, worked two jobs, was renovating their home, and maintaining Dean's needs, all on very little food and sleep. Meanwhile, Dean stayed home all day, whilst his Mother served him food, sorted his laundry, and watered his plants. He would never thank her for the help, and would have a go at her for "creating dust" in his space.

Edna was expected to serve Dean breakfast and dinner. These would be expected a certain way, or else Dean would get angry. Edna had once brought Dean a banana instead of an Apple (as they had ran out), which led to verbal attacks from Dean — claiming she had got it wrong, and that she hadn't listened to what he had asked for. Edna tried to explain how there were no more apples, but this did not change Dean's temper. If things weren't how he wanted them, Dean would become abusive. For instance, he instructed Edna to gel his hair, to which a small bit would not stay in place. He screamed, slammed the cupboard doors, and pushed Edna out of the room, whilst calling her stupid; telling her she never gets anything right, and that he never wants her to do his hair again. He was especially particularly about how the bed was made. Edna would try her best to meet his standards, but seldom

was the case. He would tell her how she can't be trusted to make the bed again, but then demand her to in the future. Dean would often make statements such as, "you don't need anyone else" — particularly directed at her relationship with friends & family — telling Edna that he is all she needs, and she is all he has. He would tell her that "no-one will love you as much as I do", and "you'll never find someone as good as me", but would then flip this around, claiming how he wouldn't care, and that he doesn't need me. Dean would often tell Edna that he wishes she were dead, and how he would do it. He would tell Edna how he can easily find a better girlfriend to replace her. This made Edna feel worthless, and encouraged her obedience in attempt to prove her value in the relationship.

Edna was expected to sleep with her head facing away from Dean (so that he could't hear her breathing). Dean struggling with sleep, and would get angry at Edna for falling asleep before him. As a consequence, he would keep her awake. He'd tell Edna it was her fault he can't sleep, and that she was selfish for sleeping before him. He would often resort to physical violence (such as, dragging her out of bed, elbowing her in the head, or kicking her in the back). If Edna took too long to get ready for bed, Dean would sometimes refuse her entry into the bed as a punishment, and would often banish Edna to sleep on the floor, or in a locked bathroom exposed to dangerous chemicals. Over time, these behaviours had become habituated, which made sleeping a difficult task for Edna — often resulting to sleeping on the floor, or in the bathroom in order to fall asleep.

In a Hurry to get Romantically Involved

4

Abusive men typically try to sweep women off their feet, rush women into sexual relationships, into moving in with them or into marriage. Many victims of abuse dated or knew their abuser for less than six months before they were engaged or living together. The abuser will often claim 'love at first sight', that you are 'made for each other', or that you are the only person whom he could ever talk to so openly, feel so at home with, could understand him so well. He / she may tell you that they have never loved anyone so much or felt so loved by anyone so much before, when you have really only known each other for a short amount of time. He / she needs someone desperately, and will pressure you to commit to him/her or make love before you feel the relationship has reached 'that stage'. He / she may also make you feel guilty for not committing yourself to him / her.

Edna fell in love with Dean and the attention he paid her. Dean would tell her it was love at first sight; reciting the first day he saw me walking past his window and how he's get a "special feeling" about her. He would tell Edna they were made for each other, which Edna started to believe over time. They had only known each other a few months before starting a relationship. They spent most days together, and usually alone. Initially, Edna picked up on Dean's isolating behaviour and confronted him about it — to which he dismissed as "silly". Whilst Edna was living with her parents, Dean would make negative remarks and report details of her parents "bad" behaviour to her. Eventually, this led to Edna leaving home without her parents knowledge, in order to live with Dean and his family. Dean would tell Edna how he didn't like her family because they didn't do anything of him, and that his did everything for us. This separated Edna from them even more, and over time, she started to believe that her parents did not care about, not did they love, her.

Isolation

5

The abuser may try to curtail your social interaction. He / she may prevent you from spending time with your friends or family and demand that you only go places 'together'. He / she may accuse you of being 'tied to your mother's apron strings', not be committed to the relationship, or view people who are your personal friends as 'causing trouble' or 'trying to put a wedge' between you. He / she may want to live in the country without a phone, not let you use the car, stop you from working or gaining further education or qualifications.

Edna often felt compelled to remain by Dean's side every night, creating a sense of obligation that prevented her from going home. He would insist that he needed her presence and employ guilt tactics when she suggested staying at her parents (for instance, by questioning her affection, concern for, and loyalty to him and their relationship). Hurtful remarks such as, "If you think you're better off at your parents' house, then leave," were not uncommon. Dean would assert that Edna's parents lacked care for her, to which his parents would echo. When returning from visits to friends and family, Edna would be bombarded with statements expressing how much she was missed, with pleas to never leave again. Dean discouraged Edna from socialising with her friends — particularly if he could not accompany her; yet, he made no effort to engage with them himself. Venturing out without him was highly disapproved of. Consequently, Edna rarely had the opportunity to spend time with others, but when she did, would receive frequent calls demanding to know her whereabouts and expected return time. Any delays or traffic congestion were met with fury, and accusations of neglecting him. Consequently, Edna always felt pressured to hasten her return, eventually relinquishing visits to friends and family due to the immense stress it caused. Similarly, Dean dismayed Edna from moving away for university, and instead to a campus within driving reach for their house, in order to have better control over her.

Due to Dean's parents' struggles with alcohol, he harboured an aversion to consuming alcoholic beverages, a perspective Edna adopted as well. Despite invitations from friends to partake in clubbing activities, she refrained from participating as Dean would denigrate such pursuits, despite their shared lack of experience. He convinced her that conforming to "normal" societal behaviours was unnecessary.

Dean exercised controlling behaviour by habitually scrutinising Edna's phone and other devices to monitor her conversations and activities. This daily invasion of privacy, sometimes conducted in her presence, induced guilt and helplessness, despite her innocence. Trivial incidents, such as emailing a classmate, would be misconstrued as flirtatious or indicative of developing emotions. Further into their relationship, Edna discovered Dean had been recording her in the bedroom without her knowledge. When confronting Dean about this, he casually justified his actions as a means to monitor her activities during his absence; suggesting it was a normal practice.

Secretiveness

6

Gaps in time when he is unaccounted for, phone calls when he won't say who he is talking to. A building block of power is to know something that someone else does not know. Secretiveness in relationships is the attempt to create the feeling or the reality of power by compartmentalisation.

He'd talk about things in his past, but leave out major details. For example, he made Edna aware on their second date how his Dad had sexually abused his younger brother growing up. Edna found it strange that Dean had shared this so early on in their relationship, and that his brother was the only one targeted by the abuse. Upon leaving Dean, he revealed that he too endured this from his father.

Before Edna met Dean, he had dated a girl named Nade. He has told Edna he was a virgin, and that Nade was the only person he'd kissed. Dean had visited Nade one day with gifts; asking to be her boyfriend. He told Edna that Nade had said no and ran out of the room, and that this was the last time they spoke. Edna didn't question Nade's reaction until she'd reflected upon it after leaving Dean. It wasn't uncommon for Edna & Dean to bump into Nade on the street. Edna noticed how Nade would become rigid and look uncomfortable around Dean. Edna searched for Nade on social media, to discover what appeared to be a lively, social, and confident young woman. It seemed weird to Edna as to why Nade would act awkwardly around Dean when she wasn't presenting this way in other social situations. Dean and Nade's families were good friends up until the day Dean & Nade stop speaking. Dean's family insisted that Nade's family were horrible people, but would never share explanation why. When Edna asked Dean why their families didn't talk, he claimed not to know. Further into their relationship, Edna spoke with Dean's parents about it, to which they shared how Nade had claimed Dean was too forceful. Dean and his family completely denied this. Edna didn't realise Dean was capable of this at the time, and reverted to disbelieving Nade. Dean convinced her that Nade's parents had made it up because they didn't think her was good enough for their daughter. However, upon reflection of Edna's relationship with Dean, it's not impossible to assume Dean would have been forceful with Nade too; likely pressuring her into a sexual relationship before she was ready.

Blame-shifting

7

Problems:

Very rarely will an abusive personality accept responsibility for any negative situation or problem. If they are unemployed, can't hold down a job, were thrown out of college or University or fall out with their family, it is always someone else's fault, be it the boss, the government, or their mother. They may feel that someone is always doing them wrong, or out to get them. He / she may make a mistakes and then blame you for upsetting him / her or preventing him / her from doing as they wished to.

Feelings:

The abuser will deny feelings stem from within him / her but see them as reactions to your behaviour or attitude toward him / her. He / she may tell you that 'you make me mad', 'you're hurting me by not doing what I ask', or that he / she cannot help feeling mad, upset, etc. Feelings may be used to manipulate you, i.e. 'I would not be angry if you didn't'. Positive emotions will often also be seen as originating outside the abuser, but are more difficult to detect. Statements such as 'You make me happy' or 'You make me feel good about myself' are also signs that the abuser feels you are responsible for his sense of well-being. Either way, you become in his/her mind the cause of good and bad feelings and are therefore responsible for his / her emotional well-being and happiness. Consequently, you are also blame for any negative feelings such as anger, upset or depression.

Often if Dean had had a bad day, it would be taken out on Edna — particularly when they were at home together, and especially when they were undergoing renovations. Edna was expected to complete difficult tasks without knowledge of how to do them. These scenarios were setup by Dean in order to ridicule and punish Edna when she did it "wrong". He expected perfection, and wanted it immediately. For some time, Edna & Dean lived on a boat together, to which one morning Dean had announced they needed to move. He was in a hurry, and was shouting at Edna to leave. Prior to this occasion, she had no experience mooring a boat. This led to a small scrape along the boat as a consequence of her not having the strength to push it away from the pontoon. In response, Dean shouted verbal abuse in Edna's face — telling her she's a "stupid"; "useless bitch", and that he wanted to shove her head down in between the side of the boat & pontoon to drown her. He persisted to grab Edna tightly by the chin, forcing her to look closely at the damage she'd caused; whilst repeating aggressively, "this is your fault!". As a further punishment, Dean told Edna that she had to spend as long as it took to repair the scratch, and that he didn't care if she didn't eat or sleep until it was done. Occasionally, Dean's family would tell him not to speak to Edna the way he would. For instance, a family member had called Dean back into the house after Edna had left to wait in the car for him. Edna doesn't know what was said, but when Dean exited the house, he slammed the

door and begun aggressively walking and pointing towards Edna. Upon entering her car, he shouts, "this is your fault!", telling Edna that she manipulates these situations to make herself look like the victim and turn his family against him. He demanded that Edna go back inside to apologise and explain that it was her fault. In time, it became easier for Edna and the entire family to remain quiet.

There were several occasions whereby Dean would turn up unexpectedly to where Edna & her friends were; despite having initially rejected their invite, and often ridiculing their friendship beforehand. He'd turn up late, sit silently, ask loaded questions, or talk about himself. Towards the end of their relationship, Edna had met some friends at the pub, to which she'd planned to ask them for advice about Dean's behaviour. But before she had the chance, Dean arrived. When they arrived home, instead of rushing to get out the car and grab their bags before Dean got mad, Edna stayed, sat in the drivers seat. Immediately, Dean asks Edna what she was going, but she didn't know how to respond. Inside, she wanted to scream, and shout and run away from him forever. But instead, replied, "I don't know...". "What do you mean you don't know?!" Dean responded irritably. Edna began replying with "I jus...", and before she could finish, Dean interjected with "you just what?!". "I just feel weird", she said. He became angry, and shouts, "I'm not dealing with this shit! You can fuck off back to your parents to sort your shit out.". Edna had not visited her parents in years. This didn't seem like an immediate option, and so she apologised to Dean and went into their house. For days she felt anxious and lost her appetite. She had been hit with the reality of her situation, and was burdened with the secrecy of her escape.

After any physical violence, Dean would typically revert back to "normal"; as if nothing had happened. It became impossible for Edna to confront him about his behaviour without it inciting further abuse or denial. Edna would feel extremely anxious for days after a physical attack, and find it hard to act like she was ok. It became safer for to avoid the topic, or appease Dean, in order to stay safe. However, there was a particularly severe event which awoke something in Edna. She begun pulling away from Dean emotionally, to which he'd cling more. But instead of being overtly controlling, he become more needy and less violent. He'd say how special their relationship was; to "look at what we've built together". Eventually when Edna explained how she was feeling, Dean told her it was in her head, and that he recognised the symptoms from when he was depressed. She agreed with him, but knew deep down this was not the case.

One morning, Dean had found the messages between Edna & Ned, and calmly threatens Edna with, "we will talk about this later". Later that day, Edna explained to Dean that she felt weird. She wanted

to tell him that she felt scared of his reactions, but was of course, scared of his reaction. Dean asked if she had feelings for Ned, to which Edna responded with, "I don't even know if I like him as a friend yet". He then began listing the things they'd achieved together, telling her "we're different from everyone else"; "special", and that she'd never find a relationship like theirs; "no one will love you as much as I do". Eventually, Dean convinced her that nothing was wrong, and that it was all in her head. She started to believe that what she was experiencing was depression. The word abuse didn't enter Edna's mind until she began opening up about her experiences to Edna. From that moment, to the day, weeks later, that Edna finally escaped Dean, she would battle with the intense reality of how he'd react to her leaving, and if it were even possible. Dean was incredibly unpredictable, and this scared Edna immensely. She would never know if he would attack her, threaten to hurt himself, or manipulate her mind entirely. However, what Edna came to realise, is that the outcome was always negative. For a while, she thought to herself, "I'll leave when things get worse", as if the situation wasn't already dire enough.

Hypersensitivity

8

Most abusers have very low self-esteem and are therefore easily insulted or upset. They may claim their feelings are 'hurt' when they are really angry, or take unrelated comments as personal attacks. They may perceive normal set-backs (having to work additional hours, being asked to help out, receiving a parking fine, etc.) as grave personal injustices. They may view your preference for something which differs from their own as a criticism of their taste and therefore themselves (e.g. blue wallpaper rather than pink, etc.) upset or depression.

When Edna first met Dean, he'd recently recovered from long-term skin condition, and depression (which resulted in him staying indoors for several years). Dean would tell Edna that he hated the way he looked; that he was ugly, and wanted a nose job. He'd look to her for reassurance, and then tell her off for "lying". On their second date, Dean disclosed intimate details of the abuse he'd endured throughout childhood, and how he'd been impacted by bullies during his school years, reporting many of them to be women. This consequently provided him with justification for his misogynistic views. At the beginning of their relationship, Edna would encourage Dean to make friends (both independently and within her social circle), and to pursue his creative talents. Edna felt she had a responsibility to reintegrate him into life. She helped him source clients and grow his business. Over time, her support became an expectation of Dean's — often taking precedence over her own

responsibilities. Edna's parents would invite Dean to events, to which he would always decline; typically preventing from Edna from attending too. He would sometimes attend an event, and then encourage Edna to sneak out later without saying goodbye (for instance, at her parents wedding). Whenever Edna was home "late" (i.e. from work), Dean would give her grief — accusing her of "lying"; eventually elaborating things, like she must have been sleeping with her manager.

Edna was expected to report back to Dean any conversations she'd had with others. He'd ask if they spoke about him, and what was said. Edna would tell him they thought he was "great" and "handsome", as often giving him the answer he wanted provided her with a safer outcome. Edna would speak highly of Dean to others, out of fear for how people (particularly Dean) would react if she shared her reality. He would analyse the things Edna's friends and family would do and say, and question Edna about them. She felt as though she was required to justify her own actions and beliefs, as well as others. Dean would wait until they were in private to make such remarks.

Dean had developed an obsession for a particular famous character — consuming mostly their content, and adapting his appearance to look more like them. Edna entertained his obsession, and begun also integrating this figure into her life more (for instance, writing papers about them at university, or listening primarily to their music), as a method of staying on Dean's good side. Whenever Edna would listen to the music she liked, Dean would tell her it's "crap". Whenever he'd get in her car, he'd change the music to his preferred artist, and would remind Edna that he didn't like her music. Edna would often have to justify her decision.

Cruelty to Animals

9

The abuser may punish animals brutally, be insensitive to their pain or suffering, or neglect to care for the animals to the point of cruelty, e.g. not feeding them all day, leaving them in areas he / she knows will cause them suffering or distress. There is a strong correlation between cruelty to animals and domestic violence which is still being researched.

Whilst there were no overt instances of animal abuse, Edna reported that Dean was not kind to animals. For instance, he would occasionally leave his dog in the garden for long periods of time, as a punishment for him scratching or barking at the door to go out. When Edna would ask if she could let him in, Dean would usually reply with, "No, leave it out there.". He would also put his cat in places it

didn't find comfortable, or pile objects on top of it whilst it was sleeping. He'd get angry when the cat went into his room; especially if it went under the bed. For instance, Dean would lift up the mattress and make loud noises (like "pssst"), bang the mattress with his fists, and move objects rapidly until the cat scurried away. There were times where he'd chucked the cat out of the room. He would maintain that he didn't like the cat due to a memory of being scratched in his sleep.

Cruelty to Children

10

The abusers unrealistic expectations of their partner are often mirrored in their attitude toward children. He / she will think of children as 'small adults' and blame the children for not being responsible, having common sense or understanding. He/she may expect children to be capable far beyond their ability (e.g. is angry with a two-year old for wetting their pants or being sick on the carpet, waking at night or being upset by nightmares) and will often meet out punishments for 'naughtiness' the child could not be aware of. Abusers may tease children until they cry, or punish children way beyond what could be deemed appropriate. He / she may not want children to eat at the table, expect them to stay quiet, or keep to their room all evening while he / she is at home. Since abusers want all your attention themselves, they resent your spending time with the children or any normal demands and needs the children may have. As above (cruelty to animals), there is a very strong link between Domestic Violence and Child Abuse.

Edna would claim she did not want children whilst with Dean, however, in reality, it was that she did not want them with him out of fear of how he might treat them. Whilst Edna had never seen Dean abuse a child per se. However, she hadn't seen him around children very much. He rarely saw his younger cousins as they lived away, and they were the only children he knew. Dean's sibling, Nada — a teenager at the time — lived with several mental & physical disabilities. Edna felt that Dean was insensitive and unnecessarily aggressive with them at times. For instance, shouting, "you're disgusting", and "revolting" at Nada if they made "too much noise" whilst eating (something Nada could not prevent as a consequence of their disabilities). Dean would shout at his parents that he could not eat around Nada, demanding, "aren't you going to do anything about this?!" to his parents; typically resulting in Dean storming out of the room to eat alone. After years of caring for Nada, Dean's parents went back to full-time work, and Dean became Nada's carer. He received a Carer's Allowance to assist with things like, showering, using the toilet, eating food, and moving around. However, would often neglect these responsibilities, calling Nada "stupid", an "idiot", or a "retard".

Playful use of 'Force' in Sex

11

He / she may pressurise you to agree to forceful or violent acts during sex, or want to act out fantasies where you are helpless. A male abuser may let you know that the idea of "rape" excites him. He / she may show little concern about whether you want to have intercourse and uses sulking or anger to manipulate you into compliance. Starting sex while you are sleeping, demanding sex when you are ill or tired, or refusing any form of intimacy unless you are willing to go 'all the way' can all be signs that he / she could be sexually abusive or sexually violent.

When Edna lived with her parents, Dean expected her to stay with him every night. This often meant neglecting her basic needs in order to do so. Dean would sulk, or get angry at Edna if she didn't want to have sex with him. He'd complain that she didn't initiate sex, and would guilt-trip her for not being in the mood (by saying things like, "don't you find me attractive?", or "don't you love me anymore?!"). His prying would typically lead to them having sex, as it was easier for Edna to feel guilty, than to justify why she didn't want to. Over time, sex became an expectation before leaving the house. She felt she had a duty to him.

Edna rarely felt aroused by Dean, which meant sex was often painful. She would try to think of other things, and search for ways to speed up the process without being caught (such as, looking like she was really enjoying it, or by entertaining explicit fantasies of Dean's that she was not comfortable with). She would often cry during sex. She felt confused, and didn't understand why she didn't want to have sex with him, particularly because Dean would tell her "it's normal for women to cry in these situations", and that "it's a good sign". He'd tell her that "women often cry during sex because of their hormones"; "it's an emotional experience". When Edna would tell Dean she's in pain (i.e. if he penetrated too deep), he'd sometimes calm down, and then return to the uncomfortable behaviour. Other times, he'd ignore her altogether, or would tell her to "relax", and that "it will get better". He refused condoms, and would force Edna into positions that caused her discomfort in order to achieve deeper penetration. She was expected to perform some form of sexual act, at least once every day. Dean would say things like, "you have to give me a blow job whenever I want it". Edna would go prolonged periods without showering or shaving, in the hope that if Dean found her less attractive, it would minimise their sexual encounters and its impacts (e.g. internal bruising, and UTI's). Dean would verbally manipulate, or directly encourage Edna into sex. In time, she learnt it was easier to appease than fight, which meant she always had to be ready for sex. Dean would talk about graphic, and often gruesome, porn he'd seen — sometimes forcing Edna to watch the violent acts. If she

squirmed or closed her eyes, he'd tell her she's "frigid", and "not open-minded enough". Over time, Dean began requesting Edna enact violent acts upon him, which Edna found extremely confusing, as fulfilling his desires kept her physically safe, but was emotionally traumatic. He'd film them having sex, and suggested using Edna's ID to sell the clips online. He justified this by claiming his career was "more important". Edna was not comfortable with this, however, was eventually persuaded. She requested her face be anonymised, but she can't know for sure if he respected this. In order to prevent the uploads, Edna would make excuses like, "it's taking ages to load", and "I'll do them for us later", however, in time, Dean would watch Edna upload them in front of him. Dean had started talking to other women — firstly behind Edna's back, but eventually overtly to her face — bragging about his planned interactions. He'd make derogatory comments about Edna's female family members, such as, "I bet your mum takes it in the arse", or "I'd fuck your aunt" — often going into detail about the things he'd do to them.

Rigid Gender Roles

12

Abusers usually believe in stereotypical gender roles. A man may expect a woman to serve him; stay at home, obey him in all things - even things that are criminal in nature. A male abuser will often see women as inferior to men, more stupid, unable to be a whole person without a relationship. Female abusers may expect the man to provide for them entirely, shift the responsibility for her well-being onto him or heckle him as being 'not a real man' if he shows any weakness or emotion.

Whilst there were many restrictions on when & where Edna could go, and with whom, Dean did allow her to attend work & education. However, he'd typically make a fuss before she left. Typically, this involved complaints of waking him too early, or that she should have made him breakfast. He'd project his fears about her leaving — often asking if she had to; telling her she must drive in the slow lane, and to let him know as soon as she arrives. It wasn't uncommon for him to physically halt her at the door in attempt to prevent her from leaving. The imbalance in their relationship started early on, but wasn't immediately noticeable, until it became overt. However, by this time, Edna had been trained to tolerate such behaviours, and her fears surrounding an escape escalated as the risk of harm increased. When they first met, Dean was charming. He'd open doors, hold Edna's bags, buy her gifts, make them drinks, and go to great lengths to see her. However, as the relationship developed, these things halted, and the expectation shifted onto Edna. Dean would watch, to simply walk away, as Edna's would struggle with their bags. He'd expect her to be responsible for

remembering his items, to which she'd be in trouble if anything was forgotten. Edna would make Dean breakfast in the morning. He was very specific about how this should be, and would get angry if she didn't fulfil this. He would demand she remake it, even if the fault was that they didn't have the particular ingredient at home. He would tell her she's "useless", and that she "can't get anything right". He would guilt-trip Edna for living under his roof, and for eating his food; despite demanding she stay with him every night. He would use this as justification that she should have made him food, provided him with sex, and drive him around. Dean would complain about Edna's parents — convincing her that they did nothing for them, and did not love nor care for her.

Dean openly spoke poorly of women in front of Edna, especially when it came to women's rights. He dismissed and ridiculed the context to prevent Edna's empowerment, making statements like "women are stupid" and "men are the better sex"; often outwardly laughing at domestic abuse ads as if violence against women was a joke. He would regularly objectify women in front of Edna, in attempt to make her jealous. Often times, she'd enter a room to find him engaging in pornography — as if he were reminding her of a "woman's job". Edna would try to ignore these scenes, particularly as they were often of gruesome and demeaning nature. Dean would comment negatively about other people's relationships, and how he disagreed with their approach. This was especially the case when referencing their heteronormative friends — usually sharing how the man needed to control his women (i.e. if she went out with her friends or wore something provocative). Much like his relationship with Edna, Dean would demand a lot from his parents, such as, buy him food, make his lunch, and do his laundry. He would guilt-trip them whenever they spent time or money on his siblings, which would typically resort to them appeasing his needs. For instance, he caused a scene upon discovering that his parents had bought his sibling a gaming device for Christmas, which led to them buying him one on top of the other gifts they'd already purchased, and despite the fact he already had the older version. Similarly, Dean would project such requests onto Edna, and she'd go above and beyond in to please (or appease) him, however, it was never enough. Dean did not reciprocate this. He wouldn't buy her gifts or celebrate special occasions for her. Edna would be expected to pay for most things, under the claim that he "had no money". However, this was not the case. In fact, not only would Edna go into debt to facilitate Dean's spending (which leaned towards sex work and chatrooms), she typically had less than him to begin with.

Verbal Abuse

13

This is a fairly important warning sign and really quite easy to spot once you can tell all the little ways in which you are being verbally abused. In addition to saying things that are meant to be cruel and hurtful, either in public or in private, this can include degrading remarks or running down any accomplishments. Often the abuser will tell you that you are 'stupid', could not manage without him / her. He / she may keep you up all night to 'sort this out once and for all' or even wake you at night to continue to verbally abuse you. The abuser may even say kindly things to your face, but speak badly about you to friends and family.

At the beginning of their relationship, Dean had made a point to promise never to swear at, or direct derogatory language towards Edna. Ironically, verbal insults marked the beginning of his abusive behaviour (as if he knew this was a path he was prone to following). Initially, this started as passing comments, but soon became a regular occurrence. He would tell Edna he hated her, and call her names, such as, "stupid", and dismiss her as "oversensitive" whenever she expressed her dissatisfaction. Over time, the name-calling escalated both in frequency and intensity — resorting to more offensive terms, such as, "bitch," "whore," "slut," "idiot," "moron," "ungrateful," "spoiled," "brat," "ugly," "fat," "disgusting," and even "cunt". Eventually, Edna accepted this treatment as the norm (especially as Dean would frequently tell her she was "lucky" to have him, and that she wouldn't find anyone better). He would shout in her ear, invade her personal space, and forcefully grab her face while berating her. The verbal abuse eventually escalated into physical displays of aggression, such as, pointing his finger at Edna in rage, clenching his fist whilst speaking, pacing or rocking back and forth, and tearing or breaking objects; usually whilst warning Edna that she was the cause of his anger.

Dean would often try to embarrass Edna in front of his family by making derogatory remarks, such as, "Edna can't tell the time", or "Edna did this today", followed by laughter. She would attempt to defend herself to prevent people (especially Dean's family) from forming negative opinions of her. As time went on, Dean started using physical cues to train Edna — for example, by flicking her whenever he called her "stupid." This conditioning meant a simple flick would communicate to Edna that she was stupid, without having to verbally express it — making it easier for Dean to conceal the abuse through these silent actions. The verbal abuse that began in private eventually spilled into their public lives. In private, Dean's abuse was overt, but in public, he would covertly whisper remarks to disguise his actions, further isolating Edna and ensuring she wouldn't make a scene. Edna

found this incredibly embarrassing. To hide her embarrassment, she would put on a brave face and pretend that everything was okay, avoiding suspicion. Dean would guilt-trip Edna for natural bodily functions (like burping); labelling them as "disgusting". Whenever Edna cried, he'd make derogatory comments about her being a "hormonal girl." He would call her a "selfish shit" as a consequence for his inability to sleep. As a result, Edna continued to suppress such natural behaviours long after escaping Dean. She felt that Dean didn't care about her, but rather needed her. Whenever she was upset or unwell, Dean would dismiss her feelings — using guilt-tripping tactics to invalidate her experiences. Despite Edna living with several disabilities, Dean would label her as "pathetic," disregarding her lack of control over these conditions. There were instances where Edna's symptoms worsened to the point of requiring emergency help, but Dean would respond with remarks like "shut up", and "you're pretending." Most nights, he would wake Edna up — targeted his anger at her with derogatory comments and accusations. He often used the phrase "sort this out once and for all" to shift accountability onto Edna and instil fear in her. When awakened by such comments, Edna would feel confused and unable to defend herself. Apologising or arguing back proved futile, and remaining silent only frustrated Dean further.

It appeared that Dean was jealous of Edna's work ethic — possibly because he compared himself to her, or feared losing her attention and affection. He would undermine Edna's job and degree, calling them "shit," "pointless," and "stupid," whilst asserting that she would never achieve anything. This constant belittlement severely damaged her self-confidence. Despite the negative remarks, Edna continued to work towards her career, often hiding doing so from Dean in order to avoid punishment (for instance, by pretending to use the toilet in order to finish assignments; even when Dean would bash and shout at the door). In hindsight, Edna realised that this hiding was a subconscious survival mechanism. By achieving success in her career, she not only found a distraction from the abuse, but also created a safety net for herself. When Dean was working, he demanded that Edna sit with him and watch, but he wouldn't allow her to work in his presence. He claimed it was distracting and would become particularly angry if he heard her writing, turning pages, or typing on her laptop. Even the slightest noise would trigger his anger, leading to verbal abuse where he would scream at Edna to "leave the room." At times, Edna resisted this demand, which only escalated the verbal assaults, with Dean shouting "fuck off" and "never come back again." Occasionally, these incidents turned into physical abuse, with Dean grabbing, pushing, and dragging Edna out of the room.

Jekyll & Hyde

14

Very rarely do abusers conform to the stereotypical image of a constantly harsh, nasty or violent person, either in public or in private. More frequently the abuser portrays a perfectly normal and pleasant picture to the outside world (often they have responsible jobs or are respected and important members of the local community) and reserves the abuse for you in the privacy of your own home. Nor are abusers always overtly abusive or cruel, but can display apparent kindness and consideration. This Jekyll & Hyde tendency of the abuser serves to further confuse the victim, while protecting themselves from any form of suspicion from outsiders. Many victims describe "sudden" changes in mood - one minute nice and the next explosive or hysterical, or one minute happy and the next minute sad. This does not indicate some special "mental problem" but are typical of abusive personalities, and related to other characteristics such as hypersensitivity.

Edna's family weren't particularly fond of Dean, and would occasionally sharing such concerns with her. Upon doing so, Edna would go above and beyond to defend him. Edna would never say a bad word about Dean to others, as she feared what might happen if they suspected anything. If Dean weren't the recipient of attention, his demeanour would change; which was particularly obvious in social settings (and especially within smaller groups). He'd purposefully vacate events as a method of demonstrating his disapproval. If Edna was running an event, this technique would be explicit. For instance, leaving the venue and waiting in the car. He would make complaints about the atmosphere in such a manner that Edna felt responsible and unable to enjoy the occasion. She would typically leave early in the knowledge that the longer she left him, the worse his punishment would be. Edna would regularly check on him, and provide reassurance. Over time, it became easier for Edna to avoid these events altogether.

When in public with Dean, Edna would act as though everything was normal. She would be extremely attentive and complimentary of him. On the rare occasions they spent with friends, Dean would be overly charming — often offering to buy people drinks, asking lots of questions, or inviting them back to their house. He played the kind and generous boyfriend, whilst subtly abusing Edna (for instance, he would hold her by the wrist, tightly squeezing or pushing his fingers into her).

Dean would rarely do anything for Edna, and if he did, would expect extreme gratitude for doing so (for instance, for passing her water). As a consequence, her self-worth lessened, and she started to believe that such small acts were proof of his kindness and care for her. This notion rippled into her other relationships, both during and after the abuse. Accepting support from others would lead to intense feelings of guilt, and she'd often over-thank people for their generosity.

Alcohol & Substance Abuse

15

While neither drinking or the use of drugs are signs of an abusive personality, heavy drinking or drug abuse may be a warning sign and do increase the risks of abuse, especially violence, taking place. Often an abusive person will blame the drink for his/her abuse. However, a person who, knowing there is a risk he / she could be violent when drinking or on drugs, chooses to get drunk or high, is in effect choosing to abuse. The link between substance abuse and domestic abuse is still being researched, and it is apparent that while neither alcohol nor drugs necessarily cause violence, they do increase the risk of violence.

Due to alcoholism within Dean's family, he maintained that he was against it — pushing this expectation onto Edna, which meant she avoided bars, clubs and venues with alcohol so not to upset Dean. Being a teen at the time, Edna was excited to explore these avenues of adulthood with her friends. However, this was not the case. She simply was not allowed. When conversing with Ned towards the end of her relationship with Dean, he had mentioned to her that he'd "never let anyone tell [him] what to do". Edna had not disclosed her experiences by this point, but felt as if he knew exactly what she meant.

History of Abuse or Sexual Violence

16

Very rarely is abuse or violence a one-off event: a batterer will beat any woman he is with; a sexually abusive person will be abusive toward all his intimate partners. Situational circumstances do not make a person an abusive personality. Sometimes friends or family may try to warn you about the abuser. Sometimes the abuser may tell you himself / herself that he / she has hit or sexually assaulted someone in the past. However, they may further go on to explain that "she made me do it by ..." or in some other way not take responsibility and shift the blame on to the victim. They may tell you that it won't happen with you because "you love them enough to prevent it" or "you won't be stupid enough to wind me up that much". Once again, this is denying their own responsibility for the abuse, and shifting the responsibility for the relationship to remain abuse-free on to you. Past violence is one of the strongest pointers that abuse will occur. If at all possible, try to speak to their previous partners.

Edna had become aware of reports that Dean had sexually assaulted an ex, to which he denied — claiming that their family was crazy and making it up. However, based on Dana & Edna's interactions with Dean, this isn't farfetched to consider. Additionally, Dean and his siblings experienced various forms of physical, emotional & sexual abuse throughout their childhood, which would have facilitated this unhealthy relationship with sex.

Negative Attitude Towards Women

17

Some men may tell you that you are different to all the women they have known before, who display a lack of respect of women generally or who talk negatively and disrespectfully of their previous wives or girlfriends. They may tell you that you are special, not like the others and that they consider themselves to be the luckiest man alive to have found the last decent woman. It is not likely to be long before they remember that you are a woman and don't deserve their respect.

Dean was extremely negative about women. He'd often make sexist remarks, for instance, about how women can't do certain jobs because they're "not as clever or strong as men", or because their "hormones will get in the way". Despite this attitude, Dean would tell Edna she was the only girl for him, and that she is special. When they first met, Dean would regularly compliment Edna, praising her as the embodiment of perfection. However, as time passed, these compliments declined, and his negative attitude towards women began to influence Edna. He started to turn against her, saying things like, "you're just like the rest of the girls", "you're not the person I thought you were", and "you just don't understand me". These comments made Edna feel like I needed to prove him wrong by doing more for him and see to his every need, so that he would look at her like he did at the beginning of their relationship: "better than all the other girls'.

Threats

18

This would obviously include any threat of physical force such as "If you speak to him/her again, I'll kill you", or "If any wife of mine acted like John's did, I'd give her a right seeing to". Threats are designed to manipulate and control you, to keep you in your place and prevent you making your own decisions. Most people do not threaten their mates, but an abuser will excuse this behaviour by saying "everybody talks like that.", maintaining he/she is only saying this because the relationship or you are so important to him/her, tell you you're "over-sensitive" for being upset by such threats, or obviously want to hurt him/her. Threats can also be less overt, such as "If you leave me, I will kill myself", or "You are so wonderful, I will never let you go/couldn't live without you".

Dean used threats to intimidate, guilt, and entrap Edna; which spun across both emotional and physical realms, and increased in severity over time. The more the abuse worsened, the less self-worth Edna felt, until she saw her life as totally in Dean's hands. He would threaten to kill her — often describing how (for instance, by burning, drowning, or stabbing). He'd tell her he wished she'd crash

her car and die, and would sometimes hold sharp objects to her (such as, knives and scissors) as a warning. Similarly, he'd threaten to kill himself as retribution for something Edna had or hadn't done. He would also use this technique to enable codependency within their relationship, until Edna felt it was her duty to serve him (out of fear he'd commit suicide). Dean was aware of Edna's relative having committed suicide shortly before they met — a vulnerable spot he used to manipulate and scare her. However, Deans's threats weren't always death-related. Sometimes he'd verbally warn Edna that she was going to make him angry, or that he was going to break-up with her. Although this would have been ultimately better for Edna, it triggered fears of abandonment which enabled her staying until she was convinced it was what she wanted. She developed Stockholm Syndrome, and a trauma-bond with Dean, as a consequence of his coercive control. She felt as though she needed him to survive (and vice versa).

Upon escaping Dean, Edna would receive several phone calls, text messages, emails, audio recordings, money transfers, and letters in the post from him, in attempt to manipulate her mindset and further facilitate control. He'd harass her indirectly through her family and friends — showing up unexpectedly at their houses, in order to intimidate, and gain insight of her whereabouts, as well as, to reframe himself as the victim in attempt to destroy Edna's case and relationships with others. This was particularly true with Edna's grandparents, whom she had not informed of the abuse (a decision she made to protect them, as well as her feelings). This meant she could not prevent Dean from communicating with them (often spending time at their house), without telling them on the abuse. There were even occasions where he'd arrive unexpectedly at her friends parents' houses, contact her ex partners and new partners, in attempt to find her, spread rumours, and cover his tracks. He would fabricate stories of Edna cheating, or simulate that she was abusing him, in order to play the victim. Edna feels Dean is an ongoing threat, as he occasionally contacts her online (i.e. by direct message), or in-person (i.e. at her workplace), and sometimes less obviously by liking, and then unliking, an image of hers on social media.

Breaking Objects

19

The abusive personality may break your treasured object, beat his / her fists on the table or chair or throw something at or past you. Breaking your things is often used as a punishment for some imagined misdeed on your part. Sometimes it will be justified by saying that now that you are with him / her, you don't need these items any more. Breaking your possessions also has the effect of de-personalising you, denying you your individuality or literally trying to break links to your past. Beating items of furniture or throwing objects will often be justified by saying you wound him / her up so much they lost control, once again shifting the blame for this behaviour on to you, but is actually used to terrorise you into submission. Only very immature or abusive people beat on objects in the presence of other people in order to threaten or intimidate them.

Dean would often use objects as a way to demonstrate his anger — from slamming cupboard doors, to punching clothing hung on the door. Over time, this escalated to the breaking of objects. He would primarily target Edna's possessions (especially if they were sentimental, or gifts from her loved ones). The first time Dean destroyed an item of Edna's, and upon calming down, he apologised profusely. Over time, the breaking of objects became a regular occurrence to both threaten and punish Edna. He would no longer apologise for such acts, but instead, would blame Edna (i.e. by saying, "you made me do that"), deny doing so, or intentionally ignore the situation.

He would snatch things from Edna's hands (very often her phone), and chuck it across the room. He would throw her items across the room to smash and break them, and then tell her off, shouting things like: "you made me do that", and "you made me angry". He would remove Edna's belongings, and throw them outside — usually telling her to "fuck off" during. Sometimes he would pretend — for instance, by leaving her belongings hidden outside, or by telling her that he'd attempted to break it previously. Whereas, other times he'd threaten to do so, by describing the item (e.g. book or laptop) and how he'd planned to destroy them (e.g. burning or stomping). Other times, he'd even go as far as to break objects attached to Edna's person (e.g. cutting her dress off of her as punishment). Because of the way Dean would treat Edna & her belongings, she became numb to it. These events became the norm, and she didn't expect anything less of him.

Big warning sign! What starts off in early courtship as a bit of a push or a shove, can turn into full-blown beatings not long down the road. An abuser may physically restrain you from leaving the room, lash out at you with his / her hand or another object, pin you against a wall or shout 'right in your face'. Basically any form of force used during an argument can be a sign that serious physical violence is a strong possibility.

Dean's physical violence started as a small flick, hair pull, or shove. Whilst infrequent, and somewhat gentle at first, the severity and regularity of such attacks increased in time, until these became daily bursts of anger. He would use violence as a threat, and as punishment. He would grab Edna by the chin, cheeks, neck, and arm — hard enough to form white knuckles, and leave a red mark. He would push Edna's face towards a subject he was angry about, whilst shouting abuse, and blaming her for his reaction — saying things like, "look what you've done", "what do you see here?", "this is your fault", and "you made me do this". If Edna didn't respond to his aggressive remarks (usually due to confusion or shock) it would result in further anger. He would grab Edna's wrist tightly, and push between the bones. If she reacted (e.g. by yelping or pulling away), he would squeeze tighter. Dean would tell Edna to "shut up" if she ever whined in pain, saying things like, "are you trying to make me look bad?". He would repeat this behaviour in public, in the knowledge Edna would stay silent due to fear of the repercussions if people confronted his abuse. Silence became the safest option, as it was usually the quickest method to deescalate his aggression.

Edna was forced to sleep in a certain position. If she moved, made a swallow noise, or breathed too heavily, she'd be punished. Dean would violently wake her by turning the lights on, pushing his hand and elbow into her back, slapping and elbowing her head, or kicking and pushing her out of bed. He would often force her to sleep on the floor; which sometimes escalated to pushing or dragging her out the room. Edna was often subjected to sleeping in the bath, whereby she'd be surrounded by the smell of strong chemicals. On a particularly vicious night, after kicking Edna to the floor, Dean pushed Edna's face to the ground, leaving her body unable to escape his grip. The more she cried, the angrier he became. He told her to "shut up", before pouring freezing water over her head, neck and body. He then began pulling and ripping her pyjamas, before aggressively cutting them off her with scissors. He then left her on the floor — wet, cold, crying and naked. Typically when Dean demanded Edna leave the room, she would freeze; unsure how to react. If she refused, he'd shout, "get the fuck out before I get really angry" before pulling and dragging her out the room, and sometimes out of their

house. She would sit and wait to be allowed back in. His dismissal left her feeling neglected and confused; especially as he'd insinuate she left by choice, and required permission to be let back in. Once calm, Dean would sometimes advise Edna to avoid him during these situations, rather than apologise. He'd add how his family had learnt to stay out his way, saying things like, "ask my family, and they'll tell you".

After spending several days renovating their home, Dean returned to inspect Edna's work. However, he quickly became angered by a minor mistake that was barely noticeable and easily fixable. His frustration escalated to the point where he verbally berated Edna, and even attacked her face with an electric sander. Fortunately, missing her eye, Edna exclaimed, "You could have hit my eye!"; Dean responded callously with, "Good, that was the intention". This traumatic event left Edna deeply affected, causing debilitating flashbacks whenever she encountered sounds resembling a sander, such as hand dryers or printers. Even after leaving Dean, these triggering noises would transport her back to that horrifying event. Whilst Edna would remain calm during these violent attacks, they didn't go unnoticed. There was a voice in the back of her head that knew this was wrong, however, she also knew she couldn't safely confront Dean without more violence ensuing. He's threaten her life both verbally and with his actions. He stored refurbished guns in his closet, isolated Edna from loved ones, would deny the abuse, and pass off his violence as jokes. When police were finally involved — due to an incident of revenge porn, Dean admitted to having slapped Edna. When the officer enquired, Edna was able to explain that this particular event was in fact a punch, and not the the first one.

Appendix D EA & CA (Edna & Dean Comms)

D Dear Edna, I'm absolutely committed to you. I was so wrong to treat you the way I began to. I'm so sorry Edna, and I take full responsibility for all of my actions. I understand how they have hurt you and confused you. I was the rock at the start; the man you could always rely on for emotion support. But I allowed life to get the better of me, and I ended up changing into a person who neither of us liked. Each event my brain made a conscious decision to react the way it did, it was so bad and wrong to do that. I'm completely and utterly committed to you, and proving to you for the rest of my life that I will never treat you badly again. I understand you need time and distance from me. And this is a great opportunity for me to become an even better prospect for you, whether you wish to chose it or not. The lifestyle we had wasn't right and I should have seen this. I was struggling with memories from my childhood and accidentally began to use you for emotional support 24/7 without even realising. I became selfish and emotionally destructive. I understand why you're angry with me, and I understand why you are so hurt. I'm disappointed with the person I became, and I promise to you that I will always be aware of who I became and do everything in my power for the rest of my life to never be that person again. Being split up has shown me how important people are. My lifestyle became so unhealthy, I was desperate to build up more friends and go out more often. In a perfect world I would like to show you who I am nowadays, I'm confident you would see a really positive change in me. I will always be a rock for you, a constant like I was at the start If you ever want me to. Rather than trying again, I would choose to start a fresh with you and build up a trust that's true and honest. We have a lot going for us, luckily you did experience the true me for a couple of years. Experience and life lessons learnt. I'm not perfect and will constantly be aware of who I once became. You can say these experiences sour a relationship, or you can say they make a relationship stronger. I strongly believe that we became a better, closer unit after that one event back at the start, yes it was challenging but we both grew and learnt a lot. We moved on with one another and achieved awesome things like no other couple. Best wishes, Dean

I literally have no idea what you expect me to say to you. I owe you nothing. You owe me the world for the way you treated me. I've tried to be PC about the whole situation. But this fake talk has gone on too long and I'm going to stand up for myself (something I never did with you before). The psychological damage you have caused me is unforgivable. Sorry really doesn't cut the shit, I'm afraid. Actions speak much louder than words — which of course you should know all about seeing as you used to use actions to get across your anger. I appreciate you've had a shit time as a child and that it was psychologically damaging for you. But that doesn't mean you start to treat someone else you 'love' like that. Your behaviour within our relationship was diabolical and I cannot believe I didn't notice it sooner. Mental illness is no excuse to treat someone wrong. I am now suffering with PTSD, depression, and anxiety, insomnia and self-harm because of the psychological impact the relationship with you had on me. But this doesn't mean I'm going to start abusing my partner because of it. The least you could do is repay me for our home. Not only am I struggling emotionally, I am also struggling financially and this is extra stress that I could really do without now that I'm back in my third year of university. I'm glad you've finally realised that you were wrong to treat me the way you did, and I really hope that you have changed. I don't want any other woman to be treated the way I was by you. To make sure you don't treat anyone else the same way you treated me, I would like you to have a read through these warning signs. It helped me realise that I did the right thing for leaving you, and I hope it helps you learn from your mistakes and recognise that when you find another girlfriend that that definitely isn't a healthy relationship.

D Dear Edna, I'm pleased you are no longer being fake, being fake will only come round to hurt you and others. Replying with words like that doesn't make you any better than the emotionally abusive person I was. I laid my hands on you once, and I agree with you, how totally wrong that was. I'm not the physically abusive person you are portraying me to be. I struck your leg during one argument and regretted it straight away. I voluntarily received 13 counselling sessions for it. I'm not denying the things I did wrong. Going around telling people I have been physically and emotionally abusive the whole time is a lie, and I don't understand it! I would call you stupid in arguments. The same way I called my brother stupid in arguments. It was just the word I chose in an argument. It didn't go further than that. I know that this was obviously wrong too. The single saddest part about this whole situation is the fact you can't recall the good times we had and the love we once shared. I can promise you there aren't many people like me around. It might be difficult to understand right now. But I gave you every part of me entirely. Something that your average Joe won't be able to replicate. They will have a barrier no matter what. They will care for themselves first and you second. It takes an old soul to be able to understand a person so much that they will donate themselves completely and hold nothing back. This is the reason I am able to get on with people, I'm completely at ease with the person I am. I'm not perfect and don't want to be. I'm a genuine and caring person. I understand you may have signs of PTSD. Luckily the person that has encouraged the development of this has been there himself. You will become a better person if you are able to forgive and forget. I too have recently had PTSD. I too have broken through it. I spoke to my abuser on the phone. I am able to forgive and move on. Look at it like this. He didn't arrive on this planet and chose to be a pedophile. He has a mental illness and this has caused his proper abuse. It's just a racing incident. It wasn't his choice and it wasn't mine, there is nobody to put the blame on. I appreciate your link.

- 1 Yes; 2 Not me; 3 Yes; 4 Definitely not me; 5 Yes; 6 Not me; 7 Not me; 8 At times me; 9 Never me;
10 Never me; 11 Never me (my problem was in self harming); 12 Not me; 13 Yes me; 14 Not on purpose;
15 Never me; 16 Not me; 17 Sometimes yes; 18 On occasion; 19 Yes me, and 20 Once only.

9/20 I've definitely shown abusive behavior but I've held my hand up and got help.

Good luck Edna. Best wishes, Dean.

Appendix E Participants

Edna (Researcher)

Insufficient Evidence, Recovery Journey & Analysing Experiences

E1 (Anonymous)

Complicit Systems, Victim Silencing & Narcissistic Behaviour

E2 (Anonymous)

Sharing Story, Policy Change & Speculating Perspectives.

E3 (Anonymous)

Repeated Vicimisation, Health Impacts & Empowering Survivors

T1 (Anonymous)

Analysis of Existing Campaigns

T4 (Rute Fiadeiro)

Human-centred Insights

T2 (Anastassia Spirkina)

Speculative Conversations

T5 (Ruth Irvine)

UI/UX Design Feedback

T3 (Judith Cruz)

Brand Development

T6 (Rhea Bafna)

Discreet Touchpoint Ideation

Appendix F Participant Info & Consent



Participant Information & Consent Form
10/02/2023

Signed copies to be retained by:
Participant and Researcher

Participant Project Information & Consent Form

10th Feb, 2023

Dear **Full Name**,

I'm an MRes Healthcare & Design student at the Royal College of Art. As part of my studies, I am conducting a research project into the topic of domestic abuse (with focus on survivors). The project is called **Edna**, and you're invited to take part!

The **Edna** research project will be exploring the following question:

How might we utilise existing systems and advancing technologies to create a safe and therapeutic tool, that aims to empower, educate and learn from victims and survivors of domestic abuse?

The research will analyse existing data and gather insights into a range of abusive behaviours, with the aim to better understand the issue, and identify potential areas for intervention.

Research methods will include: conversations with experts, reflection of personal experience, investigation into existing products & services, categorisation of abuse types, discussions and collaborations with creative thinkers, rapid prototyping of ideas, and testing of solutions.

The applied research methods will inform the project outcome.

Please take your time to read over the **Participant Project Information** before signing the **Consent Form**. If you have any questions or concerns, please see **Page 9**.

Sincerely,

Jasmine Kenney (Researcher)

Participant Project Information

There are two participant groups:

1. **Experts** (people who have survived, witnessed or worked in domestic abuse)
2. **Thinkers** (those supporting in the reflection of research and/or ideation of solutions)

Please note that:

- Participation is entirely voluntary. You can withdraw at any time, up to the point of publication, and there is no disadvantage if you decide not to complete the study.
- All data collected will be stored securely (see Page 4 to find out how).

What's the difference between victim and survivor?

- **Victim** refers to people currently in an abusive relationship. It can also be used to describe a story from the past (e.g. "Edna was a victim of financial abuse").
- A **survivor** is someone who has successfully left the abusive relationship, and is now safe. They may, however, still experience the impacts of the trauma.

See following page for **Privacy Policy** →

Privacy Policy

We currently collect and process the following personal information:

- Personal identifiers (e.g. name, age, gender), contacts (e.g. email, telephone), and characteristics (e.g. traits, features, qualities).
- Notes from email, in-person & video conversations (e.g. initial ideas, research topics, and design feedback).
- Personal stories shared via email, in-person & video conversations (e.g. personal experience, witness statements, or work on the topic of domestic abuse).

How and why your personal information is retained:

Most of the personal information we process is provided directly by you for one or more of the following reasons:

- Inform case study content for analysis in final research outcomes.
- Evidence of research context (domestic abuse) in final research outcome (thesis).
- Inspire topics for further external research (e.g. internet search, book reading).
- Placeholder content for final research outcome (e.g. app prototype, promo mockups).
- Display of final research outcome (e.g. exhibitions, online portfolio).

The Information Commissioner's Office (ICO) defines 'personal information' as 'any information that can be used to identify a living person (e.g. members' email addresses, customer financial information, employee data or website user stats)'. [Click here](#) to find out more about 'personal information'.

See following page for **Data Storage** →

Data Storage

How your personal information is stored:

As per the Royal College of Art's [Information Handling Policy](#), your information will be securely stored on Google Drive.

- Use of local, external or other cloud drives, will be to store or transfer non-confidential data for short-periods of time. It will not act as a permanent storage solution.
- Confidential paper records will be stored securely (e.g. in a locked cabinet).
- You personal information will not be kept for longer than necessary.

Duration:

- Identifiable personal information will be stored for as long as the research purpose is unfulfilled, or for a maximum period of 2 years (unless otherwise agreed in writing).
- Anonymous or pseudonymised information will be stored for the foreseeable future (unless otherwise agreed in writing).

Disposal:

- Personal information will be securely erased in accordance to retention periods, or when no longer needed.
- Any confidential digital records will be securely erased and removed from the bin.
- Any confidential paper records will be securely erased (e.g. shred paper copies)

See following page for **Data Identification** →

Data Identification

How participant groups will be identified:

1. Experts

All personal information will be pseudonymised. At no time will Group 1 be identified in any reports resulting from this study. Some personal information may be shared with Group 2 for analysis and/or ideation of potential solutions, to which any identifiable data will remain pseudonymised. Any identifiable information will only be used with your express permission.

2. Thinkers

Some personal information (e.g. name, job title) will be identifiable in reports resulting from this study. If you would like your personal information pseudonymised, please contact the Researcher (Jasmine Kenney).

How personal information is pseudonymised:

Personal identifiers will be encoded with false names (see example encoding below). The encoded data cannot be connected to a specific individual without a code key.

Identity type:	Encoded as:
Survivors	Edna
Witnesses	Summarised by relationship type (e.g. brother, neighbour, friend, teacher)
Workers	Expert, or by their job title
Perpetrators	Dean
Locations	Summarised by location type (e.g. school, church, park, home)

The Information Commissioner's Office (ICO) defines 'pseudonymised data' as the "processing of personal data in such a manner that the personal data can no longer be attributed to a specific data subject without the use of additional information" (e.g. encoding). [Click here](#) to find out more about 'pseudonymised data'.

See following page for **Data Protection Rights** →

Data Protection Rights

Under the UK General Data Protection Regulation, the lawful bases we rely on for processing information is 'consent' (defined as: 'the individual has given clear consent for you to process their personal data for a specific purpose').

[Click here](#) to find out more about your data protection rights and 'consent' as lawful basis.

Under the Data Protection Law, your rights include:

Access

You have the right to request access to, and/or copies of, your personal information.

Rectification

You have the right to request rectification of personal information you think is inaccurate, as well as, completion of information you think is incomplete.

In certain circumstances:

Erasure

You have the right to request erasure of personal information.

Restriction of Processing

You have the right to request restricted processing of your personal information.

Object to Processing

You have the the right to object to the processing of personal information.

Data Portability

You have the right to request a transfer of your data to another organisation (or to you).

You are not required to pay any charge for exercising your rights.
If you make a request, we have one month to respond to you.

See following page for **Special Category Data** →

Special Category Data

Under Article 9 of the UK General Data Protection Regulation, the conditions we rely on for processing special category data is 'explicit consent' (defined as: 'personal data that needs more protection because it is sensitive'). [Click here](#) to find out more.

Group 2 Participants (Thinkers) can skip this section (see Consent Form on Page 8).

If you are a Group 1 Participant (Expert), then we require your 'explicit consent' for the collection and processing of personal information. This includes personal identifiers, notes from conversations, and personal stories in relation to the research topic.

I explicitly consent to my personal information being used to (tick all that apply):

- Inform case study content for analysis in final research outcomes.
- Evidence of research context (domestic abuse) in final research outcome (thesis).
- Inspire topics for further external research (e.g. internet search, book reading).
- Placeholder content for final research outcome (e.g. app prototype, promo mockups).
- Display of final research outcome (e.g. exhibitions, online portfolio).

In order to participate in the Edna research project, you must be a survivor of abuse, and no longer a victim. Please confirm your status below (tick one box only):

- Survivors: I have successfully left the abusive relationship, and am now safe.
- Victims: I'm still in the abusive relationship, and/or directly impacted by the abuser.

Group 1 Participants' (Experts) special category data for will be pseudonymised to protect their identities. If you have any questions, or would like your personal information to be identifiable, please contact your Researcher (Jasmine Kenney).

See following page for **Consent Form** →

Consent Form

I (print name) _____ have read the information above, and all queries have been answered to my satisfaction.

- I agree to voluntarily participate in this research and give my consent freely.
- I understand that I can withdraw my participation from the project, up to the point of publication, and do not have to provide reason for withdrawal.
- I understand that all data gathered will be stored securely, and my opinions will be accurately represented. Any data in which I can be clearly identified will be used in the public domain only with my consent.

Participant Signature: _____

Researcher Signature:  _____

Date: ___ / ___ / ___

Thank you for your interest. Please send your signed form to:
jasmine.kenney@network.rca.ac.uk

See following page for **Contact Details** →

Contact Details

This project follows the guidelines laid out by the Royal College of Art's, Research Ethics Policy.

For any questions, or if you would like to withdraw from the study, please contact the Researcher (Jasmine Kenney) by email (jasmine.kenney@network.rca.ac.uk).

If you would like to know the outcome of this project, please contact the Supervisor (Professor Ashley Hall) by email (ashley.hall@rca.ac.uk).

If you have any concerns, or a complaint about the manner in which this research is conducted, please contact the Taught Student Ethics Committee by email (tse@rca.ac.uk) or by post:

Academic Development Office, Royal College of Art
Kensington Gore, London SW7 2EU

This is the end of the **Participant Project Information & Consent Form.**

Appendix G Survivor Conversations (E2)

I co-lead a women's network. We've just launched our first Domestic Abuse policy and are working to support colleagues who have been through DA. I too am a survivor. I grew up in an abusive home and experienced it in my first marriage. I'm hoping my experiences will help others. **E**

R I'm sorry you experienced DA too. It's great you're channelling your experience to support others. We are the survivors; we have the power to empower others! I feel (weirdly) lucky to be in this position. I hope you're doing ok now? I know recovery after prolonged abuse can be long (I'm still on mine). I'd love to hear more about the Women's Network and DA Policy. Congrats for putting this in place! I'm in the midst of my research, which can be triggering at times. I do my best to keep it going, whilst taking time to process.

Your research will make such a difference to people who need help, but struggle taking the first step. I've just returned from holiday. I visited the last place I went with Dean, to heal lingering wounds & replace them with positive memories. I hadn't realised how traumatising this would be, but I do feel empowered that I was strong enough to confront it face on. **E**

R When you shared your experience of male colleagues running after witnessing the abuse, I felt saddened by their ignorance. However, I think it's easy to assume sides based on gender & our experience as women, and so I've considered some alternative perspectives, which might help explain why some men ignore signs of abuse in other men: Abusive relationships are a complex dynamic. There's likely a lot of fear around intervening – particularly if people don't understand abuse, and especially if it triggers past trauma for them. They may not know how to help without making themselves, or the victim, a target. It may even create uncertainty about their own relationships or behaviour. I'd love to hear more about your policy (how it came about; future plans) and read the Survival Story you shared with your colleagues.

I really enjoyed speaking. Thank you for listening without judgement. I was humbled you felt safe to share your experiences with me. The other perspectives' you shared (re; why people don't intervene) has helped me see things differently (which I hadn't considered before), and brought some peace & closure. The policy was drafted ready for our women's network members to input. I was delighted to work with other survivors (one of whom escaped an abusive partner previously working with us). Prior to our input, the policy was matter-of-fact and cold in nature, and its appendices detailed a long list of DA types — which we felt inappropriate given its triggering nature. I've attached an example of the old DA policy we amended to ensure it was relevant to, and empathises with victims & survivors. You will see why we immediately asked for the appendix – detailing domestic violence – to be removed. I thought it was shocking. My story was well received – with several likes and supportive messages. Our involvement had a really positive impact. I've since been stopped by others sharing their survival stories, which revealed the many angles of abuse and mix of experiences, such as, parents disowning victim after leaving abusive husband; friend killed by abusive husband, sibling victim of same-sex abuse; survivor of three abusive relationships; and someone abused by work manager. Others shared their stories, and we released a myth-buster. We've also been exploring ideas and planning future events (like an "ask me" page, where people can post anonymous questions about DA). **E**

R It's great that your story has encouraged others to share theirs too. It really is a pandemic, and so I'm very pleased people are opening up about it more now. It gives me such hope that as a culture we can overcome this. It's horrifying that their friend was killed by an abuser, and sad that some parents disown children due to cultural / religious reasons. It makes me wonder if the parents are abusive too (they're at least complicit). I'm pleased she left the abuser, despite its impact on family relationships. I'm sure having you on the team really helps. I found some information about honour-based abuse, which mentioned acts / crimes committed to protect the honour of the family / community (e.g. punished for actions not in-line with traditional beliefs).

I like the 'whatever an abuser says, there's always a way out' bit. It's true, sometimes our choices are limited, but there is always a choice. I'm considering how we might encourage autonomy over choices in ways that protect / empower victims of abuse. Something I learnt from the iTalk: Compassionate Resilience course was how the traumatised mind struggles to find routes out because it's in survival mode (aka, the reptilian mind). It finds the path of least resistance, which, unfortunately in domestic abuse settings, often tends towards appeasing the abuser as a means to protect ourselves. When iTalk first presented this idea, I felt angry that they'd suggested I had a choice. It made me feel like they didn't understand the experience. When I was being abused, I'd fantasise about a different reality, but I in no way saw a route there (there were times that I couldn't leave the house because I would have literally been restrained, and so it's hard to see what choice I had in that situation). However, after further discussion, I slowly warmed to the idea of: There's always a choice, even if it's not the ideal one.

I love the 'ask me' idea. It could really help to iron-out taboos (especially when facing the 'Why didn't you leave?' question). I've been processing a lot of triggers recently, which is draining. I get triggered by a certain musician (as well as many other sights, smells, sounds, etc.). I can usually avoid triggers by controlling my environment (e.g. familiar settings), but recently I've not been able to anticipate these. For instance, someone I work with showed me their artwork which depicted the musician, and shortly after played their song during professional drinks. I quickly excused myself, pretending to go to the gym. In reality, I was managing extreme flashbacks, which subsequently led to days of mental & physical pain. When these reactions occur, my body hurts so much, and my mind feels so out of whack. It often prevents my movement – like being trapped in your own body. The particular episode took 2-days to recover. The following day, the same song played whilst shopping for groceries. To prevent the flashback from reoccurring, I quickly put my fingers in my ears and sang "la la la" whilst speed-walking around the shop to avoid hearing it. I must have looked mad! To further calm my panic response (which was presenting as hyper-arousal and avoidance), I peddled on my bike until I was too exhausted to think anymore. Sometimes I feel 'weird' for having these reactions, but I know it's a symptom of C-PTSD.

Thank you for opening up to me. It takes a lot of courage and is really appreciated. I just want to acknowledge what a strong person you are. I'm so sorry these situations brought the past into the present. It must have been so awful experiencing triggers in your safe spaces. I am in awe of your strength and ability to get through this, despite the pain you physically feel. Memories & questions from my childhood have been resurfacing lately. Such as, how old I was when I started appeasing abusers.

R Your kind words bring me strength during the wobbly times. Thank you for granting me permission to use your story in my research. This helps bring authenticity and will inspire & empower many other victims & survivors. It's amazing how memories pop-up. Just when I think I've made sense of something, more questions arise. Do feel free to share if you feel that'll be helpful.

You are welcome to the story. I had some issues with the editor at first, as they'd reworded it to include things I did not say (e.g. that I thought it was my fault, and that I'd made the decision as a child not to be in the same situation as my mum). I was devastated to read how my truth had been embellished with things I neither felt nor said. It was like my power had been taken away. I spoke to the editor about it and changed most of the wording to resemble something that would actually come from my mouth. I also removed a paragraph that insinuated it is sometimes safer to stay in an abusive relationship – which included stats on the no. of victims killed each year, after leaving the abuser.

E

R That is so frustrating. I had a similar experience when going through the CJS. I had to write a witness impact statement outlining the abuse & its impact on me thereafter. It was raw & it was honest. It was several pages long (which was necessary to explain the severity and details of the situation). They completely reworded it and sent back a condensed version of a few pages. I too was devastated, because it was no longer my story. I might also dig out my original & the amended witness statement to do some comparisons within my research also. It's very interesting how stories change when others get involved. Sort of like Chinese whispers. I'm sorry you felt disempowered by this. Well done for saying something. Your story, in your words, deserves to be heard and will help many many other women in similar positions!

So sorry to hear about your experience with CJS. I don't understand how people can get this so wrong and think it's okay to strip things out that had clearly been put in because they mattered. My addressing it early on has safeguarded those who choose to share their stories going forward.

E

R I was shocked and heartbroken when it happened. It felt like they didn't believe me. And especially as the CJS initiated the investigation, it felt like a kick in the face. Like: 'bear your soul & share your trauma, so we can erase it & pretend it never happened!'. Any mention of physical attacks or death threats were removed. I realise this probably wasn't their intention and that it required shortening to withstand in court. But this made all the years of investigation feel pointless if I couldn't share my full story when it mattered! Especially as they'd removed mention of death threats (which I found very odd considering there were actual documented attempts after we broke up). I ended up appeasing the police – telling them I was okay with the amends because I was scared to bring it up. But I was not ok with it. Particularly as the changes made my abuse look like 'coercive control' and ignored the physical, sexual, emotional and financial abuse. You've laid the foundation for future people to share their story without manipulation. It's so important that survivors' voices are heard.

I cannot believe how much they removed from your statement. Whilst I understand it needed to be more succinct, so many important indicators were removed. You have endured so much, and experienced so many forms of abuse. I am in awe of your strength to write these details down. I know how incredibly difficult this must have been during and after. I'm astounded they were going to make you read this in court. In my opinion, this would have been deeply damaging to your health. I know you are conflicted about using it for your research but if you can find the strength I think it is a story that needs to be heard. Reading it brought similarities from my story to mind, a memory of literally being kicked out of bed because I didn't want to have sex with him and told I was good for nothing and if I wasn't going to have sex I didn't deserve to sleep in the bed. That night I slept on the floor with no cover or pillow, scared to move. I will definitely look at the iTalk courses, I can pin point when I started the appeasing behaviour, I was around 7, so young, I have developed it to SME level. A coach once told me I have amazing emotional intelligence. Sounds great but all it really means is I hide my true feelings whilst I please and let others get away with so much more than I should.

E

I used to fantasise about a different reality too but didn't know where or how to start, I kept thinking about the scenario of me and the boys in one room, hearing lots of crying around us and doing the same, this is what I thought a women's refuge would be, or maybe not even our own room, the image was so horrible, I have no idea where I got that perception from. Even now when things get bad at home I do this. I go on rightmove, find a house I know I would be able to afford and fantasise it's mine, with pink everywhere and white walls, Netflix and my cat, the feeling that comes over me is complete peace. Then I feel ashamed for even thinking that as it could be worse and I could still be with my ex Dean. My children are the spit of him, they have his voice, his laugh, his charisma, and his vile temper. Sometimes I feel like he is still here but via them I feel for you in the shop with that song. I've been there many times, I am getting better over the years but here's a good sign rather than trigger (which it used to be). When I went to the office after my story, I was feeling sick with nerves about people knowing and what reaction I would get. I was just about to drive out of the parking space and chicken out and the song Luka by Suzanne Vega came on the radio and for the first time. The words gave me strength and I immediately pulled myself together and put my head high and got out of the car. There was a time I couldn't listen to it, the words are so poignant and are so deep.

R Thank you for reading my statement. I've actually never shared this with anyone, other than the police and Dean. It was so hard to write, and whilst somewhat cathartic, felt like a bit of a defeat when they cut it back. I sometimes wonder if perhaps this is why he was never convicted. I'm sorry it brought things up for you too. Being kicked out of bed and name-calling for not having sex is totally unacceptable. In fact, sleep deprivation is another tactic abusers use to control (Domestic Shelters have written an article about it here). The same as if they control your food. The less energy you have, the less you're able to make sense of what's going on, and the easier it is for them to control. I'm so sorry that happened to you. I'm here if you want to talk about it. Please also know that you don't need to read through any of the links or files I share with you. I realise these topics can be triggering, and it seems that the more we're sharing, the more our experiences are aligning, so no pressure. Your MH comes first! It was quite a whirlwind of abusive mechanisms that he'd enthrall upon me (I'm of the belief that he is more than just a traumatised soul, but that of a psychopath too). My first therapist shared with me a document called, 'Domestic Abuse Warning Signs' — which I subsequently used as evidence in my case to demonstrate the various ways in which he would abuse. They essentially boiled down DA to 20 signs — all of which my ex falls under! I've attached a copy for if you're interested in reading too. It's a long read & may bring things up for you, so tread lightly (particularly on page 27 where I share a similar experience of being kicked out of bed). I was feeling particularly brave one day, and emailed it to my ex to see what he thought. To my amazement, he admitted to 10 of them, and in writing! So this became the main body of evidence for my case. Sadly, however, it never went to court. I received a phone call one afternoon (from a different officer to whom usually focused on my case) explaining that it had been closed due to "insufficient evidence". If a written admittance from a perpetrator isn't evidence enough, then I don't know what is! Anyways, from that moment on, all protection was removed. This included security alarms on every door & window, a restraining order, and a black box (put in place to record everything — for if the other security measures were destroyed, or god forbid he burnt the house down (which he had verbally threatened on multiple occasions)). There was no further explanation. I called the police about this recently. The officer explained I should have received an NFA (No Further Action) letter. I did not, and so this is something I'm going to request. The officer explained what they have in place to protect victims and their mission to protect women & girls against abuse (e.g. VAWG strategy, and Domestic Abuse Act 2021). It's reassuring that the police are starting to take this issue more seriously. They also explained to me that whether the perpetrator is convicted or not, that they believe me and all victims, and that there's always a record of their abusive behaviour. 'Behaviour' being the key word here, because as soon as 'abusive behaviours' are noted, and patterns start to emerge in their records, the more likely the perpetrator is to be convicted or get the

appropriate support. It also supports future victims of their abuse — which has been the case in my situation. Have you heard of Clare's Law? This helped an old friend of mine leave Dean (yep, we had the same abusive ex) because she was able to get evidence. The iTalk courses are great, and free! Let me know if you have any questions about them. You can self-refer or your GP can set it up for you. That's interesting about when the appealing behaviour started. It does make sense with you having grown up in a DA household. I started appealing from a young age too I had a little chuckle at the "developed it to SME level" bit. But you're right, it's a trait that allows others to think we're ok, but is very emotionally damaging in the long-run. It coincides with setting boundaries (something I'm practising a lot more of nowadays). I love that you go on Rightmove and look for a new home. I used to do this sort of thing too. Sometimes I'd take it to the next level and filter my search results by 'Price: Highest to Lowest'! You don't need to feel bad about fantasising about this. The same way that we don't need to feel bad about the dreams we have at night. And even if you did decide to make the move, you also don't need to feel bad about that either. This is your life and you deserve to be safe & happy. And yes, sometimes that means other people get hurt. But why do you have to be the one that gets hurt to protect other people's feelings?!

That must be tough seeing a reflection of Dean in your kids. I know my parents have struggled seeing each other in me too, and they just had a "normal" break-up. Are there parts of your boys' personalities that don't resemble Dean? I wonder if it's worth trying to focus on those bits more? Do they live with you? I'm glad you understand the feeling of music-related triggers. Thank you for sharing your story of Luka giving you strength. I've never heard it, but will give it a listen soon. It's great how you've changed your relationship with it. May I ask how you used to react to it? And what changed, and when? I think I will include my experience within my thesis some way or another (even if it's just snippets from our emails). After all, it was the driving force for my research in the first place.

Thank you so much for sharing the domestic abuse warning signs doc, I feel humbled that you trust me with your story. I am so sorry for what you have been through, what a disgrace to the human race Dean is, and sadly very similar to my ex. So much of your story resonates with me, so many similarities (especially the Force section). Dean would push his head into mine whilst shouting and literally foaming at the mouth, pushing until my head was pinned against the wall and turned so he had full access to my ear, which I now have tinnitus in. There is no excuse for this behaviour. Weirdly, Dean had been abused by his brothers and sister, who were all abusing each other and having intercourse, which led to him sexually abusing his younger sister, until she was an adult.

Yes both boys live with me, they look very similar too, it's hard to love someone who resembles and often acts like the person who brought misery into your life. Dan has all of his dad's traits (good & bad), whereas Ned has a big part of me and is really empathic. Dan has recognised his father in him but had enough strength and compassion to end his last relationship as he felt himself turning into him. Neither of them are in relationships.

The song, used to make my mum really upset, she would shout for it to be turned off. The used to really affect me and reinforced the "don't say anything" behaviour. But as the years past and I heard the song when I no longer lived at home, I found singing the lyrics loud and proud was like hiding behind a mask but actually saying what was happening to me with no consequences for saying it as technically I was just singing a song. It gave me strength in a strange way. Take care of yourself, you have been through so much and I know how hard it is laying it out bare but I really do appreciate you sharing with me and hope it is also helping. Thank you for all the links I will work through them. I looked at Clare's law. I am so pleased her dad managed to put this in place, I'd definitely use it if I ever entered into another relationship. It'll certainly help someone.

E

R Thank you for welcoming my story with warm arms. It's been extremely cathartic & empowering to share with you. I'm very humbled by your openness & willingness to share, and am I'm very pleased we met! Yes, he is disgraceful. I often forget this and just how extreme his behaviour became. It's been interesting to reflect back on my case to see it for what it was. I too have experienced the shouting in the ear. It's piercing! The C-word was heavily used in these contexts. I wish I could say it was upsetting, but sadly I was so numb to it at that point. It didn't bother me until after I left him. I'd find myself questioning why other people weren't treating me the same way, as if that was normal (especially with intimate partners who weren't abusive). Fortunately, I don't have tinnitus as a result. I'm so sorry this has had a long-term, physical impact on you. Have you ever heard of Stockholm Syndrome? I've attached a couple papers about it, that I first read when leaving Dean because I kept getting the urge to go back to him. In reality, I was trying to remove the pain. When I was with him, I was numb; when I left, the pain kicked-in. My friend (who helped me leave the relationship) told me about it. I'm so pleased she did, as it helped me reconfigure my feelings towards Dean, and I never went back! Did you ever experience anything like this?

Incestuous abuse paints quite a horrific picture. It must really mess with people's ability to form authentic relationships. I wonder why Dean struggles to admit to that experience, when his siblings have opened up about it. Perhaps he instigated more than he admits too... It's good you've kept a note. This may help his sister one day, and if anything, it's a good reminder to avoid him. Similarly, Dean was sexually abused within his family growing up. It was a very messy series of events leading to police investigations, and once again, "insufficient evidence". What an amazing campaign Clare's dad put in place. Good thing can come from tragedy. Do your boys still keep in contact with Dean? I wonder that if they are, if this could be reinforcing their similarities to him. It must be so tough to have reminders of him in your children. I can only relate on the level of meeting or seeing people that look & remind me of Dean, and that's bad enough. I can't imagine how triggering & confusing that must be for you. It is nice to hear that Ned has taken on more empathetic traits, and incredible that Dan removed himself from a relationship before it became toxic. It sounds to me that your boys have learnt a lot from you. It must be hard for them too — knowing that they are the decent of such trauma. Perhaps Dan might be interested in joining the Freedom Programme for men (I went to the women's one when I first left Dean)? It might help him unpack things Dean did & relearn healthy behaviours. He deserves to have a healthy, loving relationship too. Thank you for sharing the story behind the song. I love that it became a voice for you and that you found a way to express your experience through it, in a safe way.

Thank you for sharing the Stockholm syndrome docs, I have heard the name before but hadn't really looked into it, I can see some elements that definitely fit but thankfully not all of them. I sometimes thought it would have been easier to have stayed with him but can honestly say I never wanted to go back with him. I know I had tried everything I could to save the relationship even when he didn't deserve any more chances. The boys do still see him. He had them at weekends and parts of school holidays, every other Christmas etc.; always on his terms and was really mentally and emotionally abusive to them and continued his control over me through then right up until about 5 years ago. That's another story tho, one happy to share when we meet up, the abuse doesn't stop when you have kids it's just adapts. The boys have seen him for the bully he is themselves and don't particularly like him, they see him here and there, more out of duty than love. I am proud of Dan for stopping his relationship before he became really abusive. Wow that's sounds like a horrific childhood but still doesn't excuse his behaviour. As someone who came from an abusive childhood, with some sexual abuse again happy to share when we meet up, my goal has been to shield others from every aspect of abuse. Sometimes people hide their disgusting behaviour behind their victim stories but this should not be the case and is a poor excuse for deviant traits & mindsets.

E

R Yes, same here. Fortunately, not all the Stockholm Syndrome symptoms fit my experience, but I do think it prevented from leaving sooner. Oh gosh, that sounds really tough with them still being in contact and having had those controlled times with him. It certainly sounds there are conditions to his love. It's incredible how they can still control you through other people. I had this with Dean, but through my friends & family instead. It was rather unpleasant, especially as many of them didn't know what I went through. But yes, let's talk more about it when we see each other. I totally agree. Having experienced abuse gives no excuse to perpetrate it. Of course, there will be behaviours that ripple down, but it's about actively self-reflecting to prevent them getting worse. This is something I do a lot of, as there are occasions where I fall into 'victim' mentality and have some tantrums (which usually look like: I've spilt something on the floor (something Dean would have punished me for), and start frantically cleaning it up, whilst my mind clicks into negative mode and starts picking apart my perceived flaws & failures, which turn into an outward monologue about "how shit I am"). It's usually a cry for help, or comes when I've been overwhelmed or hurt by something and have felt unable (or safe) to talk about it. I think behaviours can become abusive when we start going into denial about them, or start using them as a means to control and get our own way. Fortunately, my partner is very good at setting his emotional boundaries and telling me when my reactions have upset him. This helps me to put my (occasionally extreme) reactions into perspective.

I've been thinking recently about how and why people get into DA relationships (i.e. learnt behaviour from childhood, calculated coercion over time, vulnerability at time of meeting perpetrator, etc.), and it got me wondering if your ex's abuse began before, or after you got married? And how far into the relationship you were before getting married? Here's a brief explanation of how/why I think I ended up in a DA relationship: My first experience of DA started as emotional disruptions and co-dependency throughout my childhood (mainly from my Nan). My parents worked a lot, so my Nan looked after me most days. In hindsight, I became her carer — managing her mental illness, alcohol addiction, and suicidal ideation / attempts. I felt like the scape goat for the adults, because to them, my Nan looked "happy" when she was with me. Behind closed doors was a whole other whirlwind. My Dad and I had a fiery relationship, but as I've grown older, we've gotten wiser, and realised the pattern. We have a much healthier relationship now. I'm still working on the attachment to my Nan. I met Dean when I was 16. I'd just broken up with my childhood love, and a family member had recently commit suicide. Dean was charming and attentive — often travelling long distance by foot to visit me. He'd bring gifts and be a shoulder to cry on. Of course, over time this changed. Does this story resonate with your experience? I'm currently feeling very grateful that Dean never asked me to marry him. I feel that would have been an unavoidable trap. I'm also very pleased my Mum put me on contraception as a teen, so I was able to avoid pregnancy from him. Big-up Mum!!

Thank you for sharing your experiences with me, you are such a strong person, it's so inspirational how you manage to find positives, I love this about you. My childhood was pretty bad: regular emotional and physical abuse from my dad (my mum wasn't much better). We witnessed our mother being attacked physically by my dad & step-dad often. My nan looked after me when I was younger too. She was a lovely person but unfortunately an alcoholic. I regularly had to help her off the loo in a drunken stupor from a very young age; watch her vomiting everywhere, and arguing with my mum and aunt. We spent quite a few Christmas parties at the recovery centre when she was drying out. My first boyfriend was amazing. We had a great relationship and bought a house together, but unfortunately, I'd grown up and he hadn't; so I moved back home with my mum. We're still good friends. I met Dean shortly afterwards. He was funny, popular, and really attentive, but not over bearing. I had been warned about him and his brothers having a rough reputation, but not anything about him being violent towards women. I felt protected and lucky. 6mos after we met, we moved in together. There was one incident the first Christmas where he got really drunk and went nuts. He tried to put my head

E

through a windscreen and was acting all Jekyll & Hyde. He said it was the drink and promised it would never happen again, and it didn't for 3yrs. He was the model boyfriend. We married a few years after we met. Our relationship was amazing. We didn't argue, I loved him so much, and looked forward to spending time with him. Couldn't get enough! When my first son was born he started to get stressed easily. Our 2nd son came quickly afterwards and coincided with us buying a business. During the 2nd pregnancy he started to verbally abuse me, and then physically. I have a distinctly bad memory of him trying to pull my first son from me when I was 9mos pregnant with my 2nd, and then trying to strangle me. It took an additional 3yrs for me to finally leave him. It's such a good thing you didn't fall pregnant by your ex. The abuse morphs into control through the kids. It didn't stop until my 2nd son was 19, and there was nothing else to hurt or control me with. Although, I know there will other things in the future, like weddings, grandchildren, etc.

R It's been healing to share these things. It helps to look for positives, or explore other perspectives as it brings a sense of comfort & gets me outta my head (I'm pretty good at spiralling to some dark places otherwise). That is rough. I'm so sorry your childhood was like this. It's unfair that they put you through this, rather than deal with their own shit. You're very brave for facing these things so young, and are a shining example of how someone can go through something as horrific as this, and still come out of it a decent human being. In fact, more than decent. You're kind, supportive, and understanding, and one of the warmest people I've met. You've made such a positive impact with your DA work, and involvement in this research project. It's the resilient survivors like us who demonstrate that there's no excuse for abuse. So many perpetrators blame their behaviour on past trauma or MH, and it's just absolute BS. I'm pleased you had your Nan as an example of loveliness growing up. Despite her illness, I would imagine this helped you find good people in the future. Same for your first boyfriend. It's interesting how we've both experienced the notion of caring for adult figures with addictions as children. It's certainly impacted my life both positively & negatively. On the one hand, I am able to help people with similar needs and approach the subject without judgement, but on the other hand, I often feel obliged to 'help' and can get a bit sucked in (e.g. Dean's mother was an alcoholic. I tried 'fixing' her addiction rather than accepting it was her issue to confront. It was hard to sit back whilst she destroyed herself, and became especially impossible to ignore when living with her).

It's interesting how perpetrators often don't present abusive behaviours until later down the line, or when triggered by things like alcohol (again, an excuse). 3yrs between attacks is a really long time. Do you think Dean controlled these abusive tendencies on purpose during this time? Did you both talk about the incident afterwards? Did it take a while to come to terms with? It sounds like Dean was threatened by the children because it meant he was no longer the centre of attention. Children require focus & attention from the mother, and so Dean's abuse is essentially an extreme form of toddler tantrum. He's no longer getting what he wants, so now he has to demand it. It's really sad. He had an opportunity to experience true love with his children and he rejected it. I'm guessing his childhood was messy too?

Did you have things in place to help keep you safe (physically & emotionally) at family events? I recently learnt of a technique called 'Gray-Rocking', which is a form of disengagement that works by minimising the amount of personal information shared with an abuser (e.g. stick to small talk). I wish I'd known of this before Dean started studying at one of the institutions I work at. He became very good at getting information out of me when on campus (to the point he got me to go for coffee & engage in communications on social media). Fortunately, some conversations with sane friends helped me to spot the pattern (he's now well & truly blocked again!). It was scary to me that Dean displayed such extreme forms of abuse & control so early on. I was only with him 4yrs, and by the 3rd year I was painfully aware that I could die by his hands at any minute, and what's worse, is I thought it was my fault. To bring a child into that scenario would have been total chaos!

It's strange how Dean managed to control his temper towards me for so long after the first really bad incident. We talked about it the following day. He was apologetic and blamed the type of alcohol he had that night (rum I think), saying he wouldn't drink it again. We then talked again a few days later when I had returned to work from the NY break. He was convinced I wasn't going to go in and would secretly pack up my stuff and leave. It made me very nervous and jumpy for a while. I don't like raised voices at the best of times, but remember being in pubs when people needed to shout to be heard and feeling anxious. It maybe lasted a few months, although if he was getting frustrated with things, I would say I was noticeably anxious compared to zero before the incident. He was honestly the model boyfriend afterwards: respectful, loving etc. I couldn't believe how lucky we were.

His childhood was very messy. Lots of physical and emotional abuse from parents, and then sexual abuse with his siblings. Still, no excuse. If you've been a victim why would you inflict pain and fear on others?! I probably go to the other extreme, and to my detriment, as people take advantage. But I'd rather that, than knowingly cause someone pain. How annoying about the ethical hold up. It makes me really frustrated that someone else gets to decide if/how our personal stories and info are shared, like they know better than us! Sounds familiar. Framing survivors as weak and fragile couldn't be further from the truth.

Something I've been thinking about lately is life after escape. People probably think escaping is the end of your journey with DA as you are no longer under the same roof as the perpetrator, but it does continue, especially through controlling children. I think the authorities are getting better at safeguarding survivors, like putting safety procedures in place at court. My abuse really didn't stop until Ned left college. I think it's sometimes a shock to survivors that some abuse can continue. I don't have anything in place to help when our paths will eventually cross. I think the boys will be really nervous too, bless them. It's not fair on them!

R It fascinates me that abusers are able to control their temper when they want to. Which reinforces my belief that it's a choice they make. Before I started this research, I believed Dean's behaviour could be put down to childhood trauma / MH. But whilst these may be catalysts towards negative emotion, it's never a justification for extreme reactions. It's really confusing when abusers' show remorse for their actions, and (especially in your case) go a long time without abusing again. It's good that you both spoke about it. Whilst it didn't prevent his future abuse, I would imagine it would have sewn a seed that helped you escape later on. I can understand why he'd think you weren't going to return. He is very lucky that you were so loyal & forgiving. Did he showcase any feelings of insecurity after this (like become more needy & attentive out of fear of losing you)? The 'model boyfriend' scenario is scary, in that someone can pretend for so long! Or do you think he was being authentic? When I look back, I'm not sure there was even one occasion (whilst I was in the relationship) where Dean apologised for his actions. He would occasionally admit to them, and be gentler for a little while, but was never truly accountable. He'd shift blame, downplay severity, make jokes, claim it as his male right, or just outright deny/ignore it. The only glimpses of sorrow were after I left him, and he realised I wasn't coming back. When the police were first involved, and he realised he could be in serious trouble. And again when the case was closed (e.g. by thanking me for "saving him"). Each "apology" would be sprinkled with quilt-trips before quickly reverting back to stalking and harassment. I wasn't even shocked the first time Dean physically assaulted me. I think I just switched off. I can barely remember it. I knew what he was doing was wrong, but I took full accountability. I blamed myself. I do remember the last time, because it was the turning point where I realised what an awful mess I'd gotten myself into. It was a scary day, but an invigorating one! I totally agree. There's no excuse! In my opinion, the only route to perpetrators receiving forgiveness is full accountability. I'm not at all interested in receiving an apology (I forgave myself a long time ago). It's about actively working on never repeating abusive behaviours. It takes a lot of self-reflection

and resilience (which I can't imagine abusers have much of). Why they don't march themselves to prison is beyond me! If they were truly sorry, they would know that what victims' truly need, is to feel safe.

It totally makes sense that you become more easily startled after his first attack. In fact, this is a good sign. Your body was doing what it needed to do to alert you to danger, but sometimes this comes at inappropriate times (I think it's called an Evolutionary Mismatch). Did it dull over time? Keep the grey-rocking method in your armoury for if your paths cross, and think of your fellow bad-ass survivors who've got your back! Thank you for sharing your thoughts about life after abuse. I can't imagine how hard this must be with shared children, or what would be best in that situation. You need to protect yourself and the children, but how to go about this safely seems almost impossible without changing your name & fleeing country! I remember feeling like it was somewhat harder after I left Dean, opposed to when I was with him. It probably sounds odd, but it's because leaving him is when the PTSD Kicked-in. Deans stalking and harassment also increased in frequency and severity upon leaving, which made it even harder to emotionally regulate. I was at a constant cross-roads of: Is this justified fear? Or is it PTSD? It was a very confusing and dangerous time.

I'm not sure if Dean was ever authentic, or if his behaviours were indicative of what was happening at the time. The first 3yrs were very calm, little stress, money wasn't an issue, and it was just us. When the children came (which coincided with buying a business, sleepless nights, money worries, and my attention being on the boys) is when it really shone through. I guess all the time he had attention, no money issues, and no stress of crying babies, he was happy. I will probably never know. He only ever apologised after the first attack. From thereon, no apologies, no flowers, or the "it will never happen again" speeches so many others describe. The closest he came was a year post-break-up, when we met to exchange additional clean clothes for the kids. He simply said, "I know I could have been a better husband ". He told the kids I was violent and denied ever doing anything DA-related to me; to the point I think he's convinced himself. I don't think the alert in me will ever go, as it was instilled at such a young age. It was there throughout the whole relationship with Dean (but dimmer in the first 3yrs), and is still present (despite my current husband never having hurt me; so it's completely unjustified). As always thank you for sharing your experiences with me, I feel really humbled that you feel comfortable enough to share such painful memories.

E

R Thank you for sharing your thoughts & experiences. This is really insightful. Wow! It's so interesting to see this version of a perpetrators reaction, because, as you say, this is so off-base in comparison to the narrative we hear most victims describe. Which, yes, leads me to believe that he has convinced himself of this reality. Either that, or he's using purposeful denial to continue the coercion. I'm sorry he tried to convince your children of this too. This must have been so tough. I thought it was hard enough that my ex was chatting sh*t to people in my circle after leaving him, but upon reflection, I think this would have been much much harder if children were involved. I know what you mean about the alert. I feel so awake, and yet so tired, all of the time! I'm always on the look-out, which makes me typically oversensitive to stimuli, which can quickly lead to overwhelm if I'm not practicing mindfulness. I do get moments of still (psychedelics help), but they're fleeting. I'm hopeful that once this research is complete, it'll bring a sense of closure, so I can continue focussing on my wellbeing & grounding. I'm really excited about the project. I've had some great discussions about it lately, which is pushing it towards empowerment & autonomy. Well done for facing the wounds head on. You're very strong! I'm amazed at how time & space (and the body) can store trauma. It's certainly beneficial to revisit these things from new perspectives.

I think the paranoia they instil when they go quiet is really tense. It's so unexpected, and makes the imagination run wild (usually founded as they try to destroy you in different ways). Our high alert for complete tw*ts is a superpower. Exhausting, but hopefully keeping us safe for the future. I know what you mean about over-stimuli. I used to feel like I was gunna pee myself throughout my childhood and into my 20's. Thankfully that's eased up now. I think someone is going to be aggressive towards me now, I almost get a feeling of strength (like pure stubbornness). I'm thankful for this, but not the come down. Once the adrenaline goes, I can feel ill and drained for days.

E

R This is a really good point about paranoia. I still get this today, and I haven't spoken or seen Dean in almost a year. Yes, the quiet periods are tense to say the least. Doubly on-guard. And then it's almost a relief when they do do something, because then I can justify the period of paranoia. I'm working on ways to calm my nervous system. I can feel it flaring up lately — mainly because I haven't had much time away from this esearch. I used to do the Wim Hoff method and Kundalini breathing each day, which really helped. Have you heard of them?

I've not had this wee feeling (other than being desperate on the motorway, haha), but I do get IBS symptoms. It makes sense from an animalistic perspective. Usually when animals are scared, they pee themselves to lighten the load so they can run from danger faster. I'm glad you've eased that nowadays. Was there anything that helped? Hell yeah! We're super beings now. I'm so in-tune with my body and other people nowadays. Although, sometimes too much, as I can over-analyse situations, and not just ruin the fun, but scare myself in the process. Like if I hear a child scream, I'll automatically assume the parent is being abusive. A recent example, is when my husband & I were at a friends party: I wasn't drinking at the time (I was in recovery from an ED), and my husband doesn't typically drink, but managed about 10 beers on this occasion. He didn't seem drunk at all! So to replace the drink, I smoking weed — something that usually chills me out. But what I hadn't realised, was that everyone else was on such a different vibe to me. My husband and friend we're play fighting; jokingly saying, "I'm not angry". I took this as deadly serious, because as soon as I see signs of aggression (even if it is playful), I go into hyper-protection mode. You're right, there is a strong sense of strength that comes when people are aggressive nowadays. I feel like I can take on the world! But then, like you say, the adrenaline lessons, and its days of recovery. I've found exercise to really help during that down period, but it's finding the motivation to do that when feeling so spaced out. It's been healing to share these things. I find it helps to look for positives, or explore other perspectives as it brings a sense of comfort and gets me outta my head (I'm pretty good at spiralling to some dark places otherwise). Also, sorry it's taken me so long to reply. I'd been feeling rather anxious and went into hermit mode.

Yikes! That is rough. I'm so sorry your childhood was like this. It's unfair that they put you through this, rather than deal with their own shit. You've very brave for facing these things so young, and are a shining example of how someone can go through something as horrific as this, and still come out of it a decent human being. In fact, more than decent. You're kind, supportive, and understanding, and one of the warmest people I've met. You've made such a positive impact with your DA work, and involvement in this research project. It's the resilient survivors like us who demonstrate that there's no excuse for abuse. So many perpetrators blame their behaviour on past trauma or MH, and it's just absolute BS. I'm pleased you had your Nan as an example of loveliness growing up. Despite her illness, I would imagine this helped you find good people in the future. Same for your first boyfriend. It's interesting how we've both experiencing the notion of caring for adult figures with addictions as children. It's certainly impacted my life both positively & negatively. On the one hand, I am able to help people with similar needs and approach the subject without judgement, but on the other hand, I often feel obliged to 'help' and can get a bit sucked in (e.g. Dean's mother was an alcoholic. I tried 'fixing' her addiction rather than accepting it was her issue to confront. It was hard to sit back whilst

she destroyed herself, and became especially impossible ignore when living with her). It's interesting how perpetrators often don't present abusive behaviours until later down the line, or when triggered by things like alcohol (again, an excuse). 3yrs between attacks is a really long time. Do you think Dean controlled this abusive tendencies on purpose during this time? Did you both talk about the incident afterwards? Did it take a while to come to terms with? It sounds like Dean was threatened by the children because it meant he was no longer the centre of attention. Children require focus & attention from the mother, and so Dean's abuse is essentially an extreme form of toddler tantrum. He's no longer getting what he wants, so now he has to demand it. It's really sad. He had an opportunity to experience true love with his children and he rejected it. I'm guessing his childhood was messy too? Did you have things in place to help keep you safe (physically & emotionally) at family events? I recently learnt of a technique called 'Gray-Rocking', which is a form of disengagement that works by minimising the amount of personal information shared with an abuser (e.g. stick to small talk). I wish I'd known of this before Dean started studying at one of the institutions I work at. He became very good at getting information out of me when on campus (to the point he got me to go for coffee & engage in communications on social media). Fortunately, some conversations with sane friends helped me to spot the pattern (he's now well & truly blocked again!). It was scary to me that Dean displayed such extreme forms of abuse & control so early on. I was only with him 4yrs, and by the 3rd year I was painfully aware that I could die by his hands at any minute, and what's worse, is I thought it was my fault. To bring a child into that scenario would have been total chaos!

With the pee feeling, I think time and personal growth helped. I am really in tune with the mood in rooms and people's emotions or moods; so I almost give my instinctive reactions a little heads up. Nothing like the panic I felt in my younger years. I've also been struggling with my current relationship, since beginning this DA work. I've noticed so many (what I have perceived as) gaslighting incidents – all passive, and might not actually be them. I haven't been letting him get away with anything that annoys me, which has caused issues, as he's not used to me retaliating. But I refuse to let him get away with a single comment! Have you come across similar traits in subsequent partners? Do you think it's possible to be over-sensitive, due to thinking that one trait could subtly grow into others? I don't believe it would happen with him, but I know I have zero tolerance at the moment; whereas before, I wouldn't rise to it and it didn't really bother me.

R This is really positive to hear. I hope I can get better with calming this panic feeling over time too. Thank you for sharing how you're feeling with your current relationship. I understand your struggles. I sometimes find it hard to decipher between what is & isn't toxic behaviour. If you haven't already, I'd suggest keeping a dated note of these incidents in a journal to keep somewhere secure. This way, if things continue down a potentially abusive path, then you have it to reflect upon (it's very easy to forget the severity of events once things have calmed). I've noticed abusive traits in relationships after Dean, but those never lasted more than a month. I have a pretty good BS radar nowadays. I've also been very fortunate in my long-term relationships, and especially with my husband. I feel free to be me, which tells me I'm safe. How does your husband respond when you call him out on his behaviour? I find it very useful to see how people react when I bring up things that are bothering me, as it gives me a better idea of what their position is in it (i.e. getting super defensive, vs. calm and understanding). However, if he feels innocent, then he might feel attacked; so it really depends on the context of the situation, and how you've approached it. But in conclusion, yes, it is possible to be sensitive to these things given our history, but they also aren't feelings you need to ignore. Your gut is clearly telling you something, and so it's good that you're recognising that.

Appendix H Social Impacts

DA can have significant and far-reaching impacts on victims' social relationships — leading to difficult reintegrations into society, and reduction in quality of life (Cerde-De la O et al., 2022). Survivors may avoid public spaces, social occasions, or family events (out of fear or seeing the perpetrator, or having a panic attack (Tracy, 2021)), and perpetrators often employ tactics to isolate victims from friends & family, in attempt to weaken their connection to support (Cerde-De la O et al., 2022), and may use humiliation to damage victims' reputations (such as, rumour spreading, or revenge porn). These behaviors can cause loneliness, trust issues (Cerde-De la O et al., 2022), and difficulty forming relationships in survivors, which is often accentuated by external judgement or disbelief.

In many cases, abusers maintain common relationships with V&S's — making it extremely difficult for women to maintain such connections out of fear that their whereabouts or personal information become discoverable (Cerde-De la O et al., 2022). It is also common for perpetrators to stalk & harass — both during and after the relationship, in attempt to control victims', and people's perceptions of them. For instance, Edna shared how Dean would actively contact people within her social circle (via email, phone, social media, and door-to-door) in attempt of discovering of her whereabouts, covering his tracks, and tarnishing her reputation (Appendix C). These actions strained her existing relationships, leaving her feeling powerless (Ciletti, 2022), and that she was a burden to others. On the other hand, E1 described how such frequent interference in her professional and social life resulted in an emotional numbness, whereby she no longer worried what people thought of her (Appendix K).

Furthermore, in cases where children are involved, this alienation becomes particularly destructive. For instance, abusive fathers may attempt to turn the children against their mother, threaten to take them away (Offshoot Film, 2017), or exclude the mother from important events regarding their children. For instance, E1 shared how Dean had gone behind her back to have their child diagnosed without her consent (Appendix K), which led to stressful battles between clinicians, her solicitor, and Dean regarding the complexities and dangers of her situation; ultimately resulting in further harm for E1 due to lack of systemic support.

Appendix I Financial Impacts

Abusers' might use financial abuse (FA) to control access to resources (like food and bills) (Davidge & Magnusson, 2019, P.4), shift debt onto victims, or obstruct their ability to earn an income (Refuge, 2017). It has devastating impacts on several aspects of their lives, and limits their ability to escape (Blyth, 2023, p.14). For instance, Edna shared accounts of Dean stalking & harassing her in and around the workplace, during and after the relationship, which led to her resignation and economic hardship.

Perpetrators often threaten homelessness (Magnusson & Davidge, 2020, p.13) or taking children away (Offshoot Films, 2017) in order to scare women into staying. E2 shared her fears surrounding homelessness with children, and the potential loss of her business pre-escape (Appendix G).

Many survivors resort to sofa-surfing (Magnusson & Davidge, 2020, p.17), or sleeping in their vehicles to escape abusers. Women without dependents are not regarded priority by local authorities, putting them at higher risk of post-escape homelessness (Magnusson & Davidge, 2020, p.14)

Covering living costs post-abuse can become extremely challenging; especially if factors such as childcare, legal fees, therapy costs (PTSDUK, 2020), frequent moving to avoid being found, health issues stemming from abuse, or ongoing abuse require victims' to take time off work. Joint mortgage participants can burden survivors also, for instance if there are outstanding payments, or if perpetrators refuse responsibility for repairs (Magnusson & Davidge, 2020, p.20). This can further hinder survivors' access to funds or housing, and could lead to repossessions (Magnusson & Davidge, 2020, p.20). Victims' may have to give up their home, belongings or pets to escape abuse, and many women arrive at refuges with only the clothes they're wearing), loose money they've invested, or have no access to money altogether as a consequence of DA.

Appendix J Health Impacts

DA can have severe and long-lasting health consequences for V&S's (Tracy, N., 2021). Existing health problems (such as, asthma, epilepsy, migraines, hypertension, and skin disorders) can worsen (Women's Aid, 2022a), and risk of cardiovascular disease (OASH, 2021) and high blood pressure increase. Research suggests that persistent physiological strain can weaken the immune system (Staff, 2022), and that over-activation of the body's stress response can lead to a number of long-term health problems with greater negative effects than more obvious diseases like diabetes (Bradbury-Jones & Broadhurst, 2015). E2 shared how Dean's direct shouting into her ear led to chronic tinnitus (Appendix G), and Edna reported kidney infections as a consequence of prolonged SA (which led to chronic conditions and scarring). Similarly, TBI's (Traumatic Brain Injuries) are common (OASH, 2021) — for instance, as a result of falling, or being hit on the head — and can lead to long-term conditions like CTE (Chronic Traumatic Encephalopathy). TBI can also cause problems with thoughts — including the ability to make a plan and carry it out (NIH, 2023) — making it harder for victims to escape safely. Individuals who have their access to basic needs controlled (for instance, food, medicine or sleep), are particularly vulnerable to further abuse and manipulation, as depleted energy levels impair cognitive function; thus hindering the victims ability to think clearly. Such regulation of fundamental necessities, can also lead to long-term sensitivities and aversions (such as, interferences in sleep function (PTSD UK, 2023), and digestive problems (OASH, 2021)). Edna reports recurring ulcers, issues with blood sugar regulation, and excessive eructation (Figure X) as a result, as well as diagnosed GERD (Gastroesophageal Reflux Disease), IBS (Irritable Bowel Syndrome), and C-PTSD (Complex Post-Traumatic Stress Disorder). Additionally, Dean's frequent and violent awakenings (Appendix C) throughout the night led to insomnia, sleep paralysis, and night terrors, and Edna often found herself recreating past habits (such as, sleeping on the floor) as the familiarity with the behaviour enabled the necessary action (i.e. fall asleep). Similarly, post-escape, she would ask for explicit permission to carry-out normal tasks like drink water or use the restroom, as well as over-apologise for actions that didn't require such. DA has devastating effects on mental health, self-esteem, and emotional well-being, and can lead to the development of psychological disorders (such as anxiety, depression and PTSD (Post-Traumatic Stress Disorder) (Tracy, N., 2021)), which significantly impact a person's ability to function day-to-day (Staff, 2022). Many survivors encounter intrusive thoughts and suppressed memories of the past relationship, as well as experience issues surrounding trust and confidence. Edna shared how her trauma manifested as flashbacks, lucid dreams, and night terrors (resulting in heightened arousal, difficulty

relaxing, insomnia, and sleep paralysis). Additionally, after attaining safety (and having time and space to reflect on trauma), some survivors experience an immediate elation that is subsequently overshadowed by feelings of grief and overwhelm (Women's Aid, 2022). Edna explained how she had thoughts of returning to Dean in hope of alleviate emotional pain, or to justify Dean's stalking. Other times she felt it was what she deserved. The mind believes what we tell it (Peer, 2018), and so, when abusers' persistently exhibit certain behaviors (for instance, how Edna was frequently forced to sleep on the floor), they become gradually and deeply embedded in the psyche of their victims. It's a self-sustaining loop that keeps individuals in a heightened condition of sympathetic arousal (i.e. hyper-arousal) or state of emotional numbing (hypo-arousal) that has profound impacts on the brain (Kippert, 2016). Some women may get the urge to return to their abuser, or remain in the relationship willingly — a psychological phenomenon called Stockholm Syndrome, whereby hostages or abuse victims develop a positive emotional bond with their captors. Perception of threat to survival, belief that perpetrators' are capable of carrying out such threat, as well as, any perceived kindnesses from the abuser, and isolation from alternative perspectives, contribute toward the development of the syndrome, and make it difficult for victims' to detach from the abusive situation. For instance, they may support an abuser's reasons or behavior, and exhibit negative feelings towards potential rescuers and support. This cognitive dissonance causes victims to firmly believe the abuse is not only acceptable, but crucial to their survival, and many develop fears about the relationship ending, as it has become their foundation of self-worth (Carver, 2015). Studies show that DA victims' experience elevated cortisol levels post-abuse, and report lower life quality in comparison to those with no DA history (Cerdeña-De la O et al., 2022). This is because prolonged exposure to trauma can cause permanent neurological transformations in regions responsible for emotional processing, memory formation, executive functions (PTSDUK, 2021), and stress regulation (van der Kolk, 1994), which can present further challenges when documenting, reporting, or reflecting on their situation (WPTech, 2020). For instance, prolonged cortisol exposure can lead to hyper-activation of the HPA axis (the area of the brain responsible for mediating stressors (Sheng et al., 2021). Additionally, EA can lead to thinning of brain areas responsible for emotional management and self-awareness (Telloian, 2022); the hippocampus (responsible for memory formation and recall) may shrink, and the amygdala (responsible for processing emotions and fear responses) hyper-activates (Peterson, 2019), which can lead to increase in fear, anxiety, and hyper-vigilance (PTSDUK, 2021). Unprocessed emotions at the time of trauma may impact how sensory experiences and reminders of events are processed in the long-term (van der Kolk, 1994), and lead to delayed pain responses. Edna shared how 'holding it together' kept her emotionally and physically safe within the relationship, but led to feelings of overwhelm post-escape since she was "finally in

a safe place to acknowledge them". For instance, she shared how loud noises (like hand dryers or printers) would trigger a panic response years after leaving Dean, and that certain smells would elicit flashbacks or physical repulsions, often resulting in her fleeing public, professional, or social situations, despite no real threat of attack. Whilst serving as warning signs intended to safeguard individuals from immediate harm, prolonged stress responses can create 'false alarms' in the brain to threats that no longer exist, and cause to people to react as if they were (Kippert, 2016). Similarly, the 'freeze' response is frequently observed in individuals who have experienced SA (Herstory, 2023). For Edna, such reactions resurfaced when engaging in sexual activity with men following the abuse. During such moments, she would find herself incapacitated, struggling to communicate or initiate movement. However, by learning about the effects of PTSD, and what caused her triggers, she was able to begin processing and healing from them. It's crucial to emphasize that the physiological effects of DA are profound and life-altering. For instance, PTSD as a consequence is not merely a psychological condition that can be easily overcome or dismissed. It is an injury to the brain, resulting in both physical and mental symptoms — elucidating why people can't just 'get over it', or 'move on with their life' (Esterlis PhD, 2021) after experiencing DA.

Sources:

Herstory (2023) 'During the Assault', Her Story. Available at: <https://herstory.global/forsurvivors-makesenseofwhathappened-understandyourresponses-duringtheassault/> (Accessed: 07 August 2023).

Kippert, A. (2016) 'How Trauma Rewires the Brain', Domestic Shelters, 8 August. Available at: <https://www.domesticshelters.org/articles/health/how-trauma-rewires-the-brain> (Accessed: 31 July 2023).

NIH (2023) Traumatic brain injury (TBI), National Institute of Neurological Disorders and Stroke. Available at: <https://www.ninds.nih.gov/health-information/disorders/traumatic-brain-injury-tbi> (Accessed: 07 August 2023).

OASH (2021) Physical Abuse, Office on Women's Health. Available at: <https://www.womenshealth.gov/relationships-and-safety/other-types/physical-abuse> (Accessed: 29 July 2023).

Peer, M. (2018) *I am enough: Mark your mirror and change your life*. London? Marisa Peer

PTSD UK (2023) The Science and Biology of PTSD. Available at: https://www.ptsduk.org/what-is-ptsd/the-science-and-biology-of-ptsd/?fbclid=IwAR2mS3OadU-d_q0RV49FnSyEpLV6c_WTQemJaJQbdehbloKCT5W1odnTIJY (Accessed: 12 June 2023).

Sheng, J.A. et al. (2021) "The hypothalamic-pituitary-adrenal axis: Development, programming actions of hormones, and maternal-fetal interactions," *Frontiers in Behavioral Neuroscience*, 14. Available at: <https://doi.org/10.3389/fnbeh.2020.601939>.

Telloian, C. (2022) Effects of emotional abuse on your brain, relationships, and health, Psych Central. Available at: <https://psychcentral.com/health/effects-of-emotional-abuse> (Accessed: 07 August 2023).

Women's Aid (2022a) I'm not sure if my relationship is healthy. Available at: <https://www.womensaid.org.uk/information-support/the-survivors-handbook/domestic-abuse-and-your-physical-health/> (Accessed: 29 July 2023).

Appendix K Survivor Conversations (E1)

E Emotional abuse is the hardest to recognise, hardest to prove, and hardest to overcome.

Improved education & awareness of DA behaviours is needed.

Routes to justice are fractured and confusing (lack of guidance and information from CJS meant Expert 1's case resulted in NFA).

Healing from emotional abuse takes longer than physical because PTSD physiologically changes your brain.

R How did you document your experiences?

E By screenshotting messages, saving emails, journalling experiences. My evidence is saved in different dated folders, arranged by month. Each monthly folder has a running doc with daily notes about things that happened (especially after leaving Dean). Also wrote a Witness Statement as evidence for the police to use. However, this resulted in No Further Action.

Tracked as 'read-only' digital files.

Factual accuracy of witness statements are insufficient, as DA cases are typically one person's word against another.

R Thank you for kindly sharing your evidence. I really appreciate you being so open with me. Based on the info shared, it looks like Dean was demonstrating narcissistic behaviours. I'm very impressed with how you've dealt with this within your previous messages to Dean.

Sharing experiences helped the survivors identify the abusive behaviours employed by Dean (e.g. Narcissistic Behaviours).

E Dean used to regularly email people I knew – either professionally or socially – about things related to me, and so now I don't worry what other people think.

Sharing experiences helped the survivors identify abusive behaviours employed by Dean (e.g. Character Assassination, Reputation Damage, Rumour Spreading, Covert Emotional Abuse / Jeckyl & Hyde, Social Isolation, Victim Silencing, Quiet Periods, Coercive Control, Gaslighting, and Career Threat).

Self-esteem / worth impacted by emotional abuse & rumour spreading.

When Dean would go quiet, it didn't necessarily mean that things weren't happening, but because they were less frequent, they were less triggering. It also meant I'd go months without making notes (after the act of taking notes was quite the thing). When everything was bad, it was all quite hectic and then I'd take more notes. I didn't want to take notes during quiet periods because this would bring back hectic behaviours. If I think about the cycles of abuse, people being abused may see 'down times' as evidence that things aren't so bad. But, this is when people need to be reflecting; seeing what is happening, and noticing what's not right. This is a challenge you might need to think about when designing your app.

Perpetrators silence doesn't mean abuse isn't happening in the background (e.g. spreading misinformation about victim).

Triggers reduce when perpetrator is less present, highlighting the importance of distance between perpetrator and victim in aiding recognition of behaviours and recovery.

The more hectic the situation, the more likely the victim is to track the abuse. App usage may decline when frequency of DA declines or is less severe.

Many victims may avoid tracking or reflecting on their experience due to its highly triggering nature.

Encourage regular reflection and tracking of experiences during quiet periods.

R I know the feeling. My ex was an avid bullshitter about me too. He would email, phone, contact on social media, and turn up at peoples houses ➔

Perpetrators will often attempt to publically embarrass, and ruin the victims reputation, especially after they have left the relationship (e.g. Stalking in person and using technology). This is usually to cover their own tracks, and shift the blame onto the victim.

▶ I knew to chat shit about me. He'd contact my ex partners, even my mothers ex partners, and even my friends' parents. Anyone, and anywhere he could damage my reputation and cover his tracks.

I can relate to the experience of Dean going quiet. My ex's stalking or harassment would often be broken up by periods of silence too. Similarly to you, I'd stop taking notes for a while, and then BAM, he'd be back on the scene, and it's a whirlwind of emotions & fear. You're right about perceiving 'downtime' as 'everything is ok' / 'not so bad'. It's like the story of Jekyll and Hyde, and another sign of narcissistic behaviour (aka, 'controlled switching' or 'covert emotional abuse'). It's good you tracked these things. I'd imagine it helped you see patterns in behaviour and identify his coercion.

Abusers go to great lengths to [manipulate](#) the social opinion of victims both personally and professionally, on and offline.

[Ruining victims reputation](#) further [isolates](#) them and makes it harder to open up about abuse and [trust](#) people, out of [fear](#) of [embarrassment](#) or [not being believed](#) (particularly if private info or rumours have been spread). They may want to [keep the abuse private](#) from people they know, and may feel like a [burden](#), which is exasperated by abusers [harassing people they know](#).

[Not taking notes](#) during down periods makes victims [more susceptible to abuse](#) because the tactic become less obvious.

[Quiet periods](#) can create a false sense of security. Being on edge and ready for the next attack is extremely [exhausting](#) for victims, and can lead to [dissociation](#), problems trusting, and [hypervigilance](#).

Sharing experiences helped survivors identify the abusive behaviours employed by Dean (e.g. [Narcissistic Behaviours](#), [Controlled Switching](#), [Covert Emotional Abuse / Jekyll & Hyde](#), [Appeasing the Abuser](#), [Stalking](#), [Quiet Periods](#), and [Harassment](#)).

Create a tool that helps victims [track abuse](#) and [identify behaviours](#).

E A further point about 'downtime': when it was quiet, I didn't want to spend time documenting – which meant I'd miss [microaggressions](#) during, and immediately after, those periods. Upon leaving Dean, and after a period of quiet, he had our child diagnosed with a condition, and excluded me from the process. I battled the decision with GP's and Dean. I've attached the communication to provide example of how [agencies don't understand DA](#) and [revert to policy](#) rather than [compassion for a horrible situation](#), which effectively led to [gaslighting](#) me. It's depressing how institutions that are supposed to remain [neutral](#) were effectively [complicit in the abuse](#), since often inaction or not calling out wrong behaviour [causes more problems](#).

Consider how to encourage users to [track during quiet periods](#), as well as [note microaggressions](#) (i.e. less severe events).

Sharing experiences helped the survivors identify the abusive behaviours employed by Dean (e.g. [Deceit](#), [Exclusion / Isolation](#), [Coercing Children](#), [Medical Abuse](#), [Quiet Periods](#), [Gaslighting](#), and [Silencing Victim](#)).

[Poor communication](#) between care providers and parent of DA.

[Lack of accountability](#) from the system and perpetrator ([shift blame](#) onto victim or system policy / procedure).

[Lack of empathy](#) with victim.

[Lack of awareness](#) re; high risks and complexities surrounding DA intervention (particularly when children are involved). Reverting to policy often results in further harm.

Victims [isolated](#) and [silenced](#) due to dominant abusers.

R A diagnosis without your involvement is shocking, and interesting how it came about after a [period of silence](#) from Dean. I'm so sorry that happened! It seems a [calculated move](#) on Dean's behalf. Were they willing to talk to you about the diagnosis? It seems odd that you weren't involved in the conversation. I'd have suggested changing providers, but [fighting fire with fire](#) isn't always the safest approach in situations of DA.

Victims often resort to [appeasing abusers](#) in order to [protect themselves](#) from [coercive behaviours](#), and reduce [risk of harm](#). Engaging in rational discourse with abusers is rarely possible.

E After the event, I met with a police officer to discuss the case, and unfortunately, unless there is an order in place, it is legal to have one parent arrange a [child's diagnosis](#). My solicitor sent a letter indicating our disagreement with Dean's actions. It really [threw me](#) when I first found out, especially as I [didn't have much structure](#) in place and was [feeling low](#) at the time. I since put support structures in place.

[Limited protection](#) for mothers & children of DA in healthcare settings, which leaves room for perpetrators to [exploit](#) and [manipulate medical care](#) and diagnosis, and [isolate the victim further](#).

[Financial repercussions](#) for victim as a consequence of having to involve [solicitors](#) to [communicate safely](#) with perpetrator.

[Unexpected events](#) make victims easier to manipulate due to shock.

Impact of battling abuser after separation is [exhausting](#), particularly as victim has to [control their emotions](#), and treat it as a [formal process](#), in order to [avoid perpetrator](#) flaring up.

R That must have been so frustrating. It's a shame systems don't always stop to consider the potential impact of their actions (particularly when toxic parents are involved). I'm unimpressed by the diagnostic team's response after you shared your experience of DA. Stating that "there are no legal documents that indicate there are any safeguarding concerns and therefore their position around separated parents remains the same." was not only insensitive, it was dangerous (e.g. Cc'ing Dean into emails). Their dismissal of your experience is yet another example of victims being isolated by systems. It didn't seem as though the situation was handled with your child's best interests in mind. Well done for taking a stand to involve your lawyer. That was very brave! I'm sorry it made you feel a low at the time. I'd imagine a lack of structure didn't help. It's interesting how the diagnostics team explained to Dean that it's up to the parents to mediate (not them), and that they had made it very clear that both parents should have been aware of the assessment. Dean chose to ignore that, as he insists on talking about you in his emails to them. It's really none of their business, and it wastes their time.

Sharing experiences helped the survivors identify the abusive behaviours employed by Dean (e.g. [Persuasion](#), [Coercive Control](#), [Toxic Parenting](#), and [Covert Emotional Abuse](#)).

[Abuse enabled](#) and justified by [lack of empathy](#), [rigid policies](#),

[Lack of understanding](#) about complexities and dangers of DA (e.g. increased abuse by Cc'ing victim & perpetrator into same email).

[Lack of structure](#), as a consequence of having to [chase communications](#), mitigate abuse, and apply [safeguarding](#).

[Endangering victim](#) by encouraging communication between victim and perpetrator.

[Lack of accountability](#) for their impact (hiding behind policy).

Perpetrator [controls narrative](#) by [playing the victim](#).

E There's massive issues in how authorities deal with DA. I've had problems with solicitors, police, and schools about it in the past. For instance, an Operation Encompass alert to my children's school resulted in further abuse from Dean. I raised my concerns about their handling of the policy, and the safety of me & my children as a previous victims of DA to the school. I noticed they'd remain neutral in discussion with me, whereas when Dean would send abusive emails about me to them, they wouldn't tell him not to — effectively condoning the behaviour. In the words of Jazzy Jay: "inaction is a weapon of mass destruction".

[System-wide misunderstandings](#) and [inappropriate handling](#) of DA.

Rigid policies [dehumanise victims](#) and [normalise abuse](#).

[Increased risk of harm](#) to victims as a consequence of [contacting perpetrator](#) about alert. [Silence victims](#) to [appease abusive threat](#).

[Lack of accountability](#) from school for [violating policy](#).

Abusers continue to [coerce](#) victims after they've left

R It's crazy to me how wide-spread domestic abuse is, and yet it's so misunderstood and misrepresented. Hopefully investigations like these will be improved the more we understand the issue. Did you have any coping mechanisms in place for when things became difficult? Yoga, journaling, meditation, getting sweaty in a mosh pit or rave, and warm hugs from trusted people helped me.

People and systems [ignorant to impacts](#) of DA.

Exercises to [ground the mind and body](#) will help survivors stay resilient throughout their recovery.

Create a [safe space](#) for users to [structure thoughts](#), and [reflect](#) on their experiences, without [fear of being caught](#).

E Gym & dance classes (which suffered due to childcare). Time outdoor also helped (but had to make myself do it). Do you have any therapy suggestions? I'm determined to grow from this. I've researched narc behaviours, reached out to IDVA (who shared the DASH assessment). The local police also recommended safeguarding app, Hollie Guard.

Difficulty maintaining [self-care](#) and [childcare routines](#) around [repercussions of leaving abuser](#).

Discovered [coping mechanisms](#) (such as, [changing email font](#) for perpetrator comms to Comic Sans to lighten impact, using a [Tone Meter](#) to assess tone of communication, and adopting [gray-rocking](#) techniques to [reduce inflammatory communication](#)).

Victims sense of [self-worth](#) impacted by DA as a consequence of [emotional](#) and [coercive abuse](#) (e.g. [reputation damage](#), [victim silencing](#), [blame-shifting](#)).

R Dancing & time in nature is so good for the soul! I'm pleased you had some things in place that helped. I can imagine it was hard to juggle childcare, work, health & self-care, whilst Dean was causing problems. I too had to make myself do these things, but they really helped when I did. I now try to make self-care a part of my daily routine (it's a WIP). See list of therapies I've explored in the past. Take 10mins daily to do something nice for yourself (for me, this looks like yoga, meditation, a walk in nature, or a cup of tea). It's important to give the mind & body time to rest so that you can continue being a resilient goddess! Chayn have a lovely article with some self-care tips. You deserve peace, happiness & freedom! Taking brief periods of time to 'be' is a positive step towards this. Freedom Programme also have courses that I've attended in the past and benefited from.

Self-care is essential for [recover](#). It's important to have [structures to fall back on](#) when things get stressful.

[Responsibilities increase after abuse](#) (e.g. childcare, financial, and housework). Can become [difficult to manage](#) on top of [stress of ongoing abuse](#), and [emotional impact of the trauma](#).

Survivors sharing experience of [DA resources](#) could help future victims seek [appropriate support faster](#).

Educate users about the [value of self-care](#), and encourage them to utilise such tools in support of their [recovery journey](#).

E The Freedom Programme looks quite physically violence focused. I see they do online courses too; although, I tend to find in-person groups most useful.

Some may not have experienced certain types of DA. Solution needs to [consider various abuse types](#) and how to [target victims](#) of these [safely](#).

R I totally get what you mean about finding in-person groups more useful. I'm the same. The Programme was structured so that each week we'd focus on a different type of abuse. This meant there were some weeks where content wasn't relevant to me (e.g. child abuse). They'd let us skip sessions, but in hindsight, these may have been useful, even if they weren't totally in-line with my experience. Their online course is great, because people can easily [pick & choose elements relevant to them](#).

[Safe and non-judgemental](#) space to [learn](#) and [heal](#) with DA survivors, by [uncovering abuse types](#) and [sharing experiences](#).

Providing [autonomy over choices](#) with [non-mandatory](#) sessions.

[Prevent future harm](#) by [educating victims](#) about [DA behaviours](#).

Create a [flexible tool](#) that caters to various DA types and victim needs.

Appendix L Coping Mechanisms

Edna asked survivors if they had any coping mechanisms during or after abuse. E1 shared how she would exercise around childcare, and that being outside helped, but that she'd often have to make herself do it. In the aftermath of leaving an abusive situation, women often find themselves in vulnerable and isolated positions, which can lead them to gravitate towards activities or behaviours that help rationalise the suffering endured, or to reach a sense of vitality. These behaviours are usually dangerous (Maté et al., 2022) and might include: self-harm, suicidal ideation (Tracy, N., 2021), returning to abusive relationships, engaging in dangerous driving, and misusing drugs. Edna shed light on how unhealthy coping mechanisms were adopted as an unconscious effort to alleviate (and justify) the emotions associated to the trauma. These mechanisms aimed to catalyze catharsis, conquer triggers, dispel numbness, and validate emotional pain in the healing journey.

Research suggests that it's not uncommon for victims to misuse substances as a way to cope with the trauma (OASH, 2021), and that women are twice as likely to have an alcohol problem, and are eight times more likely to become drug dependent, than women without no DA past (Women's Aid, 2022). Edna shared how opioids — initially prescribed to treat her physical pain as a consequence of escaping DA — became a regular coping mechanism for emotional distress. Similarly, E3 & Edna reflected on how emotional eating or purposeful withdrawal from food became a coping mechanism during distressing times — leading to further health complications in the long-run. Furthermore, an examination of the results of the Adult Psychiatric Morbidity Survey revealed that 75% of women in the 'extensive physical and sexual violence' group were not receiving either medication or counselling for a mental health problem at the time of the survey (Women's Aid, 2022) — highlighting a lack of useful and accessible resources within our current systems of care.

Sources: Maté, G., Rogan, J. and Vernon, J. (2022) '#1869 - Dr. Gabor Maté', The Joe Rogan Experience. Spotify. Available at: <https://open.spotify.com/episode/2XCJAb43d6b4cNLdKS9jSw?si=45f643bc36b44058> (Accessed: 29 February 2023).

Women's Aid (2022) The impact of domestic abuse. Available at: <https://www.womensaid.org.uk/information-support/what-is-domestic-abuse/the-impact-of-domestic-abuse/> (Accessed: 29 July 2023).

Appendix M NHS Analysis (Edna Comms)

- N** This pain in your abdomen, does it always come with shortness of breath?
- E** Yes, it does!
- N** This is normal. Often if we're in pain (either mentally or physically) it can make breathing rather difficult. Do you remember what happened before you felt this way?
- E** I was at the library studying with my boyfriend, and I started to feel weird and spacey, like I knew I was here, but I also wasn't. It was weird.
- N** And this is when the pain in your abdomen flared up?
- E** Yes.
- N** Okay, thank you. [to boyfriend, Ned] Would you mind stepping out for a moment whilst I go through some things with Edna? [Ned steps out] I've had a look through your notes, and noticed a history of domestic abuse. Do you mind if I ask you some questions about this? [He proceeds to kneel beside Edna's hospital bed]
- E** Yes, that's fine.
- N** Thank you. Have you had any therapy for this?
- E** I've met with my university counsellor a few times. He's helped me to feel safer around men again, which is nice. And I'll be joining the Freedom Programme soon.
- N** Well done for finding support. I can also see in your notes that you were diagnosed with PCOS.
- E** Misdiagnosed! I've just finished tests at Nuffield Health who confirm I do not have PCOS. So I think it's all linked to the pain in my abdomen.
- N** That's frustrating. I'm sorry you didn't get the right diagnosis at first. Can I ask, did you experience sexual or physical abuse?
- E** Yes, both...
- N** And when was the last time this happened?'
- E** Maybe 6 months ago.
- N** Are you still in contact with the abuser?
- E** Only when I have to be. There's a police investigation going on at the moment.
- N** So quite a stressful time for you!
- E** Very!
- N** Have you noticed the pain getting worse when you're stressed?
- E** Yeah, I think so, and when I'm anxious. But the pain is always there. It's like a dull ache that gets better & worse.
- N** So maybe there's a correlation between the pain you experience and how you're feeling at the time – which is very common after trauma. I think you might be experiencing PTSD. And this doesn't mean that the pain you're experiencing isn't real. It's very real, and it's good that you came here today. It means we can rule out some more serious things, like heart failure. And the good news is there's lots of support for PTSD, and many ways to manage these physical symptoms. Would you like to speak with our wellbeing team about this after our chat?
- E** Yes please. Thank you, this all makes a lot of sense. I honestly thought I was going crazy, because I would rush into hospital with this extreme pain and confusion, and then all of a sudden feel fine & normal, like a fraud!
- N** You're certainly not a fraud. PTSD is a very complex condition. Sometimes the slightest changes can alter how we're feeling. And so maybe being in a hospital brought you a sense of calm because you knew you were physically safe, and so your body was able to relax.
- E** I do feel calmer, and a bit embarrassed and guilty for taking the space from someone else.
- N** It's good that you feel calmer. We test patients on arrival for this reason. Anyone that needed more urgent care would have received it. You weren't preventing anyone from getting help, don't worry.

Appendix N NHS Analysis (E1 Comms)

1.1 Communication between E1, Dean & Clinicians

TRANSCRIPT

a To: Edna & Dean From: Clinicians

- (1) Didn't ask Edna's consent to be Cc'd with Dean (risk of harm increases when DA's involved).

[paraphrased]

Hello **Edna & Dean**. We'd like to book you in for an appointment regarding your child's assessment.

b To: Clinicians From: Dean

- (1) Powerful, dark language to draw attention to situation.
- (2) Cc's lawyer without Edna's consent (playing the 'game').
- (3) Pushing accountability onto Edna.

[paraphrased]

Things have gotten ugly (1) about these arrangements; so I've **Cc'd Edna's lawyer** (2). Let's **see what Edna replies** (3).

c To: Clinicians From: Edna

- (1) Kept in the dark about important information.
- (2) Dean violated their policy without consequences.
- (3) Setting boundaries to protect themselves from abuser.
- (4) Dangerous for victim & perpetrator to interact after separation

[paraphrased]

I thought this would be for me only – so I can **understand the assessment outcome** (1), which Dean **failed to inform me of until afterwards** (2).

In future, please **avoid Cc'ing me in comms with Dean** (3). I'm a victim of domestic abuse, and so there are serious **safeguarding concerns. If Dean attends, I cannot** (4).

d To: Edna From: Clinicians

- (1) Dismissive / lacking empathy.
- (2) Rigid policy. Unwilling to make adjustments to safeguard victim.
- (3) Reinforcing Dean's power.
- (4) This leaves gaps for perpetrators to abuse the system (isolate victim).
- (5) Not taking accountability or willing to share information about conclusion.
- (6) Enforcing victim & abuser communication (despite safeguarding concerns).
- (7) Again making him aware that Edna has raised concerns / unempathetic to the severity of the situation.

[paraphrased]

There are **no legal documents indicating any safeguarding concerns** (1); therefore our **position remains the same** (2).

As custody is shared, **only one parents' consent is needed** (3). Our policy clearly states that it's this **parents' responsibility to inform the other** (4).

The assessment has closed, so **if you disagree** with the conclusion, you'll need to **bring it up with your NHS Trust** (5). We could add a comment suggesting your disagreement, but the diagnosis remains.

Please **agree a route ahead without involving us**. It's **not our responsibility to mediate** (6). **We've informed Dean** (7).

e To: Clinicians From: Edna

[paraphrased]

In light of what we've discussed (1), can I please arrange a **private booking without Dean present** (2)?

- (1) Highlighting companies dismissal of her experience.
- (2) Repeatedly asking for a private visit.

f To: Clinicians From: Dean

[paraphrased]

Once Edna's made up her mind (1) let me know if the meeting is happening. The **argument is over** (2). In future meetings, **we will both be present** (3).

We're currently having an awful time (4). I **understand she's upset** (5) (I **regret the situation I was put in** (6)), but there's no doubt it's **in our child's best interests** (7).

I've **no issue** (8) Edna being there, but **don't want anyone else present** (9). **We need to do this together** (10) to **properly support our child** (11) (we're going to **be in each other's lives for a long time** (12)).

The **money can pay for your parenting courses** (13). **Edna can decide** (14).

(**Edna** (15), it's **just a visit** (16). **Don't want to be with me, that's fine** (17), but it's **best that you come with me** (18). You're **absolutely free to** (19) arrange a private visit, or bring a **suitable third party** (20).

But **STOP fighting** (1). Our **child needs help** (7).

- (1) Painting victim as unpredictable / a nuisance / the 'bad-guy'.
- (2) Asserting power (deciding when argument ends).
- (3) Making decisions on victim's behalf (despite separation).
- (4) Not accountable for actions.
- (5) Announcing victims' feelings.
- (6) Not taking accountability for situation (playing the victim).
- (7) Using 'child's interests' to persuade.
- (8) Playing the easy-going, 'good guy'.
- (9) Controlling the conversation setting.
- (10) Enforcing time together.
- (11) Assuming his actions are proper (manipulative / judgemental).
- (12) Reminding victim of his presence / asserting his place in her life.
- (13) Using money to entice company & silence victim. Insinuating Edna should take course.
- (14) Leaving ball in victims' court after laying out conditions (lack of victim choice).
- (15) Focussing on victim (having private conversation publically).
- (16) Playing down impact of in-person visits on Edna (controlling / ridicule).
- (17) Telling Edna her choice is "allowed"...
- (18) ...but that it's best she does as she's told.
- (19) Giving victim "permission".
- (20) Conditions on who attends / isolate victim.

Appendix O CJS Analysis (E1 Comms)

1.2 Raising Concerns about Safeguarding Policy

TRANSCRIPT

a To: Safeguarding Policy From: Edna

[paraphrased]

I have some concerns about how my daughters school handled a recent safeguarding alert in regards to my ex-husbands abuse.

I **logged several incidents with my local police**. They **notified my daughter's school** (1), who then **called both Dean & I** (2) **asking if there was 'anything they needed to be aware of'** (3).

This meant Dean knew (or could guess) I'd contacted the police.

This **resulted in further threatening behaviour** (4), and has **prevented me reporting future incidents** as I'm worried about how this **could impact me & my daughter** (5).

I raised my concern with the **school**, who **were 'surprised about receiving the alert'** because **my daughter wasn't physically present at the reported incidents** (6). She is involved with both parents, and is therefore indirectly affected by these issues.

The **alert has negatively impacted my life** (7), and in the case of a physical abuser, could have been deadly.

I'd like to hear your thoughts on how the policy was carried out, and whether I should raise this with the police?

- (1) Police correctly followed policy.
- (2) School violated policy by contacting both parents by telephone.
- (3) Puts the victim in a position of blame.
- (4) The school contacting Dean put the victim in danger.
- (5) Victim now scared to report future events.
- (6) Unsolicited judgement call / down-plays victims experience.
- (7) Repercussions to victim only.

b To: Edna From: Safeguarding Policy

[paraphrased]

Thank you for contacting us. I'm **sorry you're experiencing this** (1).

The **police were correct to initiate the alert** as what you reported **fits the definition of domestic abuse** (2). Please be assured that we **cannot see the details of the reported incidents** (3).

Our policy clearly states that:

- At **no time should a school put adult and/or child victims in any form of danger** (4).
- **Contacting the perpetrator is against the principles of the policy** (5).

- (1) Showing empathy for victim.
- (2) Justifying victims' experience.
- (3) Reassuring victim of privacy.
- (4) Protecting victims' is a priority.
- (5) School violated safeguarding policy.
- (6) Schools' must consider impact on victim.
- (7) Not dismissing the victims' concerns.

- No school should contact parents upon receiving an alert, **unless it is safe and necessary**, and **never by phone** (5).
- If appropriate, a **confidential meeting can be held** with the victim, but schools must always be **mindful of the potential dangers** (6) to the victim.

Hopefully this has addressed your concerns, but do **let us know if we can help with anything else** (7).

c To: Safeguarding Policy From: Edna

(1) Often victims are left to deal with the aftermath of situations with little resolve.

[paraphrased]

Thank you for this information. I will passing on your response to the school to see if they will review their response.

Any advice for **how I might progress** with this (**other than an acknowledgement that the process was incorrectly handled**)?

c To: Edna From: Safeguarding Policy

(1) Providing useful & safe options to victim to consider.
 (2) Requesting victim's consent before taking action.

[paraphrased]

You **could direct the school to our online training, or get them to contact us** (1). Or **with your permission, I can inform the police** (2) who will get in touch with you.

d To: Safeguarding Policy From: Edna

(1) Victims must hide from perpetrator to stay safe.
 (2) Perpetrator continues to dominate.
 (3) No repercussions for perpetrator.
 (4) Actions have caused harm to victim.
 (5) Provoked the abuser.
 (6) Victim silencing.
 (7) Systems reinforcing abuse.

[paraphrased]

I'm happy for you to contact the police and school, but please use **my name for internal comms only** (1). **If Dean finds out, there will be repercussions for me** (2).

I'm still dealing with the aftermath with how the school responded to the alert. I feel this situation has **increased Dean's power** as there have been **zero repercussions for him** (3).

This is **affecting me both financially** (as solicitor negotiations have been complicated) and **emotionally** (4) (due to an **increase in Dean's emotional, controlling & threatening behaviour** (5)).

I've **little voice or choice** (6) when it comes to Dean, and so when this is also **taken away by systems designed to protect victims** (7), I'm particularly sensitive.

Appendix P Victim Survey (Edna Comms)

Hello, could I speak to EDNA please?

INTERVIEWER: If another person in the household answers the phone and wishes to know what we are calling about say: "I am calling to conduct a survey, it's not urgent or important and we're not trying to sell anything, so I'll try again later thank you."

My name is <<insert>> from X Police, calling on behalf of X Police.

4. Is it safe to speak to you now?

- Yes
- No

5. For the purpose of ensuring your safety, can I ask is there any possibility that this call could be overheard by the person who caused you harm?

- Yes
- No

I would like to conduct a survey with you about your experience with the police, when would be a better time to call you when you cant be disturbed or overheard?

Arrange a different time to call the person back. If however the respondent advises that it is fine to continue with the call inform them that we are not able to continue with the call as they have advised that there is a possibility of being disturbed by the person who caused the harm.

I would like to conduct a survey with people who have recently come into contact with the us. It is important to **Police** to understand how you felt about the service you received, to help us improve the service to others. The interview takes about 15 minutes and everything you say will be treated in the strictest confidence. This call may be recorded for training and quality control purposes.

If respondent would like to talk to someone at **Police** to check that this survey is genuine or for any other reason connected with this survey the contact details are:

Contact Hidden

I'm calling about the incident you reported on **Date Hidden.**

6. Can I ask you some questions about the services you received?
(PAUSE FOR RESPONSE)

Yes

No

Reason for not taking part
(DO NOT ASK)

7. In case we get cut off can I check your current location - are you at home?

Yes

No

Please can I take the details of your current location i.e address inc. postcode **Anonymous**

This survey will take around 15 minutes and the questions will relate to how you feel we have handled your case.

ARRANGE TO CALL BACK AT A LATER TIME/ DATE, IF REQUIRED

First Response

I'd like to start with some questions about how you got in touch with the police in the first place...

8. Firstly, did you contact the police about the incident yourself?
- Yes
 - No
 - Can't remember / Don't know
9. Are you satisfied, dissatisfied or neither with the way in which your initial report was dealt with?
- ... and is that? (*Completely, Very or Fairly*)
- completely satisfied
 - very satisfied
 - fairly satisfied
 - completely dissatisfied
 - very dissatisfied
 - fairly dissatisfied
 - neither satisfied nor dissatisfied
 - Don't Know
 - Partially Completed*
10. Why do you say that?

Initial Action

Can I now ask about the initial police response to what had been reported...

11. Are you aware of what actions the police took immediately following the crime being reported?

- Yes
- No
- Can't remember / Don't know*

12. Did you think that the time it took for an Officer to attend was appropriate to what was reported?

- Yes
- No
- Not applicable - No officer attended*
- Can't remember / Don't know*
- Do not wish to say*

13. Did the Officers who attended....

	Yes	No	<i>Not Applicable</i>	<i>Can't Remember / Don't know</i>	<i>Do not wish to say</i>
Introduce themselves?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explain what they were doing and why?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Offer practical help or advice?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appear to know what they were doing?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listen to you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. Are you satisfied, dissatisfied or neither with the actions taken by the officers who initially attended?

... and is that? (Completely, Very or Fairly)

- completely satisfied*
- very satisfied*
- fairly satisfied*
- completely dissatisfied*
- very dissatisfied*
- fairly dissatisfied*
- neither satisfied nor dissatisfied*

- Don't Know*
- Partially Completed*

15. Why do you say that?

Investigation / Subsequent Action

I'd now like you to think about the things that have been done after that initial response...

16. Were you contacted by the investigating officer and provided with details of how to contact him/her?

- Yes
- No
- Not applicable*
- Don't know / Can't remember*
- Do not wish to say*

17. Were you informed of the actions that were to be taken to investigate the crime?

- Yes
- No
- Not applicable*
- Don't know / Can't remember*
- Do not wish to say*

18. Are you satisfied, dissatisfied or neither with the investigation carried out by the police?

... and is that? (*Completely, Very or Fairly*)

- completely satisfied*
- very satisfied*
- fairly satisfied*
- completely dissatisfied*

- very dissatisfied*
- fairly dissatisfied*
- neither satisfied nor dissatisfied*
- Don't Know*
- Partially Completed*

19. Why do you say that?

It was false hope, it seemed to me that the entire investigation was based on all of the evidence that had been collected, it looked extremely likely that it was to go to court but it wasn't due to 'lack of evidence' which isn't true because there was a lot of evidence. After this, the police just left it and didn't advise me on what to do next but I found it too late because the damage had already been done.

Follow Up

Next I'd like you to think about how we have kept you updated as to the progress of the investigation...

20. Have you been kept up to date with how the investigation is progressing?

- Yes
- No
- Not applicable*
- Don't know / Can't remember*
- Do not wish to say*

21. Have you been informed of any independent groups who may be able to offer support and assistance to you?

- Yes
- No
- Not applicable*
- Don't know / Can't remember*
- Do not wish to say*

22. Which independent group was it? (DON'T READ OUT THE LIST)

- Victim Support*

IDVA

Other

Other - please specify

23. Did you take up the offer of support?

Yes

No

Why didn't you take up the support?

24. Are you satisfied, dissatisfied or neither with the support you received?

... and is that? (*Completely, Very or Fairly*)

completely satisfied

very satisfied

fairly satisfied

completely dissatisfied

very dissatisfied

fairly dissatisfied

neither satisfied nor dissatisfied

Don't Know

Partially Completed

25. Why do you say that?

26. Have you been told what the final result of the investigation was?

Yes

No

Not applicable

Don't know / Can't remember

Do not wish to say

27. Are you satisfied, dissatisfied or neither with the way you have been kept informed about progress in the investigation?

... and is that? (*Completely, Very or Fairly*)

- completely satisfied*
- very satisfied*
- fairly satisfied*
- completely dissatisfied*
- very dissatisfied*
- fairly dissatisfied*
- neither satisfied nor dissatisfied*
- Don't Know*
- Partially Completed*

28. Why do you say that?

I felt kept in the dark, but I wasn't kept informed to the extent that I wanted to be and any information I did get I had to chase myself. I thought maybe I would receive some paperwork to acknowledge the report. I was given a few booklets about coercive control over email but that was it.

Treatment

Can I ask you to think about the attitude of the police officers and other staff that you have dealt with over the course of the investigation.

Because it is possible that you have dealt with more than one officer, you have the option to say "Yes, Fully" if all the officers have behaved in that way all the time or "Yes, Partly" if the officers have behaved in that way but not all of the time (or not all of the officers).

29. did they....

	Yes, Fully	Yes, Partly	No	Not Applica ble	Don't Know / Can't Remem ber
...listen to what you had to say?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did they deal with you sympathetically?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did they treat you politely?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In your opinion, did they take the matter seriously?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Communicate clearly [IF NECESSARY PROMPT: explain things so you understood]
- Did they treat you fairly?

30. Are you satisfied, dissatisfied or neither with the way that officers and other police personnel have treated you throughout the period of the investigation?

... and is that? (*Completely, Very or Fairly*)

- completely satisfied*
- very satisfied*
- fairly satisfied*
- completely dissatisfied*
- very dissatisfied*
- fairly dissatisfied*
- neither satisfied nor dissatisfied*
- Don't Know*
- Partially Completed*

31. Why do you say that?

I just felt that even though I felt supported it did feel a bit inconsiderate sometimes, I was studying at university throughout the procedure and they would always ring me when I was at uni or work and I told them that I was at uni or at work but they still carried on the phone call when it wasn't very convenient for me.

Overall Experience

Finally, can I ask you to think about the overall service you've received, so thinking about everything we've talked about...

32. I would now like you to respond to the following statements where you can say:-

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

	Strongly agree	Agree	Neither agree nor disagree	disagree	Strongly disagree
I feel safer as a result of contacting the police	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
I feel the police care about me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
I feel confident in contacting the police again.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
I would recommend contacting the police force to others in a similar situation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

33. Prior to this experience, what was your opinion of the police?

- Generally a high opinion
- Generally a low opinion
- No opinion

34. and as a result of this experience, has your opinion of the police changed?

- A better opinion
- A worse opinion
- No change
- Do not wish to say

35. Was there anything you felt that we dealt with particularly well?

When the issue first arose the first officer that came into contact with me dealt with it very well and he managed to get me to open up, out of everyone he seemed to care. It was handled really well. I had the wires under my car cut and I was really impressed with how quickly that was dealt with by the police.

36. Was there anything you felt that we could have done better?

To communicate what was going on better, I was never fully aware of the perpetrators position in this and whether he knew what was going on, I didn't really know what case this was classed as and I didn't know what type of domestic abuse this came under but I didn't have an idea what it was going through as. When I wrote my statement for court, it got changed a lot but it was condensed for me but I would have preferred to condense it down myself as it was manipulated and I felt my words were changed.

37. Taking your experience with the police in its entirety, would you say you were satisfied, dissatisfied or neither with the service provided?

... and is that? (Completely, Very or Fairly)

- completely satisfied*
- very satisfied*
- fairly satisfied*
- completely dissatisfied*
- very dissatisfied*
- fairly dissatisfied*
- neither satisfied nor dissatisfied*
- Don't Know*
- Partially Completed*

38. Why do you say that?

Initially there was great action taken and partially throughout the case I knew I had the backing of the police, they did offer help and referrals to groups, they fitted alarms in my house which helped me feel safe but realistically I wasn't safe and I think that it felt that the police did little things that tried to make me feel safe but realistically I wasn't safe.

Further action

39. *INTERVIEWER- If the respondent would benefit from service recovery - (only ask this question if you feel it is required):-*
Do you require further contact from Hampshire Police with regards to this case?

- Yes*
- No*

If yes please advise what you would like to talk about

I would quite like to have a better understanding of what the case was and classed under, I would like some physical recognition of the case and I would also like to discuss any further worries I have about the perpetrator. I would also like a transcript of this survey sent to Hidden Email

40. Please may I take the preferred phone number for contact?

Anonymous

Demographics

In order to better understand the views of the diverse communities we serve, we would like to ask you a few questions about yourself.

41. How would you define your sexual orientation?

INTERVIEWER: After asking the question if the respondent insists they are 'normal' tell them " I need you to state the word either bisexual, heterosexual/straight or gay/lesbian as I cannot make assumptions about what you mean by normal".

- Bisexual*
- Gay/Lesbian*
- Heterosexual*
- Do not wish to say*

42. What age were you on your last birthday?

- 16-24*
- 25-34*
- 35-44*
- 45-54*
- 55-64*
- 65-74*
- 75 or above*
- Do not wish to say (don't read out)*

43. How would you describe your ethnicity?

- Asian - Indian*
- Asian - Pakistani*
- Asian - Bangladeshi*
- Asian - Other*
- Black - Caribbean*
- Black - African*
- Black - Other*
- Chinese*
- Mixed - White & Black Caribbean*

- Mixed - White & Black African*
- Mixed - White & Asian*
- Mixed - Other*
- White - British*
- White - Irish*
- White - Gypsy or Irish Traveller*
- White - Other*
- Do not wish to say*
- Other*

The Disability Discrimination Act defines a person as having a disability if he or she ‘has a physical or mental impairment, which has a substantial and long-term adverse effect on his or her ability to carry out normal day to day activities’.

44. Do you have such a disability?

- Yes
- No

45. Please state your religion or belief

46. How would you describe your religious belief? **(DO NOT READ OUT THE LIST OF OPTIONS)**

- Christian - Roman Catholic, Church of England, Catholic, Methodist etc.*
- Hindu*
- Muslim - Islam*
- Sikh*
- Jewish*
- Bahai*
- Buddhist*
- Jain*
- Spiritualist*

NOT PROTECTIVELY MARKED

- Pagan
- Jehovah Witness
- Agnostic - *Sceptical but not a non believer*
- Atheist - *Doesn't believe in any religion*
- Don't wish to say
- Other

Please state

INTERVIEWER: If respondent questions what you do with this information please explain that the information will be held on a computer and will be used in accordance with the Data Protection Act 1998. The information provided will be used for statistical analysis, management, planning and the provision of services by X Constabulary and not passed to anyone. They are under no obligation to provide the information requested but it would help us greatly if they did.

47. Which of the following describes how you think of yourself? READ OUT OPTIONS

INTERVIEWER: Gender Identity - We ask about gender identity to make sure that our services meet the needs of all members of the community. People who are transgender experience that the body they were born into is different to their own sense of their gender. These questions allow for a transgender history and identity to be collected.

- Male
- Female
- In another way
- Prefer not to say (don't read out)

Appendix Q CJS Response (Triggering Content)

Violence against women and girls




Women in their lifetimes are more likely to be victims of violence than men.

- 1 in 3 women are victims of sexual attacks
- 1 in 4 women are victims of domestic abuse
- 1 in 3 women have been stalked by other people.



The effects of being a victim can last a long time. They include

- mental health problems
- physical health problems
- not doing well at school or work
- becoming homeless
- children being harmed
- not feeling safe



Not all crimes are reported to the police.



Often in rape cases women decide to stop the investigation before it can go to court.



More people recognise violence against women and girls now. But some still do not recognise all crimes as abuse or a crime.



Women with disabilities are more likely to suffer abuse than non-disabled women. Women from LGBT communities are more likely to suffer abuse than straight women. Young women are more likely to be victims than older women.

Work to stop violence against women and girls



We need to stop women and girls being victims of violence. We need to change how men think about women, and how they behave with them.



There are many reasons why people can be violent.



The government want people and professionals to get more education on how to treat women better.



They want young people to know how to have better relationships with women.



The government is already working to stop violence. For example all school children now get sex education.

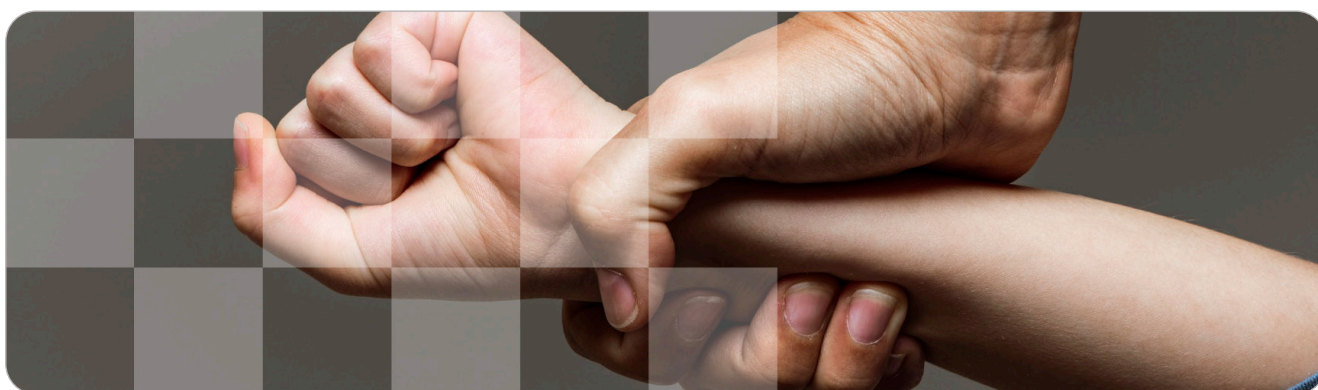
CJS Response (Triggering Content)



1 Source: Carney-Haworth OBE, D. and Carney-Haworth OBE, E. (2021, p.1) Hear My Voice, Operation Encompass. Available at: https://www.operationencompass.org/SM4/Mutable/Uploads/resource_file/OE-Booklet---Total-Response-to-Children-as-Victims-V3.pdf (Accessed: March 31, 2023).

2 Source: Carney-Haworth OBE, E. and Carney-Haworth OBE, D. (2021, p.4) Working to Break the Cycle of Domestic Abuse, Operation Encompass. Available at: https://www.operationencompass.org/SM4/Mutable/Uploads/resource_file/OE-Booklet---Breaking-The-Cycle-of-DA-08.01.2021.pdf (Accessed: March 31, 2023).

CJS Response (Triggering Content)



Source: Blyth, D.M. (2023) Violence Against Women and Girls Strategic Threat Risk Assessment 2023.
National Police Chief's Council.

Appendix R Misinformation (BetterHelp)

BetterHelp's article (Ciletti, 2022) on dealing with narcissistic behaviour (at the time of publication) presents potential risks and contradictions that could be harmful to victims. For instance, they explain that perpetrators "will likely not listen to your advice when given. However, you should always try. A word kept in your heart will never see the light of day. You never know when you could make a difference in another's life." (Ciletti, 2022) This is confusing and contradictory. Suggesting to confront or try to change an abuser, is unlikely to lead to growth. "There's no point in calling them out" because "they aren't listening" (Durvasula, 2022, 00:34), and worse, it can result in more harm (as was the case for E1 & Edna (Appendix C, D, K, N & O). Clinical Psychologist, Dr. Ramani Durvasula advises that doing so will likely lead to conflict and rage, and such outcomes are not good for health. (Durvasula, 2022, 00:34)

The article goes on to suggest that, 'even narcissists deserve love'; "if the person closest to you is hurting you, it is ok to love them from a distance. Your absence from their lives could invoke change within them. If they realise they are hurting others, they may be more apt to get assistance or do what they can to insight a change on their own." (Ciletti, 2022). This advice to 'love from a distance' is misleading, and later contradicted by stating that "if a narcissist seems to have someone else's interest at heart", they "cannot be believed" , and "cannot be trusted" (Ciletti, 2022). Such juxtapositions in statements may mean victims loose faith in, or feel isolated by these support systems, due to a lack of understanding and awareness of DA and how this impacts VS's.

Victims' whom believe Dean is deserving of their love and support, are exposed to further manipulation. Perpetrators will often be on their "best behaviour" for weeks, or even months at a time, before becoming abusive again, and many victims hope Dean will change, or that the abuse will stop. Perpetrators will often plead, charm, or coercive their way back into their victims lives — a behaviour characterised by The Freedom Programme (Craven, 2008) as, 'The Persuader' (for instance, when presenting this behaviour, Dean may persuade Edna to drop charges, or teach children to persuade her to have him back; he might cry to make her feel sorry, promise to behave, or say he'll get help (Offshoot Films, 2017).

Durvasula emphasizes the significance of understanding behavioral patterns in order to make more informed choices, and suggests adopting safe coping mechanisms, like the 'Gray-Rocking' method (a disengagement technique that involves limiting personal information shared with perpetrators, and using small talk as a protective barrier). She underlines the importance of having a supportive network (such as, therapy and friends) that truly comprehends the impact of abuse; suggesting those who refuse to acknowledge such impacts should also be 'Grey-Rocked' (Durvasula, 2022), and quotes 'radical acceptance' as the knowledge that an abuser won't change, and that these are the limits of the relationship. (Durvasula, 2022, 05:07)

Prioritizing the safety and wellbeing of victims is crucial, as abusive behaviors tend to escalate over time. Providing informative, relevant, and empathetic information to victims is essential in addressing the realities and dangers of domestic abuse. However, the analysis of the BetterHelp article reveals systemic misinformation and a lack of understanding surrounding appropriate intervention. Further research is necessary to comprehend how abusive behaviors are perceived and addressed by practitioners, especially in online platforms, which serve as a primary resource for many.

Sources:

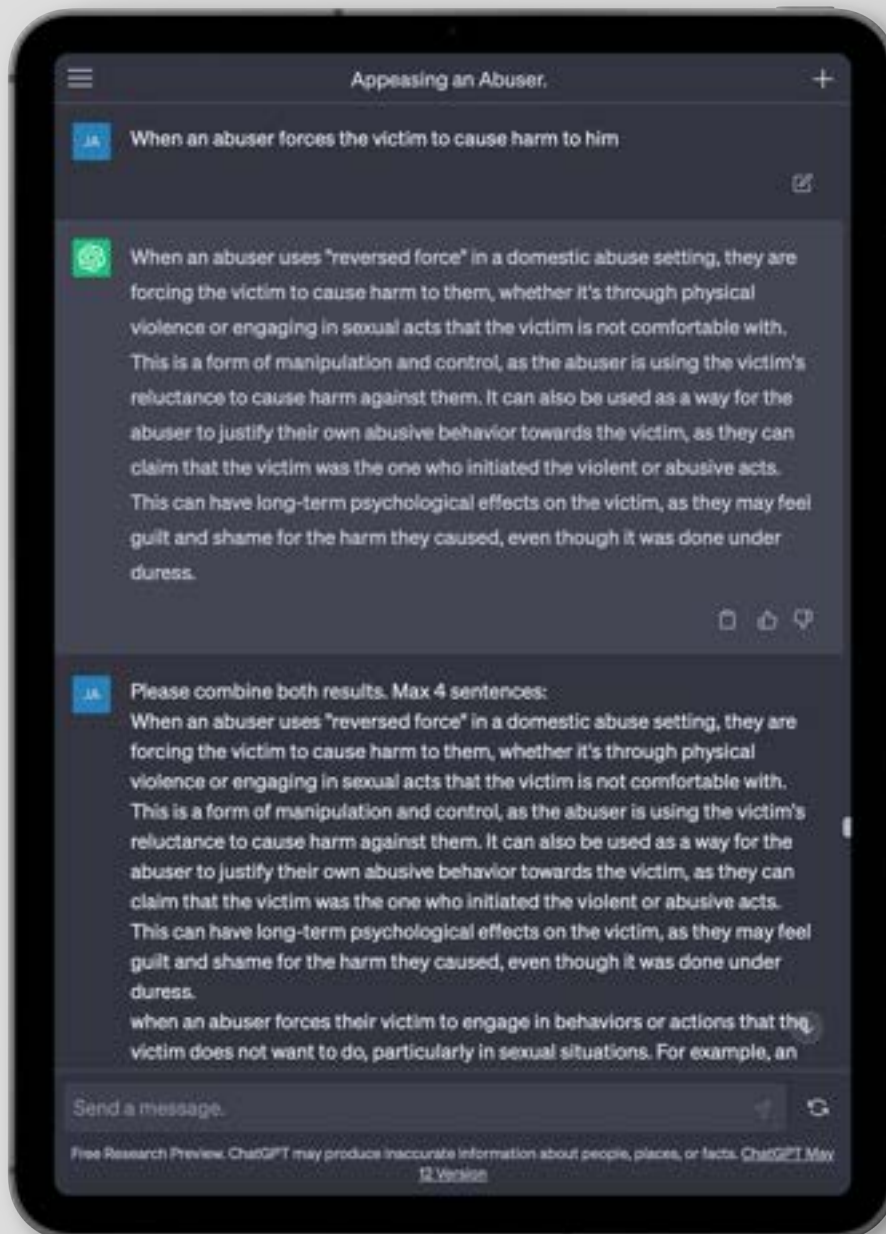
Ciletti, N. (2022) Can Jekyll And Hyde Behavior Be A Sign Of Narcissistic Personality Disorder?, BetterHelp. Available at: <https://www.betterhelp.com/advice/behavior/can-jekyll-and-hyde-behavior-be-a-sign-of-narcissistic-personality-disorder/> (Accessed: 31 July 2023).

Durvasula, R. (2022) Don't ARGUE Or FIGHT With A Narcissist... DO THIS INSTEAD. 6 November. Available at: <https://www.youtube.com/watch?v=O4otiLhz0Qg> (Accessed: 17 August 2023).

Glossary (Behaviours)

Accusing	Animal Cruelty	Appeasing Abuser	Blame-Shifting
Breaking Objects	Career Threat	Character Assassination	Chemical Abuse
Coercing Children	Controlling	Controlling Appearance	Controlling Food
Controlling Money	Covert Emotional Abuse	Deceit	Denial
Dictating Rules	Distractions	Domestic Murder X	Domestic Suicide
Domination	Element of Surprise	Enforcing Values	Entrapment
Exaggeration	Exclusion	False Remorse	Forced Pregnancies
Forced Sex	Gaslighting	Hacking Accounts	Harassment
Health Abuse	Hecticness	History of Abuse	Hyper-Sensitivity
Hypocrisy	Impersonation	Interruptions	Intimidation
Isolation	Jekyll & Hyde	Judgement	Manipulation
Medical Abuse	Minimisation	Mutilation	Name-Calling
Narcissism	Neglect	Never Wrong	Partial Disclosure
Passiveness	Permissions	Persuasion	Physical Violence
Playing Dumb	Possessiveness	Pregnancy Abuse	Property Damage
Public Humiliation	Punishments	Questioning	Quiet Periods
Recklessness	Reputation Damage	Restricting Expression	Revenge Porn
Reversed Force	Rigid Gender Roles	Rumour Spreading	Secretiveness
Secret Violence	Self-Hygiene Rules	Sexual Inequality	Sleep Deprivation
Social Isolation	Stalking	Stealing	Stubbornness
Substance Abuse	Suicide Threats	Threats	Toxic Parenting
Tracking	Training Triggers	Unrealistic Expectations	Verbal Abuse
	Victim Shaming	Victim Silencing	Weaponising Objects

Appendix T Glossary (ChatGPT-3.5 Refine)



Source: ChatGPT (2023) 'ChatGPT', Chat OpenAI. OpenAI.

Available at: <https://chat.openai.com> (Accessed: 11 August 2023).

- R** Please explain appeasing an abuser in a sentence or two.
- C** Appeasing an abuser refers to attempting to pacify or satisfy their demands or desires in order to avoid further conflict or harm, even if it means sacrificing one's own needs or values.
- R** What is blame-shifting in domestic abuse?
- C** Blame-shifting in domestic abuse refers to the abuser's tendency to shift the responsibility for their abusive behaviour onto their victim, either by denying or minimising their actions, making excuses for their behaviour, or accusing the victim of provoking or deserving the abuse. This tactic is used to manipulate and control the victim, make them doubt their own perceptions and experiences, and avoid taking responsibility for their actions.
- R** Please define coercing children in order to abuse mother in domestic abuse setting? 1 or 2 sentence.
- C** Coercing children in order to abuse the mother in a domestic abuse setting refers to the abuser using the children as a means of control or manipulation to harm or intimidate their partner, such as threatening to harm the children, using the children to relay messages, or forcing the children to participate in the abuse.
- R** Please define coercive abuse, 1 or 2 sentences.
- C** Coercive abuse is a pattern of controlling behaviour in which the abuser uses various tactics, such as threats, intimidation, isolation, and manipulation, to dominate and exploit their victim, erode their sense of self-worth and agency, and maintain power and control over them. It is often associated with domestic violence, but can also occur in other types of relationships.
- R** Please explain covert emotional abuse in 1 or 2 sentences.
- C** Covert emotional abuse refers to a form of psychological manipulation that involves subtle and indirect tactics, such as gaslighting, invalidation, or silent treatment, to undermine the victim's self-esteem, confidence, and sense of reality, without leaving visible signs of abuse.
- R** What is coercive control?
- C** Coercive control is a pattern of behaviour in which an abuser uses a variety of tactics to dominate, intimidate, and control their partner or family member, such as isolating them from friends and family, controlling their movements and behaviour, regulating their access to resources, and using emotional abuse to degrade their self-worth and independence. This type of abuse is often characterised by a gradual erosion of the victim's autonomy and agency, and can lead to long-term psychological harm.
- R** Please explain controlling food in a domestic abuse setting.
- C** Controlling food in a domestic abuse setting refers to the abuser restricting or manipulating the victim's access to food in order to exert power and control over them. This may involve withholding food, forcing the victim to eat specific types or amounts of food, or using food as a reward or punishment. Such behaviour can lead to malnutrition, physical and emotional harm, and can also contribute to the victim's isolation and dependence on the abuser.
- R** Please reword this, starting it with 'when someone'.
- C** "When someone" can be used to start a sentence that explains a general behaviour or situation. Here's an example: "When someone uses food as a means of control in a domestic abuse setting, they may restrict the victim's access to food, force them to eat specific types or amounts of food, or use food as a reward or punishment."
- R** Please reword this, starting it with 'when someone': Blame-shifting in domestic abuse refers to the abuser's tendency to shift the responsibility for their abusive behaviour onto their victim, either by denying or minimising their actions, making excuses for their behaviour, or accusing the victim of provoking or deserving the abuse. This tactic is used to manipulate and control the victim, make them doubt their own perceptions and experiences, and avoid taking responsibility for their actions.
- C** When someone engages in blame-shifting in a domestic abuse situation, they shift the responsibility for their abusive behaviour onto their victim by denying or minimising their actions, making excuses, or accusing the victim of provoking the abuse. The aim is to manipulate and control the victim, create doubt about their perceptions, and evade responsibility for their actions.
- R** Please explain deceit in regards to domestic abuse. you don't need to say 'domestic abuse'. 1 or 2 sentences.
- C** Deceit in the context of abusive relationships refers to the abuser's intentional and systematic use of lies, half-truths, and manipulation to mislead, confuse, and control their victim. This can include hiding their true motives, minimising or denying their abusive behaviour, and presenting a false image of themselves to the victim and others.
- R** Start it with, 'when someone'.
- C** When someone is in an abusive relationship, they may experience deceit from their partner, who uses lies, half-truths, and manipulation to mislead and control them. This can make it difficult for the victim to trust their own perceptions and make informed decisions about their safety and well-being.
- R** When someone intentionally and systematically lies, half-truths, and manipulation to mislead, confuse, and control their victim. This can include hiding their true motives, minimising or denying their abusive behaviour, and presenting a false image of themselves to the victim and others.
- C** The behaviour described in this statement is known as deceit, and it is often a tactic used by abusers to maintain power and control over their victim. It can lead to feelings of confusion, helplessness, and mistrust in the victim, as well as a distorted view of reality.
- R** Please explain denial in a domestic abuse setting, as in the perpetrator denies the abuse. 1 or 2 sentences.
- C** Denial in a domestic abuse setting refers to the perpetrator's refusal to acknowledge or take responsibility for their abusive behaviour towards their partner. This can involve minimising or justifying their actions, blaming the victim for the abuse, or denying that the abuse ever occurred, which can make it difficult for the victim to seek help and protect themselves.

R Please explain an abuser dictating rules in the context of an abusive relationship.

C An abuser dictating rules in the context of an abusive relationship refers to their use of coercive control to establish and enforce rigid and arbitrary rules that their partner must follow. These rules can include anything from controlling their partner's appearance, social interactions, or access to resources, to dictating how they should behave or think. This behaviour serves to maintain the abuser's power and control over their partner, while limiting their autonomy and independence.

R Please explain an abuser using distractions in a domestic abuse setting.

C An abuser using distractions in a domestic abuse setting refers to their use of tactics such as changing the subject, diverting attention, or creating chaos to deflect or avoid addressing their abusive behaviour towards their partner. By using distractions, the abuser can shift the focus away from the abuse, manipulate the conversation, and create confusion and disorientation in their victim. This behaviour can make it difficult for the victim to recognise and address the abuse, and can lead to long-term psychological harm.

R Please explain domination in the context of domestic abuse.

C Domination in the context of domestic abuse refers to the abuser's use of power and control over their partner through physical, emotional, or psychological means. This can involve exerting their dominance in every aspect of their partner's life, such as making all the decisions, controlling their finances, monitoring their activities, and restricting their access to resources. The goal of domination is to establish and maintain control over the victim, often through fear and intimidation, while undermining their self-esteem and sense of autonomy.

R Please explain an abuser using the element of surprise as a tactic in domestic abuse.

C An abuser using the element of surprise as a tactic in domestic abuse refers to their use of unexpected or unpredictable behaviour to intimidate, control, or manipulate their partner. This can involve sudden outbursts of anger or violence, unexpected changes in plans or routines, or sudden displays of affection or kindness. The element of surprise can create a sense of uncertainty and anxiety in the victim, making it difficult for them to predict or anticipate the abuser's behaviour, and can lead to long-term psychological harm. Additionally, this tactic can also be used to prevent the victim from taking steps to leave the relationship or seek help.

R Please define emotional abuse in 1 or 2 sentences.

C Emotional abuse is a form of abuse characterised by the use of manipulation, humiliation, belittlement, or other tactics to undermine or control another person's emotions, behaviour, or sense of self-worth. It can cause long-term psychological harm and is often used as a tool of power and control in abusive relationships.

R Please give examples within the text. Can use 3 sentences if needed.

C Examples of emotional abuse may include consistently criticising or belittling a partner, isolating them from friends or family, manipulating their emotions through guilt or shame, using gaslighting to make them question their own reality, threatening to harm themselves or others if the partner leaves, or constantly blaming the partner for problems in the relationship. Emotional abuse can be difficult to recognise and can cause significant psychological trauma to the victim.

R Please combine the 2...

C Emotional abuse is a form of abuse characterised by the use of manipulation, humiliation, belittlement, or other tactics to undermine or control another person's emotions, behaviour, or sense of self-worth. Examples of emotional abuse may include consistently criticising or belittling a partner, isolating them from friends or family, manipulating their emotions through guilt or shame, using gaslighting to make them question their own reality, threatening to harm themselves or others if the partner leaves, or constantly blaming the partner for problems in the relationship. Emotional abuse can be difficult to recognise and can cause significant psychological trauma to the victim.

R Please explain an abuser using exaggeration in the context of domestic abuse.

C An abuser using exaggeration in the context of domestic abuse refers to their habit of making something seem much more serious, extreme, or damaging than it actually is, with the intent of manipulating or controlling their partner. For example, they may exaggerate the consequences of their partner's actions, or overstate the severity of a minor issue to make their partner feel guilty or ashamed. This tactic can be used to undermine their partner's confidence and sense of self-worth, and to reinforce the abuser's control over the relationship. Over time, the victim may become conditioned to believe that the abuser's exaggerated claims are true, which can have long-lasting effects on their emotional well-being.

R Please explain an abuser using exclusion in the context on domestic abuse.

C An abuser using exclusion in the context of DA refers to their habit of isolating their partner from social interactions, friendships, and family members, with the intent of controlling and dominating them. This can take many forms, such as forbidding the victim from leaving the house or attending social events, monitoring their communication with others, or actively preventing them from making new connections. By limiting the victim's access to support networks and external resources, the abuser creates a sense of dependence and helplessness, which reinforces their control over the relationship. This can have long-lasting effects on the victim's mental and emotional well-being, as well as their ability to leave the abusive situation.

R May neglect the victim emotionally or physically (for instance, by ignoring her when other people are around, or excluding her from social activities). This becomes particularly harmful when it involves children. Might not allow children to talk to mother

C An abuser using neglect in the context of domestic abuse may involve emotionally or physically neglecting their partner, such as by ignoring them when others are around, or excluding them from social activities. This can be particularly harmful when it involves children, as the abuser may not allow the children to talk to or spend time with their mother, or may use them as a tool to manipulate and control her. By limiting the victim's access to support and resources, the abuser reinforces their control over the relationship and can make it more difficult for the victim to leave. Neglect can have long-lasting effects on the victim's mental and emotional well-being, as well as the children's development and relationship with their mother.

R Please explain neglect in the context of domestic abuse.

C Neglect in the context of domestic abuse refers to the abuser's failure or refusal to provide basic care or support to their partner or children, with the intent of controlling and manipulating them. This can take many forms, such as withholding food, clothing, or medical care, neglecting the emotional needs of the victim or children, or failing to provide a safe and stable home environment. The abuser may also use neglect as a tool to create a sense of dependence and helplessness in their partner, reinforcing their control over the relationship. Neglect can have severe and long-lasting effects on the victim's mental and physical health, as well as the children's development and well-being.

R Please explain exclusion in the context of domestic abuse.

C Exclusion in the context of domestic abuse refers to the abuser's intentional and systematic efforts to isolate their partner from their social support networks, such as family, friends, or coworkers. This can take many forms, such as forbidding the victim from seeing certain people, monitoring or controlling their communication with others, or spreading rumours or lies to damage their reputation and relationships. By limiting the victim's access to support and resources, the abuser reinforces their control over the relationship and can make it more difficult for the victim to leave. Exclusion can have severe and long-lasting effects on the victim's mental and emotional well-being, as well as their ability to seek help and support.

R Please explain exclusion in the context of DA in the context of an abuser purposefully excluding victim from social activities he attends, preventing her from interacting with her children.

C Exclusion in the context of domestic abuse can take many forms, including the abuser purposefully excluding their partner from social activities they attend and preventing them from interacting with their children. This tactic is used to isolate the victim from their social support network and reinforce the abuser's control over them. By limiting the victim's opportunities for social interaction and bonding with their children, the abuser can create a sense of dependence and helplessness in the victim, making it more difficult for them to leave the abusive relationship. Exclusion can have severe and long-lasting effects on the victim's mental and emotional well-being, as well as their relationships with their children and social support network.

R Reword.

C Exclusion in the context of domestic abuse involves the abuser intentionally preventing their partner from participating in social activities and interacting with their children. This is done to isolate the victim and reinforce the abuser's power over them. By limiting the victim's opportunities for social interaction and bonding with their children, the abuser can create a sense of dependency and helplessness, making it harder for the victim to leave the abusive relationship. Exclusion can have severe and long-term effects on the victim's mental and emotional well-being and relationships with their children and social support network.

R Please explain an abuser using isolation in the context of a domestic abuse setting.

C Isolation in the context of domestic abuse involves the abuser intentionally cutting off their victim from their social support network, such as friends, family, and coworkers. This tactic is used to increase the victim's dependence on the abuser, making it harder for them to leave the abusive relationship. The abuser may control the victim's communication with the outside world, monitor their phone and internet usage, and restrict their access to transportation. By limiting the victim's access to support and resources, the abuser can maintain power and control over them. Isolation can have severe and long-lasting effects on the victim's mental health and well-being, including feelings of loneliness, helplessness, and depression.

R Please explain an abuser using false remorse in the context of a domestic abuse setting.

C False remorse in the context of domestic abuse involves the abuser pretending to feel guilty or remorseful for their abusive behaviour, while continuing to engage in that behaviour. This tactic is used to manipulate the victim and maintain control over the relationship. The abuser may apologise, promise to change, offer gifts or gestures of contrition, but these actions are usually insincere and intended to pacify the victim and prevent them from leaving the relationship. False remorse can be particularly damaging because it creates a cycle of hope and disappointment for the victim, who may believe that the abuser is capable of change and may continue to hope for a better future with them. In reality, false remorse is often a tactic used to keep the victim trapped in the abusive relationship.

R Please explain financial abuse in the context of domestic abuse.

C Financial abuse in the context of domestic abuse refers to the abuser using finances as a means of controlling the victim. This can include restricting the victim's access to money or resources, refusing to allow them to work or attend school, forcing them to hand over their paycheques, or sabotaging their attempts to gain financial independence. Financial abuse can also involve running up debts in the victim's name, stealing their identity or assets, or using financial leverage to force the victim to stay in the relationship. Financial abuse is a common tactic used by abusers because it can be less visible than other forms of abuse and can make it difficult for the victim to leave the relationship or seek help.

R Please explain an abuser pretending he'll kill himself if the victim leaves in order to get her to stay.

C An abuser pretending to threaten to kill himself if the victim leaves is a manipulative tactic often used to control and keep the victim in the relationship. This is a form of emotional abuse and can be very damaging to the victim's mental health and wellbeing. By using the threat of suicide, the abuser is attempting to instil fear and guilt in the victim, making it difficult for them to leave the relationship or seek help. It's important for victims to know that they are not responsible for their abuser's actions and that there are resources available to help them leave an abusive situation safely.

R Reword.

C An abuser using the threat of suicide to prevent the victim from leaving is a manipulative tactic aimed at controlling the victim and keeping them in the relationship. This form of emotional abuse can have serious negative effects on the victim's mental health and well-being. It's essential for victims to understand that they are not accountable for their abuser's behaviour, and there are resources available to help them exit an abusive situation safely.

R Please explain an abuser using threats in the context of domestic abuse.

C An abuser may use threats as a way to control and intimidate their victim in a domestic abuse setting. These threats can take many forms, such as threats of physical harm, threats of harm to loved ones, or threats of financial or social repercussions. Threats can create a sense of fear and anxiety in the victim, leading them to feel trapped and unable to leave the abusive situation. It's important for victims to recognise that threats are a form of abuse and to seek help from resources such as hotlines or local domestic violence organisations.

R When someone uses threats to control or intimidate someone else. It can take many forms, such as threats of physical harm, death, threats of harm to loved ones, or threats of financial or social repercussions. These can create a sense of fear and anxiety in the victim, leading them to feel trapped and unable to leave the abusive situation.

C When an individual uses threats to intimidate or control another person, it constitutes as threats in the context of domestic abuse. These threats can manifest in different forms, such as threats of physical harm, death, harm to loved ones, or even social and financial repercussions. As a result, victims often feel trapped & fearful, making it difficult to leave the abusive situation.

R When an individual uses threats to intimidate or control another person, such as threats of physical harm, death, harm to loved ones, or even social and financial repercussions (for instance, threatening to share her personal information with an employer). Makes victims feel embarrassed.

🗨️ It's important to note that threats in a domestic abuse setting can take many forms, and are intended to create a sense of fear and anxiety in the victim. These threats can include physical harm, death, harm to loved.

👤 Please explain harassment in the context of domestic abuse, both during the relationship and after leaving with examples. max 4 sentences

🗨️ Harassment in the context of domestic abuse refers to a pattern of unwanted and aggressive behaviour aimed at controlling or intimidating the victim. This can occur during the relationship or after leaving, and can take many forms, such as repeated phone calls, text messages, emails, or showing up uninvited at the victim's home or workplace. The abuser may also spread rumours or make false accusations about the victim, stalk or monitor their movements, and use other tactics to make them feel unsafe and harassed.

👤 Please explain forced sex in the context of domestic abuse.

🗨️ Forced sex in the context of domestic abuse refers to an abuser using physical force, manipulation, or coercion to engage in sexual activity with their partner without their consent. This can take many forms, including rape, sexual assault, and sexual coercion. Victims of forced sex may experience physical injuries, emotional trauma, and may feel trapped and unable to leave the abusive relationship. It is a serious form of sexual violence and a violation of human rights.

👤 Please explain an abuser using hectic behaviours in a domestic abuse setting.

🗨️ I'm not familiar with the term "hectic behaviours" in the context of domestic abuse. Could you please provide more context or clarify what you mean by that?

👤 Do you know what 'hectic' means?

🗨️ Yes. "Hetic" refers to a situation characterised by a lot of activity, confusion, or excitement, often in a stressful or overwhelming way. Can also refer to a person who is very busy or agitated.

👤 Do you know what 'behaviours' are?

🗨️ Yes, behaviours refer to the actions or conduct of a person, especially in relation to a particular situation or context. It can be either conscious or unconscious, and it can include verbal, nonverbal, or physical actions.

👤 Put the two definitions together. That's what 'hectic behaviours' are.

🗨️ I apologise for the confusion earlier. As an AI language model, I don't have prior knowledge or memories of past interactions, so I couldn't remember the context of your previous question about the term "hectic behaviours." Nonetheless, based on the definitions of "hectic" and "behaviours," hectic behaviours may refer to actions or conduct that are frenzied, chaotic, or disorganised. In the context of domestic abuse, this could manifest as the abuser engaging in erratic, unpredictable, or violent behaviour, leading to instability and fear in the victim.

👤 When someone engages in erratic or unpredictable behaviours to create instability and fear in their victim. This may include...

🗨️ Frequent mood swings, sudden outbursts of anger, unpredictability, and creating a chaotic environment. These behaviours can leave the victim feeling on edge, anxious, and unsure of what will happen next, which can be a form of emotional abuse. In a domestic abuse setting, an abuser might use hectic behaviours to control and manipulate their victim, making them feel like they are walking on eggshells and unable to predict or avoid abusive incidents.

👤 Please explain an abuser having a history of abuse with previous partners in a domestic abuse relationship.

🗨️ When an abuser has a history of abusive behaviour towards previous partners, it can be a warning sign that they may continue to exhibit abusive behaviour in future relationships. This history of abuse may involve physical violence, emotional abuse, or other forms of abusive behaviour, and can indicate a pattern of controlling and harmful behaviour towards intimate partners. Victims of domestic abuse should be aware of their partner's history of abusive behaviour and take steps to protect themselves if they feel unsafe.

👤 Rerword: When an abuser has a history of abusive behaviour towards previous partners, it can be a warning sign that they may continue to exhibit abusive behaviour in future relationships. This history of abuse may involve physical violence, emotional abuse, or other forms of abusive behaviour, and can indicate a pattern of controlling and harmful behaviour towards intimate partners. Victims of domestic abuse should be aware of their partner's history of abusive behaviour and take steps to protect themselves if they feel unsafe.

🗨️ A previous pattern of abusive behaviour by an abuser towards their previous partners is a red flag for potential future abuse in new relationships. This can include physical violence, emotional abuse, or other forms of controlling behaviour. Domestic abuse victims should be aware of their partner's history of abusive behaviour and take precautions if they feel unsafe.

👤 When an abuser has a history of abusive behaviour towards previous partners, it can be a warning sign that they may continue to exhibit abusive behaviour in future relationships. This history of abuse may involve physical violence, emotional abuse, or other forms of abuse, and can indicate a pattern of controlling and harmful behaviour towards intimate partners.

🗨️ That is correct! A history of abusive behaviour towards previous partners is often a warning sign of potential domestic abuse. It can indicate that the abuser has a pattern of controlling and harmful behaviour towards intimate partners, which may continue in future relationships. Victims of domestic abuse should be aware of their partner's history of abusive behaviour and take steps to protect themselves if they feel unsafe.

👤 Please explain an abuser using hypocrisy in a domestic abuse setting.

🗨️ In a domestic abuse setting, an abuser may use hypocrisy as a tactic to manipulate and control their victim. This can involve setting different standards for their own behaviour versus their victim's behaviour, and using double standards to justify their abusive actions. For example, an abuser may prohibit their partner from socialising with friends while they themselves go out and party regularly. The abuser may also accuse their victim of being unfaithful while engaging in infidelity themselves. By using hypocrisy, the abuser can maintain control over their victim and create a sense of confusion and self-doubt.

👤 Please explain an abuser medically abusing their victim in a domestic abuse setting. For instance, withholding medication, using the victims medication, forcing medication, etc.

🗨️ Medical abuse is a form of domestic abuse in which the abuser manipulates the victim's health or medical care in order to exert control or cause harm. This can include withholding medication, forcing the victim to take medication they do not need or withholding medical treatment. In some cases, the abuser may even use the victim's medication or medical condition

against them, such as threatening to report them to authorities or using their condition as a means of control. This type of abuse can have serious physical and emotional consequences for the victim, and it is important for them to seek help and support to safely address the situation.

R Please explain name-calling in a domestic abuse setting.

C Name-calling is a form of emotional abuse in which the abuser uses derogatory, insulting, or demeaning names or language towards their partner. This can include belittling comments about the victim's appearance, intelligence, abilities, or character. Name-calling is a way for the abuser to exert power and control over their partner, and can have a lasting impact on the victim's self-esteem and mental health. It is important for victims to recognise this behaviour as abuse and seek support and help to leave the abusive relationship.

R Include that they may encourage others to name-call (for instance friends or children).

C Name-calling in a domestic abuse setting involves the abuser using derogatory language towards their partner, such as insults, put-downs, and belittling comments. This behaviour is intended to undermine the victim's self-esteem and create a sense of worthlessness. Additionally, the abuser may encourage others, such as friends or children, to engage in name-calling towards the victim, further isolating and traumatising them. This can have a long-lasting impact on the victim's mental health and well-being.

R Please explain narcissistic behaviours from an abuser in a domestic abuse setting.

C Narcissistic behaviour in a domestic abuse setting can manifest in various ways, such as an inflated sense of self-importance, a lack of empathy for others, and a constant need for admiration and attention. The abuser may manipulate and gaslight their victim, making them feel guilty and responsible for the abuse. They may also project their own faults onto their victim, blaming them for the problems in the relationship. Narcissistic abusers may become angry or vindictive if their victim tries to assert their own needs or independence, as it threatens their sense of control and superiority.

R When explain an abuser using persuasion in a domestic abuse setting.

C When an abuser uses persuasion in a domestic abuse setting, they are attempting to convince their victim to comply with their demands or desires through manipulation and coercion. This can involve tactics such as lying, making promises they have no intention of keeping, using guilt or shame to make the victim feel responsible for the abuser's actions, or using flattery and charm to gain the victim's trust. Persuasion in domestic abuse can take many forms, from convincing the victim to stay in the abusive relationship to coercing them into performing sexual acts or giving up their financial autonomy. It is important for victims to recognise these manipulative tactics and seek help to escape the abusive situation.

R Please explain an abuser 'playing dumb' in a domestic abuse setting.

C When an abuser "plays dumb" in a domestic abuse setting, they pretend not to understand or remember certain events or situations in order to avoid taking responsibility for their actions. This tactic is often used to gaslight their victim and make them doubt their own perceptions and experiences. The abuser may act confused or forgetful when confronted about abusive behaviour, or act as if they don't understand why their partner is upset. This can be a form of emotional manipulation that allows the abuser to maintain power and control in the relationship.

R Please explain pregnancy abuse in a domestic abuse setting (for instance, making the victim repeatedly pregnant to make her dependant, using physical force to cause a miscarriage, forcing victim to take contraceptives or get an abortion).

C Pregnancy abuse in a DA setting refers to the deliberate use of tactics to control or harm a victim's reproductive choices and health. This may include forced or coerced pregnancies, physical abuse aimed at causing miscarriages, and preventing the victim from accessing contraceptives or getting an abortion. The abuser may use pregnancy as a means of increasing their control over the victim by making them financially or emotionally dependent on them. Pregnancy abuse can have serious and long-lasting physical and emotional consequences for the victim, including physical injury, trauma, and even death. It is important for victims of domestic abuse to seek help and support to protect themselves and their reproductive health.

R Please explain and abuser causing property damage in a domestic abuse setting.

C When an abuser causes property damage in a domestic abuse setting, it can be a way to exert power and control over the victim. This may involve breaking or destroying the victim's belongings, damaging the home or car, or other forms of destructive behaviour. The abuser may do this as a way to intimidate or punish the victim, or to make them feel powerless and scared. Victims of domestic abuse should take property damage seriously, as it can be a warning sign of more severe abuse to come.

C When someone purposefully (or as a result of their actions) causes property damage in order to create chaos and destruction as a means of destabilising their victim and creating fear around the physical space. This may involve breaking or destroying the victim's belongings, damaging the home or car, or other forms of destructive behaviour, as a way to intimidate or punish the victim, or to make them feel powerless and scared. Victims of DA should take property damage seriously, as it can be a warning sign of more severe abuse to come.

C To add on, property damage can also have practical and financial implications for the victim, such as the cost of repairing or replacing damaged items or finding alternative living arrangements if the home is uninhabitable. In some cases, the abuser may use property damage as a way to control the victim's access to resources or as a form of economic abuse. Property damage is a form of domestic abuse that should not be ignored, and victims should seek help and support to ensure their safety and well-being.

R Please combine these 3 texts (max 5 sentences): When an abuser causes property damage in a domestic abuse setting, it can be a way to exert power and control over the victim. This may involve breaking or destroying the victim's belongings, damaging the home or car, or other forms of destructive behaviour. The abuser may do this as a way to intimidate or punish the victim, or to make them feel powerless and scared. Victims of domestic abuse should take property damage seriously, as it can be a warning sign of more severe abuse to come. When someone purposefully (or as a result of their actions) causes property damage in order to create chaos and destruction as a means of destabilising their victim and creating fear around the physical space. This may involve breaking or destroying the victim's belongings, damaging the home or car, or other forms of destructive behaviour. The abuser may do this as a way to intimidate or punish the victim, or to make them feel powerless and scared. Victims of domestic abuse should take property damage seriously, as it can be a warning sign of more severe abuse to come. To add on, property damage can also have practical and financial implications for the victim, such as the cost of repairing or replacing damaged items or finding alternative living arrangements if the home is uninhabitable. In some cases, the abuser may use property damage as a way to control the victim's access to resources or as a form of economic abuse. Property damage is a form of domestic abuse that should not be ignored, and victims should seek help and support to ensure their safety and well-being.

C In a domestic abuse setting, an abuser may cause property damage as a way to exert power and control over the victim, creating fear and instability in the physical space. This can have practical and financial implications for the victim, and in some cases, be a form of economic abuse. Victims should take property damage seriously, as it can be a warning sign of more severe abuse to come, and seek help and support to ensure their safety and well-being.

R Please explain breaking objects as a tactic in a domestic abuse setting.

C Breaking objects as a tactic in a DA setting refers to an abuser intentionally damaging or destroying items in the presence of their victim in order to create fear and a sense of helplessness. This can involve smashing or throwing items such as dishes, electronics, furniture, or sentimental items. The abuser may use this tactic to intimidate or punish their victim, or to demonstrate their power and control over the situation. The destruction of objects can also have practical and financial consequences for the victim, such as the cost of repairing or replacing damaged items. Victims of domestic abuse should take breaking objects seriously, as it can be a precursor to more severe abuse & should seek help and support to ensure their safety and well-being.

R When someone intentionally damages or destroys items in the presence of their victim in order to create fear and a sense of helplessness. It can involve smashing or throwing items (such as dishes, electronics, furniture, or sentimental items), or the threat to do so (for instance, "if you don't shut up, I'm going to throw this out the window"). It is used to intimidate or punish their victim, or to demonstrate their power and control over the situation. It can also have practical and financial consequences for the victim, such as the cost of repairing or replacing damaged items. It should be taken very seriously as it can be a sign of abuse to come.

C Breaking objects as a tactic in a domestic abuse setting involves the intentional destruction of items in the presence of the victim to create fear and a sense of helplessness. It can take the form of throwing or smashing items, or threatening to do so, as a means of intimidating or punishing the victim and demonstrating the abuser.

R Please explain animal cruelty in a domestic abuse setting: Abuser may threaten or inflict harm upon pets and wild animals as a method of instilling fear in the victim. For instance, demonstrating how he will abuse her, or to show-off his killing abilities.

C Animal cruelty in a domestic abuse setting refers to when an abuser harms, threatens, or kills pets or wild animals as a means of controlling and instilling fear in their victim. This can involve physically harming the animals or using them as a tool for psychological abuse, such as demonstrating their ability to cause harm or to show-off their killing abilities. The abuser may use the animal's welfare as leverage to manipulate their partner or to punish them. This can create a climate of fear and danger for both the victim and the animals involved. Animal cruelty is a serious issue and should be taken as a sign of domestic abuse. Victims should seek help and support to ensure their safety and that of their animals.

R Please explain appeasing behaviour in a domestic abuse setting: Appeasing an abuser refers to attempting to pacify or satisfy their demands or desires in order to avoid further conflict or harm, even if it means sacrificing one's own needs or values.

C In a domestic abuse setting, an abuser may use appeasing behaviour as a means of control over their victim. This behaviour can include making unreasonable demands and expecting them to be met, and becoming aggressive or violent if they are not. The victim may feel compelled to appease the abuser in order to avoid further conflict or harm, even if it means sacrificing their own needs or values. This can create a cycle of abuse in which the abuser's demands become increasingly unreasonable, and the victim feels more and more powerless to resist. It is important for victims to recognise and break this cycle by seeking help and support from trusted friends, family members, or professionals.

R When an abuser makes unreasonable demands and expects them to be met, and becoming aggressive or violent if they are not. The victim may feel compelled to appease the abuser in order to avoid further conflict or harm, even if it means sacrificing their own needs or values. This can create a cycle of abuse in which the abuser's demands become increasingly unreasonable, and the victim feels more and more powerless to resist.

C I apologise for the previous response, as it appears to be for a different topic. Here is an explanation for appeasing behaviour in a DA setting: Appeasing behaviour in a domestic abuse setting refers to the victim's tendency to pacify or satisfy the abuser's demands or desires in order to avoid conflict or harm, even at the expense of their own needs and values. The abuser may make unreasonable demands, and may become aggressive or violent if these demands are not met. As the abuser's demands become increasingly unreasonable, the victim feels more and more powerless to resist. Appeasing behaviour can be a sign of abuse, and victims should seek help and support to break free from the cycle of abuse.

R Please explain an abuser using public embarrassment in a domestic abuse setting (for instance, at the victims workplace, at their children's school, at social events, in public, online, etc.).

C When an abuser uses public embarrassment in a domestic abuse setting, they intentionally cause shame, humiliation, or distress to their victim in public or online settings. This can involve making negative comments about the victim or their actions in front of others, revealing private or embarrassing information about the victim, or creating a scene in a public place. The abuser may do this as a way to undermine the victim's confidence and self-esteem, isolate them from friends and family, or exert power and control over them. It can have long-lasting emotional and psychological effects on the victim, as well as damage their reputation and social standing. Victims of domestic abuse should seek support and resources to address this form of abuse.

R Include more about workplace / career threat.

C An abuser may use public embarrassment specifically in the victim's workplace or professional setting, by showing up unannounced, making harassing phone calls or sending threatening emails, or even physically harming the victim at work. This can result in the victim losing their job or being unable to perform their duties effectively, which can cause financial and emotional distress. The abuser may also threaten to sabotage the victim's career or professional reputation, by spreading rumours or making false accusations. This type of abuse can be particularly damaging, as it can impact the victim's ability to support themselves and their family, and can make it difficult to seek help or escape the abusive situation.

R Combine into max 5 sentences: In addition to the examples mentioned, an abuser may use public embarrassment specifically in the victim's workplace or professional setting, by showing up unannounced, making harassing phone calls or sending threatening emails, or even physically harming the victim at work. This can result in the victim losing their job or being unable to perform their duties effectively, which can cause financial & emotional distress. They may also threaten to sabotage the victim's career or professional reputation, by spreading rumours or making false accusations. This can be particularly damaging, as it can impact the victim's ability to support themselves and their family, and can make it difficult to seek help or escape the situation. When someone intentionally causes shame, humiliation, or distress to their victim in public or online. This can involve making negative comments about the victim or their actions in front of others, revealing private or embarrassing information about the victim, or creating a scene in a public place, as a way to undermine their confidence and self-esteem, isolate them from friends and family, or exert power and control over them. It can have long-lasting emotional and psychological effects on the victim, as well as damage their reputation and social standing.

C An abuser may use public embarrassment in various settings, including the victim's workplace or professional setting. This type of abuse can result in the victim losing their job or being unable to perform their duties effectively, causing financial and emotional distress. The abuser may also threaten to sabotage the victim's career or professional reputation. This type of abuse can be particularly damaging and impact the victim's ability to seek help or escape the abusive situation. Public embarrassment can involve making negative comments, revealing private information, or creating a scene, causing long-lasting emotional and psychological effects on the victim.

R Include social and public life examples.

Ⓒ When someone intentionally causes shame, humiliation, or distress to their victim in public or online, it can have devastating effects. This can involve making negative comments about the victim or their actions in front of others, revealing private or embarrassing information about the victim, or creating a scene in a public place. The abuser may do this as a way to undermine the victim's confidence and self-esteem, isolate them from friends and family, or exert power and control over them. The victim may feel ashamed or embarrassed, and may be reluctant to participate in social or public life out of fear of further embarrassment or humiliation.

Ⓓ Please explain an abuser using possessiveness in a domestic abuse setting. This may include claiming victim as their property, or preventing victim from accessing their possessions. It can also present as obsessiveness, particularity (i.e. things must be set out a specific way or else the victim will be in trouble), and jealousy.

Ⓒ In a DA setting, an abuser may use possessiveness as a way to control and manipulate their victim. This can include treating the victim as their property and limiting their access to possessions, such as controlling their access to money, cell phones, or other forms of communication. The abuser may also display obsessive or controlling behaviour, such as insisting on knowing the victim's every move, or demanding that things be done in a specific way. Jealousy is often a factor, with the abuser becoming angry or violent if the victim interacts with anyone they perceive as a threat. This type of abuse can be extremely damaging to the victim's sense of self and well-being, and can make it difficult for them to leave the abusive relationship.

Ⓓ Please explain an abuser using punishments (with examples) in a domestic abuse setting.

Ⓒ An abuser may use punishments in a domestic abuse setting to exert control over their victim and ensure compliance with their demands. These punishments can be physical, emotional, or both. Physical punishments may include hitting, slapping, or physically restraining the victim, while emotional punishments may include verbal abuse, silent treatment, or manipulation. Examples of punishments in a domestic abuse setting may include: Withholding affection or intimacy as a way to punish the victim for not meeting the abuser's demands; Threatening to harm the victim, their loved ones, or their pets as a way to force compliance; Gaslighting, where the abuser manipulates the victim into questioning their own sanity or memory; Criticising or belittling the victim's actions or decisions, causing them to feel inadequate or worthless; Forcing the victim to engage in sexual acts against their will as a way to exert power and control over them; Punishments can cause long-lasting emotional and psychological harm to the victim, and can contribute to a cycle of abuse where the victim feels trapped and powerless to leave the situation. It is important for victims of domestic abuse to seek help and support in order to escape the abuse and heal from its effects.

Ⓓ Please combine into 1 paragraph, max 5 sentences. Do NOT use bullet points.

Ⓒ In a domestic abuse setting, an abuser may use punishments to control and intimidate their victim. This can include physical violence, verbal abuse, emotional manipulation, and withholding basic needs such as food, water, or medical attention. Examples of physical punishments can include hitting, choking, or using objects to inflict harm. Verbal abuse can involve name-calling, threats, or gaslighting. Emotional manipulation may include using guilt, shame, or fear to control the victim's actions or emotions. Withholding basic needs can involve preventing the victim from accessing necessary resources, such as food or medication, as a way to punish and control them. The use of punishments can create a cycle of abuse, where the victim is constantly living in fear of the next punishment and may feel trapped and unable to escape the abusive situation.

Ⓓ Please explain an abuser using period of quiet to confuse their victim in a domestic abuse setting

Ⓒ An abuser may use periods of calm or "honeymoon phases" to confuse their victim and make them doubt the severity of the abuse. During these periods, the abuser may apologise for their behaviour, promise to change, or even be kind and loving. This can make the victim feel hopeful and believe that the abuse was a one-time occurrence or that the abuser is capable of change. However, the abuser may then return to their abusive behaviour, creating a cycle of abuse that can be difficult for the victim to escape. This tactic can also make it difficult for the victim to reach out for help or support, as they may feel conflicted about their relationship with the abuser. It is important to recognise that these periods of calm are not true indicators of the abuser's behaviour or intentions, and that the abuse is still a serious problem that requires intervention.

Ⓓ Please explain an abuser engaging in reckless behaviours in a domestic abuse setting in order to endanger, control and scare their victim

Ⓒ Reckless behaviour by an abuser can be a method of endangering, controlling, and scaring their victim. This can involve actions such as driving recklessly or under the influence with the victim in the car, engaging in dangerous or illegal activities, or threatening to harm themselves or others. The goal of this behaviour is to instil fear in the victim and make them feel powerless, as well as to exert control over their life by putting them in dangerous situations. Reckless behaviour can also have physical and emotional consequences for the victim, such as physical injury or trauma. It is important for victims to recognise this behaviour as a form of abuse and seek help to protect themselves from further harm.

Ⓓ Please explain abuser using reputation damage to control their victim in a domestic abuse setting.

Ⓒ An abuser may use reputation damage as a way to control their victim in a domestic abuse setting. This can involve spreading rumours or making false accusations about the victim, both to people they know and to strangers, in order to damage their reputation and isolate them from sources of support. The abuser may also threaten to reveal embarrassing or private information about the victim, as a way to exert power and control over them. This type of abuse can be particularly damaging, as it can make the victim feel ashamed, guilty, or like they have something to hide. It can also make it difficult for the victim to seek help or escape the abusive situation, as they may fear further damage to their reputation.

Ⓓ Please explain revenge porn in the context of domestic abuse during and after relationship. This content may violate our content policy. If you believe this to be in error, please submit your feedback — your input will aid our research in this area.

Ⓒ Revenge porn, also known as non-consensual pornography, is the distribution or sharing of sexually explicit images or videos of an individual without their consent. In the context of domestic abuse, an abuser may use revenge porn as a tactic to control, manipulate, and humiliate their victim. This can include the threat of sharing intimate images or videos with others, or actually distributing them to friends, family members, colleagues, or even strangers online. The use of revenge porn can continue even after the relationship has ended, as the abuser may use the threat of releasing more content to maintain control over the victim. This can cause significant emotional distress, anxiety, and fear for the victim, as their private life is exposed to others without their consent. The victim may also face significant social and professional consequences, such as damage to their reputation, loss of employment, or strained relationships with friends and family members. Additionally, in some cases, revenge porn can result in legal consequences for both the abuser and the victim.

Ⓓ Merge into 1 paragraph. avoid using the word 'porn'. max 5 sentences. please give examples.

Ⓒ Revenge or intimate partner violence (IPV) abuse may involve the sharing of private sexual images or videos without the consent of the victim. This can be used as a form of control and manipulation, as well as a way to humiliate and harm the victim. The abuser may use threats of sharing the images or videos to keep the victim in the relationship, or to punish them for leaving. In some cases, the abuser may even share the images or videos on public platforms, such as social media or pornographic websites, causing irreparable damage to the victim's reputation and emotional well-being. The victim may also face harassment and discrimination as a result of the images or videos being shared, and may experience ongoing trauma and distress long after the relationship has ended.

R Please explain an abuser using 'reversed force' in the context of a domestic abuse relationship. Here's some info to help you: When perpetrator forces victim to do something to him, that they don't want to do (for instance, engage in rough sex or torture fantasies). Can also be used to justify avenging behaviour (e.g. perp instructs victim to hit him, to justify hitting her back).

C 'Reversed force' in a domestic abuse setting refers to the abuser forcing the victim to engage in sexual or violent acts that they are uncomfortable with or do not consent to, often using the threat of physical harm or emotional manipulation to coerce compliance. This can also be used as a form of justification for abusive behaviour, where the abuser instructs the victim to act out in violent or aggressive ways towards them, providing a pretext for the abuser to respond in kind. It is a form of psychological abuse that can lead to significant trauma and lasting harm for the victim, and can be a tactic used to establish power and control over them. Examples include forcing the victim to engage in sexual acts or engage in violent or degrading behaviours, or insisting that the victim participate in fantasies or role-playing scenarios that make them uncomfortable or violate their boundaries.

R Not quite correct. An example to help you define 'reversed force', would be: an abuser forcing their victim to inflict pain upon him (for instance, with rough sex or torture) to fulfil his fantasies, but is not something the victim wants to do. It can keep victims physically safe in the moment because the pain is being inflicted on the abuser, but has long-term psychological impacts as the victim was doing something nonconsensual that went against their morals.

C Thank you for the clarification. In the context of domestic abuse, "reversed force" is when an abuser forces their victim to engage in behaviours or actions that the victim does not want to do, particularly in sexual situations. For example, an abuser may coerce their victim into engaging in rough sex or performing sexual acts that they are uncomfortable with, by using threats or manipulation. The abuser may also justify their abusive behaviour by instructing the victim to hit or harm them, and then using that as a pretext to retaliate with physical violence towards the victim. This type of abuse can have serious long-term psychological effects on the victim, as they may feel guilt, shame, and trauma for engaging in non-consensual behaviour that goes against their moral beliefs.

R When an abuser forces the victim to cause harm to him.

C When an abuser uses "reversed force" in a domestic abuse setting, they are forcing the victim to cause harm to them, whether it's through physical violence or engaging in sexual acts that the victim is not comfortable with. This is a form of manipulation and control, as the abuser is using the victim's reluctance to cause harm against them. It can also be used as a way for the abuser to justify their own abusive behaviour towards the victim, as they can claim that the victim was the one who initiated the violent or abusive acts. This can have long-term psychological effects on the victim, as they may feel guilt and shame for the harm they caused, even though it was done under duress.

R Please combine both results. Max 4 sentences: When an abuser uses "reversed force" in a domestic abuse setting, they are forcing the victim to cause harm to them, whether it's through physical violence or engaging in sexual acts that the victim is not comfortable with. This is a form of manipulation and control, as the abuser is using the victim's reluctance to cause harm against them. It can also be used as a way for the abuser to justify their own abusive behaviour towards the victim, as they can claim that the victim was the one who initiated the violent or abusive acts. This can have long-term psychological effects on the victim, as they may feel guilt and shame for the harm they caused, even though it was done under duress. When an abuser forces their victim to engage in behaviours or actions that the victim does not want to do, particularly in sexual situations. For example, an abuser may coerce their victim into engaging in rough sex or performing sexual acts that they are uncomfortable with, by using threats or manipulation. The abuser may also justify their abusive behaviour by instructing the victim to hit or harm them, and then using that as a pretext to retaliate with physical violence towards the victim. This type of abuse can have serious long-term psychological effects on the victim, as they may feel guilt, shame, and trauma for engaging in non-consensual behaviour that goes against their moral beliefs.

C When an abuser uses "reversed force" in a domestic abuse setting, they force the victim to cause harm to them through physical violence or sexual acts. This manipulation and control tactic can be used to justify the abuser's own abusive behaviour, leading to long-term psychological effects on the victim. The victim may feel guilt, shame, and trauma for engaging in non-consensual behaviour that goes against their moral beliefs, even though it was done under duress.

R Please explain an abuser using rumour spreading in a domestic abuse context.

C In a domestic abuse context, an abuser may use rumour spreading as a tactic to control and manipulate their victim. This can involve spreading false or damaging information about the victim to friends, family, or coworkers, as a way to undermine their reputation and social support system. For example, the abuser may spread rumours that the victim is mentally unstable, promiscuous, or engages in substance abuse. By doing so, the abuser can isolate the victim from their support system, leaving them feeling alone and vulnerable. The abuser may also use rumour spreading to intimidate or threaten the victim, by insinuating that they have damaging information that they will use against the victim if they do not comply with their demands. This can have long-lasting effects on the victim's emotional and psychological well-being, as well as their relationships and professional life.

R Please explain an abuser using secretiveness in a domestic abuse context with examples.

C In a domestic abuse context, an abuser may use secretiveness as a way to control and manipulate their victim. This could involve withholding important information or keeping secrets from the victim, which can make them feel powerless and dependent on the abuser. For example, the abuser may hide financial information, such as bank account details, from the victim, or may keep important documents like passports or identification papers hidden. They may also control who the victim interacts with by isolating them from friends and family and keeping their whereabouts secret. The abuser may use secrecy to cover up their abusive behaviour, such as hiding physical marks or injuries from others or keeping the victim from seeking medical attention. In some cases, the abuser may also use secrecy as a way to carry out their abusive behaviour, such as by keeping their violent outbursts hidden from others. This type of abuse can have serious long-term effects on the victim, as it can erode their trust and sense of self-worth, and can make it difficult for them to seek help or support. It can also make it easier for the abuser to continue their abusive behaviour without consequences, as their actions are hidden from others.

R Also include how abusers will use fake secretiveness to make their victim think certain things and create anxiety.

C Abusers may use secretiveness as a tactic to maintain control over their victims in a domestic abuse context. This can involve keeping secrets about their activities, whereabouts, or relationships with other people, in order to create a sense of uncertainty and anxiety in the victim. For example, an abuser may deliberately withhold information about their plans or activities, or may refuse to answer the victim's questions about their whereabouts or who they were with. In some cases, abusers may also use fake secretiveness as a manipulation tactic to make the victim think certain things and create anxiety. For instance, an abuser may deliberately leave notes or messages that suggest they are doing something suspicious or dangerous, or they may pretend to be secretive about something in order to create a false sense of mystery or intrigue. This can leave the victim feeling confused and uncertain, and can make it difficult for them to trust their own perceptions and judgment. Overall, secretiveness is a way for abusers to maintain control and power over their victims, and can have serious long-term psychological effects on the victim's mental health and well-being.

R Combine the 2. Max 4 sentences: This can involve keeping secrets about their activities, whereabouts, or relationships with other people, in order to create a sense of uncertainty and anxiety in the victim. For example, an abuser may deliberately withhold information about their plans or activities, or may refuse to answer the victim's questions about their whereabouts or who they were with. abusers may also use fake secretiveness as a manipulation tactic to make the victim think certain things and create anxiety. For instance, an abuser may deliberately leave notes or messages that suggest they are doing something suspicious or dangerous, or they may pretend to be secretive about something in order to create a false sense of mystery or intrigue. This can leave the victim feeling confused and uncertain, and can make it difficult for them to trust their own perceptions and judgment

C In a domestic abuse context, abusers may use secretiveness as a tactic to create uncertainty and anxiety in their victims by keeping secrets about their activities, whereabouts, or relationships. This can include withholding information about their plans or activities, or refusing to answer questions about their whereabouts or who they were with. Additionally, abusers may use fake secretiveness to manipulate their victims by leaving notes or messages that suggest suspicious or dangerous behaviour, or by creating a false sense of mystery. This can leave the victim feeling confused and uncertain, and can make it difficult for them to trust their own perceptions and judgment.

R Abusers may use secretiveness as a tactic to create uncertainty and anxiety in their victims by keeping secrets about their activities, whereabouts, or relationships. This can include withholding important information (like bank details and security codes), about their plans or activities, or refusing to answer questions about their whereabouts or who they were with. Additionally, abusers may use fake secretiveness to manipulate their victims by leaving notes or messages that suggest suspicious or dangerous behaviour, or by creating a false sense of mystery. This can leave the victim feeling confused and uncertain, and can make it difficult for them to trust their own perceptions and judgment.

C That is an accurate summary of the topic. Well done!

R Please include the bit about bank details.

C Apologies for the oversight. Here is a revised version of the paragraph: Abusers may use secretiveness as a tactic to create uncertainty & anxiety in their victims by keeping secrets about their activities, whereabouts, or relationships. This can include withholding important information such as bank details and security codes, about their plans or activities, or refusing to answer questions about their whereabouts or who they were with. Additionally, abusers may use fake secretiveness to manipulate their victims by leaving notes or messages that suggest suspicious or dangerous behaviour, or by creating a false sense of mystery. This can leave the victim feeling confused and uncertain, and can make it difficult for them to trust their own perceptions.

R Please define sexual abuse in a domestic abuse setting. max 4 sentences.

C Sexual abuse in a domestic abuse setting involves any form of unwanted sexual behaviour that is forced upon a victim by an abuser. This can include physical acts like rape and sexual assault, as well as non-physical acts like coercion, manipulation, and intimidation. The abuser may use sex as a means of control, punishment, or humiliation, and may use threats or physical force to obtain compliance. Sexual abuse can have profound and long-lasting psychological effects on victims, and it is important for victims to seek support and assistance in order to heal and recover from the abuse.

R 5 sentences: Any form of unwanted sexual behaviour. This can include physical acts like forced sex and sexual assault, as well as non-physical acts like coercion, manipulation, and intimidation. The abuser may use sex as a means of control, punishment, or humiliation, and may use threats or physical force to obtain compliance. Sexual abuse can have profound and long-lasting psychological effects on victims.

C Sexual abuse in a domestic abuse setting involves any form of unwanted sexual behaviour, including physical acts like forced sex and sexual assault, as well as non-physical acts like coercion, manipulation, and intimidation. The abuser may use sex as a means of control, punishment, or humiliation, and may use threats or physical force to obtain compliance. Sexual abuse can have profound and long-lasting psychological effects on victims, including trauma, shame, guilt, and difficulty forming intimate relationships. Victims may also experience physical consequences such as sexually transmitted infections or unwanted pregnancies.

R Rewrite, starting: "When an abuser uses sex to..."

C When an abuser uses sex to control, punish, or humiliate their victim, it is considered sexual abuse in a domestic setting. This can involve physical acts such as forced sex and sexual assault, as well as non-physical acts like coercion, manipulation, and intimidation. The abuser may use threats or physical force to obtain compliance from their victim. The psychological effects of sexual abuse can be profound and long-lasting, causing victims to experience shame, guilt, trauma, and a host of other emotional and psychological issues.

R What is sexual abuse in a domestic abuse setting?

C Sexual abuse in a domestic abuse setting refers to any unwanted sexual behaviour, whether it's physical or non-physical. This can include sexual assault, forced sexual acts, coercion, manipulation, and intimidation. Abusers may use sex as a means of control, punishment, or humiliation, and may use threats or physical force to obtain compliance. Sexual abuse can have profound and long-lasting psychological effects on victims, and can be a difficult form of abuse to identify and escape from due to the intimate nature of the relationship.

R Please explain an abuser using sexual abuse in a domestic abuse setting, with examples.

C An abuser may use sexual abuse in a domestic abuse setting as a means of control and domination over their victim. This can include a range of physical and non-physical behaviours such as forced sexual acts, coercion, manipulation, and intimidation. For example, an abuser may use physical force or threats to obtain sexual compliance, or they may coerce the victim into engaging in sexual acts they are not comfortable with, using emotional manipulation or blackmail. The abuser may also use sex as a form of punishment, humiliation, or degradation, or use it to reinforce their power and control over the victim. Sexual abuse in a domestic abuse setting can have devastating and long-lasting psychological effects on the victim, including anxiety, depression, PTSD, and sexual dysfunction. Victims of sexual abuse may also feel ashamed, guilty, or responsible for the abuse, and may struggle with issues related to self-worth/esteem.

R Please refine: This can include a range of physical and non-physical behaviours such as forced sexual acts, coercion, manipulation, and intimidation. An abuser may use physical force or threats to obtain sexual compliance, or they may coerce the victim into engaging in sexual acts they are not comfortable with, by using emotional manipulation or blackmail. The abuser may also use sex as a form of punishment, humiliation, or degradation, or use it to reinforce their power and control over the victim. It can have devastating and long-lasting psychological effects on the victim, including anxiety, depression, PTSD, and sexual dysfunction. Victims of sexual abuse may also feel ashamed, guilty, or responsible for the abuse, and may struggle with issues related to self-worth and self-esteem

C Sexual abuse in a domestic abuse setting refers to a range of unwanted sexual behaviours, including physical acts like forced sex and sexual assault, as well as non-physical acts such as coercion, manipulation, and intimidation. An abuser may use physical force or threats to obtain sexual compliance, or they may use emotional manipulation or blackmail to coerce the victim into engaging in sexual acts they are not comfortable with. Sexual abuse can also be used as a form of punishment, humiliation, or degradation, to reinforce the abuser's power and control over the victim. Victims of sexual abuse may suffer from long-lasting psychological effects, including anxiety, depression, PTSD, and sexual dysfunction, and may struggle with issues related to self-worth and self-esteem.

R Please refine: When someone forces another to engage in unwanted sexual behaviours, either online or in person. It can be physical (such as forced or aggressive sex) and emotional (such as coercion and intimidation). An abuser may use physical force or threats to obtain sexual compliance, or they may use emotional manipulation or blackmail to coerce the victim into engaging in sexual acts they are not comfortable with. Sexual abuse can also be used as a form of punishment, humiliation, or degradation, to reinforce the abuser's power and control over the victim. Victims of sexual abuse may suffer from long-lasting psychological effects, including anxiety, depression, PTSD, and sexual dysfunction, and may struggle with issues related to self-worth and self-esteem.

C Sexual abuse in a domestic abuse setting involves the use of unwanted sexual behaviours, both online and in person. This can take a physical form, such as forced or aggressive sex, as well as emotional manipulation, such as coercion and intimidation. Abusers may use physical force or threats to obtain sexual compliance or use emotional blackmail to coerce victims into engaging in sexual acts they are not comfortable with. Sexual abuse may also be used as a form of punishment, humiliation, or degradation, to reinforce the abuser's power and control over the victim. Victims of sexual abuse may experience long-lasting psychological effects, including anxiety, depression, PTSD, and sexual dysfunction, and may struggle with issues related to self-worth and self-esteem.

R Refine: When someone forces another to engage in unwanted sexual behaviours, either online or in person. This can take a physical form, such as forced or aggressive sex, as well as emotional (for instance, the use of manipulation, coercion and intimidation to coerce victim into engaging sexually) It may be used as a form of punishment, humiliation, or degradation, to reinforce the abuser's power and control over the victim, as well as cause physical harm. Victims of sexual abuse may experience long-lasting psychological effects, including anxiety, depression, PTSD, and sexual dysfunction, and may struggle with issues related to self-worth and self-esteem.

C When an abuser forces their partner to engage in unwanted sexual behaviours, either in person or online, it can take on both physical and emotional forms. Physical forms may include forced or aggressive sex, while emotional forms may involve manipulation, coercion, and intimidation. Sexual abuse may also be used as a means of punishment, humiliation, or degradation, which reinforces the abuser's power and control over the victim, as well as causing physical harm. The psychological effects of sexual abuse can be severe and long-lasting, with victims experiencing anxiety, depression, PTSD, sexual dysfunction, and struggling with issues related to self-worth and self-esteem.

R Include how it can lead to infertility, unwanted pregnancies or abortion.

C Sexual abuse in a domestic abuse setting can also have physical consequences, such as causing infertility or leading to unwanted pregnancies. Abusers may use birth control sabotage or coerce their victim into not using contraception, putting them at risk of unintended pregnancy. In some cases, abusers may force their victim to have an abortion or carry a pregnancy to term against their will. These experiences can further traumatise victims and compound the long-lasting psychological effects of sexual abuse.

R Combine these two (max 4 sentences; must include examples): When an abuser forces their partner to engage in unwanted sexual behaviours, either in person or online, it can take on both physical and emotional forms. Physical forms may include forced or aggressive sex, while emotional forms may involve manipulation, coercion, and intimidation. Sexual abuse may also be used as a means of punishment, humiliation, or degradation, which reinforces the abuser's power and control over the victim, as well as causing physical harm. The psychological effects of sexual abuse can be severe and long-lasting, with victims experiencing anxiety, depression, PTSD, sexual dysfunction, and struggling with issues related to self-worth and self-esteem. Sexual abuse in a domestic abuse setting can also have physical consequences, such as causing infertility or leading to unwanted pregnancies. Abusers may use birth control sabotage or coerce their victim into not using contraception, putting them at risk of unintended pregnancy. In some cases, abusers may force their victim to have an abortion or carry a pregnancy to term against their will. These experiences can further traumatise victims and compound the long-lasting psychological effects of sexual abuse.

C When an abuser forces their partner to engage in unwanted sexual behaviours, either in person or online, it can take on both physical and emotional forms, such as forced or aggressive sex, manipulation, coercion, and intimidation. This may also be used as a means of punishment, humiliation, or degradation, which reinforces the abuser's power and control over the victim and may cause physical harm. Sexual abuse can also lead to physical consequences, such as causing infertility or unwanted pregnancies, where the abuser may coerce their victim into not using contraception, use birth control sabotage or force the victim to have an abortion or carry a pregnancy against their will. These experiences can further traumatise victims and compound the long-lasting psychological effects of sexual abuse.

R When someone forces their partner to engage in unwanted sexual behaviours, either in person or online. It can take on both physical and emotional forms, such as forced or aggressive sex, manipulation, coercion, and intimidation. It can be used as a means of punishment, humiliation, or degradation, which reinforces the abuser's power and control over the victim. It can lead to short and long-term physical harm (such as internal injuries, infections and unwanted pregnancy, as well as infertility, loss of sensitivity, trust issues and other mental health issues).

C Your statement accurately summarises the physical and psychological impact of sexual abuse in a domestic abuse setting. However, it is important to note that not all victims of sexual abuse in a domestic setting experience infertility or loss of sensitivity, and the physical harm caused by sexual abuse can vary greatly depending on the circumstances. Additionally, trust issues and other mental health issues may not always be a direct result of sexual abuse, but can also stem from other forms of abuse or trauma.

R Please write then...

C Sexual abuse in a domestic abuse setting occurs when an abuser forces their partner to engage in unwanted sexual behaviours, whether in person or online. It can take on both physical and emotional forms, such as forced or aggressive sex, as well as manipulation, coercion, and intimidation. Sexual abuse may be used as a means of punishment, humiliation, or degradation, which reinforces the abuser's power and control over the victim. Sexual abuse can lead to both short-term and long-term physical harm, such as internal injuries, infections, and unwanted pregnancies. It may also cause infertility, loss of sensitivity, and other sexual health issues. The psychological effects of sexual abuse can be severe and long-lasting. In some cases, abusers may use birth control sabotage or coerce their victim into not using contraception, putting them at risk of unintended pregnancy. They may also force their victim to have an abortion or carry a pregnancy to term against their will. These experiences can further traumatise victims and compound the long-lasting psychological effects of sexual abuse.

R Please refine so the sentences flow better: When an abuser forces their partner to engage in unwanted sexual behaviours, whether in person or online. It can take on both physical and emotional forms, such as forced or aggressive sex, as well as manipulation, coercion, and intimidation. It may be used as a means of punishment, humiliation, or degradation, which reinforces the abuser's power and control over the victim, and can lead to both short and long-term physical harm (such as internal injuries, infections, and unwanted pregnancy). It may also cause infertility, loss of sensitivity, and other sexual health issues, and the psychological effects can be severe and long-lasting (such as PTSD, issues relating to self-worth, and sexual dysfunction). Some abusers may sabotage birth control, or coerce their victim into not using contraception. They may force their victim to have an abortion or carry a pregnancy to term against their will.

C When an abuser forces their partner to engage in unwanted sexual behaviours, whether in person or online, it can take both physical and emotional forms. Examples include forced or aggressive sex, manipulation, coercion, and intimidation, and it may be used as a means of punishment, humiliation, or degradation to reinforce the abuser's power and control. This type of abuse can cause short and long-term physical harm, such as internal injuries, infections, and unwanted pregnancy, as well as sexual health issues like infertility and loss of sensitivity. The psychological effects of sexual abuse can also be severe and long-lasting, leading to issues like PTSD, low self-worth, and sexual dysfunction. Abusers may also sabotage birth control or coerce their victim into not using contraception, and in some cases, force their victim to have an abortion or carry a pregnancy against their will.

R Include some online examples of sexual abuse.

C Certainly. Here's a refined version of the previous response that includes some online examples of sexual abuse: When an abuser forces their partner to engage in unwanted sexual behaviours, whether in person or online, it can take on both physical and emotional forms. Physical forms may include forced or aggressive sex, while emotional forms may involve manipulation, coercion, and intimidation. Sexual abuse may also be used as a means of punishment, humiliation, or degradation, which reinforces the abuser's power and control over the victim, and can lead to both short and long-term physical harm (such as internal injuries, infections, and unwanted pregnancy). It may also cause infertility, loss of sensitivity, and other

sexual health issues, and the psychological effects can be severe and long-lasting (such as PTSD, issues relating to self-worth, and sexual dysfunction). In an online context, sexual abuse can involve the non-consensual sharing of sexual images or videos, also known as "revenge porn." Abusers may use threats of sharing these images or videos to coerce their victims into engaging in further sexual acts or to control their behaviour. Additionally, abusers may engage in online sexual harassment, such as sending unwanted sexual messages, making inappropriate sexual comments, or sharing sexual content without consent. These actions can be particularly damaging, as victims may feel like they are unable to escape or seek help.

R Please combine this text. Max 5 sentences: When an abuser forces their partner to engage in unwanted sexual behaviours, whether in person or online, it can take on both physical and emotional forms. Physical forms may include forced or aggressive sex, while emotional forms may involve manipulation, coercion, and intimidation. Sexual abuse may also be used as a means of punishment, humiliation, or degradation, which reinforces the abuser's power and control over the victim, and can lead to both short and long-term physical harm (such as internal injuries, infections, and unwanted pregnancy). It may also cause infertility, loss of sensitivity, and other sexual health issues, and the psychological effects can be severe and long-lasting (such as PTSD, issues relating to self-worth, and sexual dysfunction). In an online context, sexual abuse can involve the non-consensual sharing of sexual images or videos, also known as "revenge porn." Abusers may use threats of sharing these images or videos to coerce their victims into engaging in further sexual acts or to control their behaviour. Additionally, abusers may engage in online sexual harassment, such as sending unwanted sexual messages, making inappropriate sexual comments, or sharing sexual content without consent. These actions can be particularly damaging, as victims may feel like they are unable to escape or seek help.

C When an abuser forces their partner to engage in unwanted sexual behaviours, whether in person or online, it can take on both physical and emotional forms. Physical forms may include forced or aggressive sex, while emotional forms may involve manipulation, coercion, and intimidation. Sexual abuse may also be used as a means of punishment, humiliation, or degradation, which reinforces the abuser's power and control over the victim, and can lead to both short and long-term physical harm (such as internal injuries, infections, and unwanted pregnancy). It may also cause infertility, loss of sensitivity, and other sexual health issues, and the psychological effects can be severe and long-lasting (such as PTSD, issues relating to self-worth, and sexual dysfunction). In an online context, sexual abuse can involve the non-consensual sharing of sexual images or videos, also known as "revenge porn." Abusers may use threats of sharing these images or videos to coerce their victims into engaging in further sexual acts or to control their behaviour. Additionally, abusers may engage in online sexual harassment, such as sending unwanted sexual messages, making inappropriate sexual comments, or sharing sexual content without consent. These actions can be particularly damaging, as victims may feel like they are unable to escape or seek help. It is important to remember that sexual abuse, whether in person or online, is never acceptable and victims should seek support and resources to help them heal and move forward.

R This is 9 sentences. I said max 5 sentences. Please refine into 1 paragraph.

C Sexual abuse can take on both physical and emotional forms, whether in person or online, and can lead to short and long-term physical and psychological harm. Abusers may use forced or aggressive sex, manipulation, coercion, and intimidation as a means of punishment, humiliation, or degradation to maintain power and control over their victims. In online contexts, sexual abuse can involve non-consensual sharing of sexual images or videos, and online sexual harassment such as sending unwanted sexual messages or sharing sexual content without consent. These actions can be particularly damaging, as victims may feel like they are unable to escape or seek help.

R Please explain sexual inequality in the context of domestic abuse. For instance: Will claim sex as his right. May cheat or flirt with other women, with or without the victims consent or knowledge.

C Sexual inequality in the context of domestic abuse refers to situations where the abuser believes they have the right to control their partner's sexuality and sexual behaviour, while denying them the same rights. This can include the abuser using sex as a means of asserting power and control over their partner, insisting on engaging in unwanted sexual acts or practices, or forcing their partner to engage in sexual activity against their will. The abuser may also cheat or flirt with other people, with or without the victim's consent or knowledge, as a way of asserting their dominance and demonstrating that they have the power to do what they want. This behaviour can lead to the victim feeling powerless, insecure, and humiliated, and can further exacerbate the power imbalance in the relationship. Ultimately, this kind of sexual inequality can be deeply damaging, both physically and emotionally, and can contribute to a range of negative outcomes, including depression, anxiety, low self-esteem, and sexual dysfunction.

R Please explain an abuser using sleep deprivation in the context of domestic abuse.

C An abuser may use sleep deprivation as a form of domestic abuse to control and manipulate their partner. By preventing their partner from getting sufficient sleep, the abuser can leave them feeling tired, confused, and less able to make decisions or stand up for themselves. This can make it easier for the abuser to maintain power and control over the relationship. Sleep deprivation may be achieved by preventing their partner from sleeping, such as by making loud noises, keeping the lights on, or waking them up repeatedly during the night. In some cases, an abuser may also threaten their partner with harm if they attempt to sleep, which can create a sense of fear and anxiety. The long-term effects of sleep deprivation can be detrimental to both physical and mental health, including a weakened immune system, cognitive impairment, and mood disorders.

R Please explain an abuser using social isolation in a domestic abuse setting.

C Social isolation is a common tactic used by abusers in a domestic abuse setting to gain control over their victim. This involves cutting off the victim's access to friends, family, and support networks, in order to make them entirely dependent on the abuser. The abuser may restrict the victim's ability to leave the house or communicate with others, or make it difficult for them to maintain relationships by constantly criticising or belittling their friends and family. Social isolation can have severe consequences for the victim's mental health and well-being, leaving them feeling isolated, lonely, and vulnerable. Without a support network, victims may feel like they have nowhere to turn and may be more likely to stay in an abusive relationship. Abusers may also use social isolation as a means of controlling the victim's behaviour, as they are less likely to leave or seek help if they feel like they have no one to turn to.

R Please explain stalking in the context of domestic abuse.

C Stalking in the context of domestic abuse refers to the persistent and unwanted surveillance or pursuit of a victim by their abuser. This can take many forms, including physically following or watching the victim, repeatedly contacting the victim through phone calls, text messages, emails, or social media, or showing up at the victim's home, workplace, or other locations without invitation or permission. The goal of stalking is often to control, intimidate, or harass the victim, and it can have severe and long-lasting psychological effects on the victim, such as anxiety, depression, and PTSD. Stalking can also make it difficult for the victim to feel safe and maintain a normal life, as they may fear being watched or followed at all times. Stalking can be particularly dangerous in domestic abuse situations because the abuser already has a close relationship with the victim and may have access to personal information that can aid in their stalking behaviour. It is important for victims of domestic abuse who are experiencing stalking to seek help and safety planning to protect themselves.

Appendix U Glossary (E1 & E2 Additions)

I just read through your DA Glossary in full. It's really good.

If you ever want to expand you could include (but appreciate you have finished for now):

- Stonewalling
- Silent treatment (you have silent periods)
- Triangulation
- Flying Monkeys
- Codependence – tricky
- Love bombing
- Scapegoat (and could see more on Dr Ramani glossary [The Glossary of Narcissistic Relationships - YouTube](#))

I also think there is a probably some form of category that specifically covers the use of external formal institutions such as doctors, police, schools to manipulate and control but not sure what that would be called.

Again – amazing work, so don't think that because I'm suggesting more you need to add them but thought I would share.

Thought you might be interested in my post for the Women's Network Team channel today (my turn on the rota)

Have you ever heard the term "parental alienation"? Whilst I had not heard the name before I have certainly had first hand experience of this as a child caught in between my parent's divorce and also whilst separating from my abusive ex-husband who used this concept to manipulate the court and continue his control over me through our children. This news article highlights how this concept has been used by fathers accused of abuse to apply for contact and deflect from their own abusive behaviours and the impact this has had on survivors of Domestic Abuse, including suicide, physical ill health and desperation to protect their children by fleeing the country. It is reassuring to see that the government is taking this seriously and has begun an investigation and issued new draft guidelines for consultation on handling parental alienation claims in domestic abuse cases. This article provides details of case studies and other links including the story of women fleeing the UK with their children [Family courts: Children forced into contact with fathers accused of abuse - BBC News](#)

Appendix V Glossary (Definitions)

Accusing



When an abuser makes false accusations about the victim's behaviour in order to control and manipulate them. For example, they might falsely accuse their victim of cheating or being unfaithful in order to make them question their behaviour and feel guilty or ashamed.

This can cause victims to change their behaviour and become overly cautious or anxious, in an attempt to avoid being accused again.

Animal Cruelty



When someone harms, threatens, or kills pets or wild animals as a means of controlling and instilling fear in their victim. The abuser may use this as a tool for psychological abuse, demonstrating their ability to cause harm or to show-off their killing abilities. They may also force the victim to harm or kill the animals against their will. The animal's welfare may be used as leverage to manipulate the victim or to punish them, and is deeply distressing for victims.

Appeasing Abuser



When an abuser's behaviour forces the victim to pacify or satisfy their demands or desires, in order to avoid conflict or harm, and even at the expense of their own needs and values. The abuser may make unreasonable demands, and may become aggressive or violent if these demands are not met. This can create a cycle of abuse, as the abuser's demands become increasingly unreasonable, and the victim feels more and more powerless to resist.

Blame-Shifting



When an abuser shifts the responsibility for their abusive behaviour onto their victim by denying or minimising their actions (for instance, by making jokes), making excuses, or accusing the victim of provoking the abuse. The aim is to manipulate and control the victim, create doubt about their perceptions, and evade responsibility for their actions.

Breaking Objects



When someone intentionally damages or destroys items in the presence of their victim in order to create fear and a sense of helplessness. It can involve smashing or throwing items (such as dishes, electronics, furniture, or sentimental items), or the threat to do so (for instance, "if you don't shut up, I'm going to throw this out the window"). It is used to intimidate or punish their victim, or to demonstrate their power and control over the situation. It can also have practical and financial consequences for the victim, such as the cost of repairing or replacing damaged items. It should be taken very seriously as it can be a sign of more violent abuse to come.

Career Threat



Damaging the victims ability to work, by force or coercion (for instance, using violence or manipulation to prevent victim from going to work). They may also use humiliation or deceit as a tactic to ruin the victims reputation at work (for example, by spreading rumours or deleting the work from the victims computer). They may also convince the victim they're not good enough to work, or that women must stay at home.

Character Assassination



Abuse shifting responsibility for their abusive behavior onto their victim, either by denying or minimizing their actions, making excuses for their behavior, or accusing the victim of provoking or deserving the abuse. This tactic is used to manipulate and control the victim, make them doubt their own perceptions and experiences, and avoid taking responsibility for their actions.

Chemical Abuse



When someone uses chemicals to harm or threaten another. It can be subtle, such as poisoning them over time, or it can be immediate, such as using acid to cause burns. It can lead to severe physical and psychological harm, and even death, as well as prevent victims from leaving out of fear of being attacked, or due to confusion as a consequence of chemical imbalance.

Coercing Children



When the abuser uses the children as a means of control or manipulation to harm or intimidate their partner, such as threatening to harm the children, using the children to relay messages, or forcing the children to participate in the abuse.

Coercive Abuse



Coercive abuse is a pattern of controlling behavior in which the abuser uses various tactics, such as threats, intimidation, isolation, and manipulation, to dominate and exploit their victim, erode their sense of self-worth and agency, and maintain power and control over them.

Controlling



When someone intends to dominate and manipulate another person to maintain power and control. It can take many forms, including isolating the victim from friends and family, controlling their finances, limiting their access to information, or monitoring their activities. It is an attempt to limit the victim's autonomy and independence, making it difficult for them to leave the abusive relationship.

Controlling Appearance



An abuser may attempt to control their victim's appearance in a variety of ways, such as dictating what they wear, how they style their hair, or how much makeup they can use. This type of abuse can be enforced through verbal threats, physical violence, or emotional manipulation. The abuser may also select the victim's outfits, poke fun at their choices, or even force them to wear clothing that is inappropriate for the situation, such as revealing outfits at work or not enough layers to keep them warm. In some cases, the abuser may force the victim to wear something they wouldn't typically be allowed to, only to use it as a tool for punishment later on.

Controlling Food



This may involve withholding food, forcing the victim to eat specific types or amounts of food, or using food as a reward or punishment, which can lead to malnutrition, physical and emotional harm, and can also contribute to the victim's isolation and dependence on the abuser.

Controlling Money



Keeping track of victims' spending and telling them what they can and can't buy. This can get as extreme as regularly calling or recording victim whilst shopping, blocking their cards, or restricting all access to money completely.

Covert Emotional Abuse



A form of psychological manipulation that involves subtle and indirect tactics, such as gaslighting, invalidation, or silent treatment, to undermine someone's self-esteem, confidence, and sense of reality, without leaving visible signs of abuse.

Deceit



When someone intentionally and systematically lies, tells half-truths, or uses manipulation to mislead, confuse, and control their victim. This can include hiding their true motives, minimising or denying their abusive behaviour, and presenting a false image of themselves to the victim and others.

Denial



When someone refuses to acknowledge or take responsibility for their abusive behaviour towards their partner. This can involve minimising or justifying their actions, blaming the victim for the abuse, or denying that the abuse ever occurred, which makes it especially difficult for people to seek help and protect themselves.

Dictating Rules



When someone uses coercive control to establish and enforce rigid and arbitrary rules that their partner must follow. These rules can include, controlling their appearance, social interactions, and access to resources, and even dictating how they should behave or think. This behaviour serves to maintain the abuser's power and control over their partner, while limiting their autonomy and independence.

Distractions



By using distractions (like changing the subject, physically diverting attention, or creating chaos), the abuser can shift the focus away from the abuse, manipulate the conversation, and create confusion and disorientation in their victim, as well as, deflect or avoid addressing their abusive behaviour towards their partner. This behaviour can make it difficult for the victim to recognise and address the abuse, and can lead to long-term psychological harm.

Domestic Murder



Also known as intimate partner homicide, is the killing of one partner by the other in a domestic or intimate relationship. It is a severe form of domestic violence that often results from a history of abuse and control in the relationship. In some cases, the perpetrator may have a history of violence or criminal behaviour, while in others, the act may be a sudden, unexpected escalation of violence. Domestic murder is a tragic and devastating form of violence that has long-lasting effects on families, communities, and society as a whole.

Domestic Suicide



When an abuser takes the lives of their intimate partner and/or children before taking their own (also known as murder-suicide). It may occur as a result of the abuser feeling that they've lost control of the relationship, or as revenge against their partner. In some cases, the abuser may force their partner to participate in the suicide, or may threaten to harm themselves or others in order to manipulate their partner. It is a devastating form of abuse that can have long-lasting effects on the survivors and the families and communities affected.

Domination



When someone has power and control over their partner through physical, emotional, or psychological means. This can involve exerting their dominance in every aspect of their partner's life, such as making all the decisions, controlling the conversation, physically restraining them, withholding their finances, monitoring their activities, and restricting their access to resources. The goal of domination is to establish and maintain control over the victim, often through fear and intimidation, while undermining their self-esteem and sense of autonomy.

Element of Surprise



When an abuser uses unpredictable behaviour to intimidate, control, or manipulate their partner. This can involve sudden outbursts of anger or violence, unexpected changes in plans or routines, or sudden displays of affection or kindness. The element of surprise can create a sense of uncertainty and anxiety in the victim, making it difficult for them to predict or anticipate the abuser's behaviour, which makes it extremely difficult for victims to plan an escape or seek help.

Emotional Abuse



When someone uses manipulation, humiliation, belittlement, or other tactics to undermine or control another person's emotions, behaviour, or sense of self-worth. It can include consistently criticising or belittling them, isolating them from friends or family, manipulating their emotions through guilt or shame, using gaslighting to make them question their own reality, threatening to harm themselves or others if the partner leaves, or constantly blaming the partner for problems in the relationship. Emotional abuse can be difficult to recognise and can cause significant psychological trauma to the victim.

Enforcing Values



When someone enforces their values, beliefs, or opinions on their victim, insisting that their views are the only correct ones, and that the victim must adhere to them to avoid punishment. This can lead to a loss of self-identity and autonomy, and also contribute to a sense of confusion and self-doubt, as the victim is forced to question their own beliefs and values in order to please the abuser.

Entrapment



A tactic used to trap people into a situation where they are unable to leave or seek help. It can take many forms, including controlling the victim's access to transportation, finances, or communication with others. For example, an abuser may refuse to allow the victim to have a job or access to money, making it difficult for the victim to leave the abusive relationship. The abuser may also monitor the victim's phone or email, making it difficult for the victim to communicate with friends or family for support.

Exaggeration



When someone makes something seem much more serious, extreme, or damaging than it actually is. For example, they may exaggerate the consequences of their partner's actions, or overstate the severity of a minor issue to make their partner feel guilty or ashamed. This tactic can be used to undermine their partner's confidence and sense of self-worth, and to reinforce the abuser's control over the relationship. Over time, the victim may become conditioned to believe that the abuser's exaggerated claims are true, which can have long-lasting effects on their emotional well-being.

Exclusion



When someone intentionally prevents their partner from participating in social activities or interacting with family. This is done to isolate the victim and reinforce the abuser's power over them. By limiting the victim's opportunities for interaction and bonding, the abuser can create a sense of dependency and helplessness, making it harder for the victim to leave the abusive relationship.

False Remorse



When an abuser pretends to feel guilty or remorseful for their behaviour, while continuing to engage in that behaviour. They may apologise, promise to change, or offer gifts or other gestures of contrition, in order to pacify the victim and prevent them from leaving the relationship. False remorse can be particularly damaging because it creates a cycle of hope and disappointment for the victim, who may believe that the abuser is capable of change and may continue to hope for a better future with them.

Financial Abuse



When someone uses finances as a means of controlling their partner. This can include restricting the victim's access to money or resources, refusing to allow them to work or attend school, forcing them to hand over their pay-checks, or sabotaging their attempts to gain financial independence. Financial abuse can also involve running up debts in the victim's name, stealing their identity or assets, or using financial leverage to force the victim to stay in the relationship. Financial abuse is a common tactic used by abusers because it can be less visible than other forms of abuse and can make it difficult for the victim to leave the relationship or seek help.

Forced Pregnancies



Keeping the women pregnant in order to trap her. Perpetrator may prevent victim from accessing contraceptive, or lie about using it in order to keep her pregnant. Might use forced sex or coercion also. This can also include forced abortions (medically, or at home), and miscarriages as a consequence of physical assaults).

Forced Sex



When someone using physical force, manipulation, or coercion to engage in sexual activity with their partner without their consent. Victims of forced sex may experience physical injuries, emotional trauma, and may feel trapped and unable to leave the abusive relationship. It is a serious form of sexual violence and a violation of human rights.

Gaslighting



Manipulating someone (usually over an extended period of time) to question their thoughts, perception, or memories. They might distort truths, discredit the victim, or create confusion (such as, they might ask the victim for help, in order to punish them for doing a “bad” job). The aim is to shift blame, weaken their victim’s self-esteem, and create uncertainty in order to setup codependency.

Hacking Accounts



An abuser who hacks their victim’s accounts is using a form of technology-based control. It provides the abuser with access to sensitive information, which they can use to monitor and control their victim (for example, by threatening to release embarrassing or damaging material online, to view their conversations, or track their whereabouts). This can make it hard for victims to plan an escape or seek help.

Harassment



A pattern of unwanted and aggressive behaviour aimed at controlling or intimidating the victim. This can occur during the relationship or after leaving, and can take many forms, such as repeated phone calls, text messages, emails, or showing up uninvited at the victim’s home or workplace. It can also involve contacting people the victim knows or used to know. The abuser may also spread rumours or make false accusations about the victim, stalk or monitor their movements, and use other tactics to make them feel unsafe and harassed.

Health Abuse



An abuser may prevent their victim from seeking urgent medical care, attending appointments or accessing medicine. It can also include forcing substances (such as coercing a recovering alcoholic to drink, or drugging the victim, with or without their knowledge or consent).

Hecticness



When someone engages in erratic or unpredictable behaviours to create instability and fear in their victim. This may include, mood swings, sudden outbursts of anger, or purposefully creating a disorganised environment (such as, throwing or breaking objects, or moving things around to confuse the victim). This can leave victims feeling on edge, making it hard to predict or avoid abusive incidents.

History of Abuse



A history of abusive behaviour towards previous partners is often a warning sign of potential abuse. It can indicate that the abuser has a pattern of controlling and harmful behaviour towards intimate partners, which may continue in future relationships.

Hyper-Sensitivity



An abuser may get easily offended, or over-react if things are not done their way, and may inflict harm, either mentally or physically, as a consequence (for instance, if the victim brings coffee in the “wrong” mug). It may become difficult for some victims to approach their partner without retaliation. For some, this can be as extreme as punishment for natural things, like breathing or burping.

Hypocrisy



When an abuser sets different standards for themselves than the victim. For example, they may prohibit their partner from socialising, whilst they themselves go out and party regularly. The abuser may also accuse their victim of being unfaithful, whilst engaging in infidelity themselves. By using hypocrisy, the abuser can maintain control over their victim and create a sense of confusion and self-doubt.

Impersonation



This can include the perpetrator pretending to be someone he's not (for instance, claiming to be a nice guy, or using an different name), as well as the impersonation of the victim as a means of making fun of them. It may also mean pretending everything is ok (such as, telling victim they have an amazing relationship).

Interruptions



Abusers may speak over their victim, change subject to divert attention from the issue, or invade personal space (for instance, enter the bathroom whilst the victim's using it), as a way to assert control and undermine the victim's sense of privacy. It can leave victims feeling unheard, and contributes to a sense of isolation and helplessness, making it difficult for victims to assert their needs and boundaries.

Intimidation



A tactic used to instil fear and control, that can involve physical violence, verbal threats, and gaslighting behaviours. The aim is to make the victim feel powerless and dependent on the abuser, so that it's harder for them to leave the relationship and seek help.

Isolation



When someone intentionally cuts their partner off from social support networks (such as friends, family, and coworkers). This tactic is used to increase the victim's dependence on the abuser, making it harder for them to leave the abusive relationship. The might control the victim's communication with the outside world, monitor their phone and internet usage, and restrict their access to transportation. By limiting the victim's access to support and resources, the abuser can maintain power and control over them.

Jekyll & Hyde



A pattern of behaviour where an abuser alternates between being charming and loving one moment, and then cruel and abusive the next. They may shower their partner with affection and kindness, then suddenly switch to being critical, abusive, or violent. This can leave the victim feeling constantly on edge, anxious, and uncertain about what to expect from their partner.

Judgement



An abuser may criticise the victim's appearance, intelligence, abilities, or choices in order to erode the victim's self-esteem and confidence. The victim may begin to doubt their own abilities and judgment, which can make them overly reliant on the abuser's approval or direction. This dependence can perpetuate the cycle of abuse and make it harder for the victim to escape the situation.

Manipulation



When someone controls their partner using deceptive tactics, which may involve making the victim feel guilty, ashamed, or afraid (for instance, psychological manipulation may include threats, intimidation, and coercion, whereas, financial manipulation may involve controlling the victim's access to financial resources). Manipulation is a powerful tool for abusers to maintain power and control over their partner, making it difficult for victims to leave the relationship or seek help.

Medical Abuse



This can include withholding medication, forcing the victim to take medication they do not need, or preventing them from getting medical treatment. In some cases, the abuser may use the victim's medication, or use their medical condition against them (for instance, making them feel inferior for needing medical care).

Minimisation



When an abuser denies the impact of their actions on their victim, for instance by suggesting the victim is being over-sensitive, or by using humour to dismiss their concerns. It can cause victim's to doubt their own perception of the situation, and reinforces the abuser's power and control over them.

Mutilation



An extreme form of physical abuse that involves intentionally injuring or removing parts of a person's body. It can include cutting, burning, or otherwise mutilating a victim's genitalia or other body parts. This type of abuse is often motivated by a desire to control or dominate the victim, and can be incredibly traumatic and damaging both physically and emotionally.

Name-Calling



A form of emotional abuse in which the abuser uses derogatory, insulting, or demeaning names or language towards their partner (or about their friends / family) such as belittling comments about appearance, intelligence, abilities, or character. It is a way for the abuser to exert power and control over their partner, and can have a lasting impact on the victim's self-esteem and mental health.

Narcissism



When an abuser has an exaggerated sense of self-importance and a constant need for admiration or attention. They may belittle and dismiss their partner's thoughts and feelings, manipulate situations to make themselves look good, or disregard their partner's needs and boundaries. They might lack empathy, refuse to take responsibility for their actions, or blame their partner for problems in the relationship.

Neglect



The perpetrator may disregard the victims feelings, or ignore them all together. It could also involve the neglect of physical needs, such as personal hygiene, food, sleep, and medication. They may even disallow physical affection (such as, hugging, shaking hands, or breastfeeding child). It can have severe and long-lasting effects on the victims' health, and development of children.

Never Wrong



When an abuser behaves like they are never wrong to undermine the victim's self-confidence and make them feel powerless (such as telling the victim their opinions are wrong or bad, refusing to acknowledge their feelings, or blaming them for their abuse. This can be particularly challenging for victims as it can leave them feeling isolated, unsupported, and unsure of their own perceptions and feelings.

Partial Disclosure



When an absuer reveals part of the truth to the police with the intention of minimising or denying their responsibility for the abuse. By doing so, the abuser hopes to cast themselves as the victim and their partner as the aggressor. This can be dangerous, as it may lead to a lack of understanding of the full extent of the abuse, making it difficult to provide appropriate support and protection for the victim.

Passiveness



When an abuser engages in covert abuse (such as, giving their partner the silent treatment). By avoiding open aggression or violence, the abuser can make it seem like they're not doing anything wrong. It isn't easily recognisable as abuse due to its silent nature, which can leave victim's feeling confused, helpless, or responsible for the situation.

Permissions



Abuser may impose strict rules and regulations on the victim's behaviour, including requiring them to ask for permission to go to work or see friends, as well as basic tasks (such as use the toilet, or drink water). This can be a way for the abuser to maintain constant surveillance and restrict the victim's movements and autonomy.

Persuasion



When someone attempts to convince another to comply with their demands or desires through manipulation and coercion. This can involve tactics such as lying, making promises they have no intention of keeping, using guilt or shame to make the victim feel responsible for their actions, or using flattery and charm to gain the victim's trust. It can take many forms, from persuading the victim to stay in the abusive relationship, to coercing them into performing sexual acts or giving up their financial autonomy.

Physical Abuse



Physical abuse is the umbrella term for sustained abuse over time that causes physical harm to the victim. For instance, this could be harm due to acts of physical violence, or it could be the effect of abuse on the physical body over time (for instance, the imbalance in chemicals due to the stress response, or the impact of sustained injuries, poisoning over time, or even repeated miscarriages).

Physical Violence



Events that cause physical harm to a victim. This is a single incident or violence which can include one or more impacts (for instance, an event of physical violence can be a single shove, and it can also be a repeated stabbing where it involves multiple actions in one setting).

Playing Dumb



When an abuser pretends not to understand or remember events in order to avoid taking responsibility for them. This tactic is used to gaslight their victim and make them doubt their own perceptions and experiences. The abuser may act confused or forgetful when confronted about the behaviour, or act as if they don't understand why their partner is upset.

Possessiveness



When an abuser obsessively controls their partner or possessions. They may not share resources with the victim, or may display jealous or controlling behaviours (such as, insisting on knowing their partners every move, demanding things be done in a specific way, or becoming angry or violent if the victim interacts with anyone they perceive as a threat).

Pregnancy Abuse



When an abuser controls or harms a victim's reproductive choices and health. This may include forced or coerced pregnancies, physical abuse aimed at causing miscarriages, forcing the victim to get an abortion (medically or at home), or preventing the victim from accessing contraceptives. The abuser may use pregnancy as a means of increasing their control over the victim by making them financially, emotionally, or physically dependent on them, and can lead to physical injury, trauma, and even death (to the victim or child).

Property Damage



When an abuser damages the victim's personal (or their shared) possessions or property, to exert dominance and create fear and instability in the physical space. This may involve breaking or destroying belongings, damaging the home or car, or threatening to do such acts. It is often a warning sign of more severe abuse to come (such as physical violence).

Public Humiliation



When an abuser intentionally humiliates their victim in public or online. It can involve making negative comments about them, revealing private or embarrassing information, or creating a scene in a public place. The aim is to make the victim feel ashamed or embarrassed, so that they become reluctant to participate in social, work or public life, in order to isolate them from external support.

Punishments



When an abuser uses conditions to control and intimidate their victim into compliance. It can involve physical violence, verbal abuse, emotional manipulation, and withholding of resources. It creates a cycle where the victim is constantly living in fear of the next punishment, making it easier to trap them.

Questioning



This can take various forms, such as repeatedly asking the victim where they've been, who they've been talking to, or what they've been doing. The abuser may question the victim's memories of events, in order to create doubt in their mind. This behaviour can lead the victim to feel like they are constantly under surveillance and can't make any decisions without the abuser's approval or scrutiny.

Quiet Periods



Abusers may use periods of calm to create confusion and doubt in their victim's mind about the severity of the abuse. This behavior can make the victim feel optimistic and believe that the abuse was an isolated incident or that the abuser is capable of changing. However, these calm periods can increase the impact of future events as they catch the victim off-guard and unexpected.

Recklessness



When an abuser engages in behaviours that endanger or scare their victim (such as, driving recklessly or under the influence with the victim in the car) in order to exert control over their life and make them feel powerless.

Reputation Damage



This can involve spreading rumours or making false accusations about the victim (to people they know and strangers) to damage their opportunities and isolate them from sources of support. The abuser may also threaten to reveal private information in order to hurt or coerce the victim. This can leave them feeling ashamed, or like they have something to hide, which makes it easier to entrap them.

Restricting Expression



This can involve limiting the victim's ability to move around freely, or control their own body (such as forcing them to sit or stand in certain positions). Abusers may also restrict their victim's ability to express themselves, by forbidding them from making certain facial expressions, speaking up, or expressing their emotions, in order to diminish the victim's sense of self-worth and autonomy.

Revenge Porn



The sharing of private images or videos of a sexual nature, without the consent of the victim. It can be used as a form of control and manipulation, as well as a way to humiliate and harm. The abuser may use threats of sharing the content to keep the victim in the relationship, or as punishment for leaving.

Reversed Force



When an abuser forces their victim to cause harm to them through physical violence or sexual acts. This manipulation and control tactic can be used to justify the abuser's own abusive behaviour, and the victim may feel guilt, shame, and trauma for engaging in behaviour that goes against their moral beliefs, even though it was done under duress.

Rigid Gender Roles



When a set of expectations are placed on the victim based on their gender. For instance, the abuser might make all the decisions, and expect their partner to do certain tasks (such as, housework, childcare, and sex whenever they want it). They might control decision-making, or try to persuade the victim to believe in their prejudices in order to validate their misogyny.

Rumour Spreading



An abuser might spread false or personal information to undermine their victims' reputation and support systems (for example, they might say their partner is mentally unstable, promiscuous, or an alcoholic). They may also use threats to intimidate (for instance, insinuate that they'll release private information if the victim doesn't comply with their demands, or tries to escape).

Secretiveness



Abusers may keep secrets about their whereabouts and relationships, withhold important information (like bank details and security codes), or use deceit (such as, leaving notes or messages to suggest suspicious behaviour) to isolate and confuse their victim, making it harder for them to trust their own perceptions and judgment.

Secret Violence



When an abuser physically assaults their partner in front of people, without others noticing (for instance, grabbing their partners arm, or squeezing their hand tightly). The aim is to lower the victim's sense of self worth by forcing them to stay silent in front of others.

Self-Hygiene Rules



An abuser might control their partners personal hygiene by imposing strict rules on when and how they're performed (such as, which soaps to use, withholding sanitary products, or setting time limits on toilet usage). This is to cause indirect physical harm (like rashes from not cleaning) and lower their victim's self-esteem to prevent them from leaving.

Sexual Abuse



Sexual abuse can take on both physical and emotional forms, and can occur in person or online. Abusers may use forced, coercive or aggressive sex to punish, humiliate, degrade or harm their victims (physically and emotionally).

Sexual Inequality



When someone believes they have the right to control their partner's sexuality and sexual behaviour. For instance, the abuser may cheat or flirt with others to demonstrate that they have the power to do what they want, but disallow the victim from interacting with others similarly. This is to make them feel powerless, insecure or humiliated, and further increase the power imbalance in the relationship.

Sleep Deprivation



When an abuser prevents their victim from getting sufficient sleep, so that they become easier to manipulate (for instance, waking them throughout the night with loud noises or physical violence, leaving the lights on, or by changing the alarms).

Social Isolation



When someone cuts their partner off from friends, family, or support networks, to increase their dependence on them. They might restrict the victim's ability to leave the house and communicate with others, or constantly criticise or belittle their friends and family, making it harder for them to seek help.

Stalking



Persistent and unwanted surveillance or pursuit of a victim by their abuser (for instance, following or watching them, repeatedly calling or texting them, or showing up at their home, workplace, or other locations without invitation or permission). It's used to control and intimidate, so victims feel unsafe and struggle maintain a normal life. Abusers often have access to their victims personal information to aid their stalking behaviour, which makes it harder for victims to escape.

Stealing



This can involve stealing money, either by force, deceit or coercion, either on or offline, and well as stealing or hiding the victims personal possessions. It can also involve using or gambling shared money without the victims' consent. It can leave the victim feeling trapped and powerless, as they may be unable to live independently or leave an abusive situation as a consequence.

Stubbornness



Abusers may refuse to compromise on important issues to dismiss their victims' ideas and opinions, or become upset or angry when plans change (even if it is not the victim's fault). By creating tension, it prevents the victim from addressing issues in the relationship, and creates a power dynamic where the victim's needs and wants are consistently dismissed, while the abuser's desires are prioritised.

Substance Abuse



When an abuser user uses drugs or alcohol to control, manipulate, or harm a victim. An abuser may force the victim to use substances against their will, withhold substances from the victim, or force them to use substances in recovery. Substance abuse can also be used to justify or excuse abusive behaviour, and an abuser may use substances in an unhealthy way, putting the victim in danger.

Suicide Threats



When someone threatens suicide to get their victim to stay. This form of emotional abuse can have serious negative effects on the victim's mental health, particularly as the abuser may convince the victim that they're accountable. The perpetrator may even threaten to pin the "murder" on the victim, making it even harder for her to leave.

Technology Abuse



When someone misuses technology to control, harass, or intimidate their partner and limit their freedom (for instance, by tracking their location, spying on their messages, sending aggressive or threatening messages, or by sharing private information online). It can also involve smart home technology to control the victims environment (for example, by turning up the heat or blasting loud music).

Threats



An abuser may use threats to control, manipulate, or intimidate their victim. It can take many forms, such as threats of physical harm, harm to loved ones or pets, destruction of property, or threats to disclose embarrassing or damaging information, in order to scare and trap the victim, and prevent them from seeking help or speaking out about the abuse.

Toxic Parenting



A form of psychological abuse that involves intentionally creating a toxic environment within the family to control, manipulate, or harm the victim and their children. It can involve deceit (such as, telling children their mother is bad or does not love them), or by undermining the victim's authority and decision-making, in order to damage the parent-child bond and cause mental & physical harm.

Tracking



An abuser may track their victim's phone, or plant trackers, to maintain control over their victims' movements. It can leave the victim feeling trapped and powerless, as they may be unable to escape the abuser's control or protect themselves from harm.

Training Triggers



When an abuser uses physical or verbal reinforcements to train the victim to behave certain ways (for instance, calling victim "stupid" whilst flicking their face, so that they associate physical sensation of being flicked with the belief that they are stupid. Over time, these triggers become subconscious, and automatic, making the victim easier to control.

Unrealistic Expectations



When someone demands perfection from their partner and sets impossible standards around appearance, behaviour, or performance in various areas of life. The abuser may use these to justify punishments, pressure their victim, or make the victim feel inadequate.

Verbal Abuse



When someone uses words, tone, and language to control, manipulate, degrade, or intimidate a partner. It can include shouting, yelling, name-calling, insulting, belittling, or threats. It can be just as damaging as physical abuse, as it can undermine the victim's sense of self-worth, create fear and anxiety, and damage their mental or physical health (for instance, loud shouting causing hearing damage).

Victim Shaming



The act of blaming or criticising the victim for the violence or mistreatment they've experienced (for instance, by suggesting they provoked the abuser, did something to deserve it, or failed to leave the relationship). It can come from the abuser, but can also come from external judgement. It can be incredibly damaging to the victim, as it can reinforce feelings of guilt, shame, and self-doubt.

Victim Silencing



The act of preventing or discouraging a victim from speaking out about the violence or mistreatment they have experienced. It can come from the abuser, but it can also come from others (such as family members, friends, or even members of law enforcement or the legal system). An abuser may threaten the victim with harm if they speak out, disallow conversing with others, or even physically restrain them from speech. It can be incredibly damaging to the victim, as it can reinforce feelings of shame, guilt, and self-doubt, and can prevent them from getting help to escape the abuse and heal from the trauma.

Weaponising Objects



This can involve using an object as a weapon to inflict harm, or breaking objects to cause fear and intimidation. It may also include demonstrating weapons, such as showing off a gun collection, or threatening to use weapons against the victim. This type of abuse can be incredibly traumatic and can leave victims feeling unsafe and fearful for their lives.

Appendix W DA Policy Change (E2)

Page 1

1 Expert 3

Suggestion that there is a section to be included in the policy that supports people post abuse, not just during, and support that may be required short to long term for those individuals.

1

Supporting colleagues experiencing domestic abuse

Page 4

2 Expert 3

Do we need a section on what advice we can give colleagues, perhaps similar to that which are present in the DA policy?

General: Re-ordering the bullet points to read better from the perspective of someone who is currently effected by domestic abuse. Suggest the confidentiality part would be first then the more pastoral care elements then the more process based points last.

3 Expert 2

Will training be available for everyone?

Anonymous

We have yet to identify a suitable awareness resource – if you have any ideas please bring to the working group.

Anonymous

Women's Aid offer training on domestic abuse in the workplace: <https://www.womensaid.org.uk/what-we-do/training/bespoke-training/domestic-abuse-in-the-workplace/>

4 Expert 3

Are people are to self refer to OHS, or have their nominated person refer, if they do not wish for their line manager to carry out this step? Maximises confidentiality and provides an element of further control of the situation for the victim.

Supporting colleagues experiencing domestic abuse

4

2. Roles & responsibilities

2.1 Employee responsibilities

- > Maintain own health and wellbeing (see Wellbeing Policy)
- > Early and regular conversations with line manager (if employee chooses to)
- 3 > Have an awareness of the signs of domestic abuse
- > Ensure fitness for work as appropriate
- 4 > Seek advice and guidance from OHS if their experience has a detrimental effect on their ability to safely exercise the privileges of their licence or perform safety critical duties
- > Seek support from Peer Support, Employee Assistance Programme etc (see support sections 3.2 and Appendix C)

2.2 Manager responsibilities

- > Maintain the appropriate level of confidentiality at all times
- > Ensure regular checks are in place to review and support individuals
- > Make any necessary adjustments to working environment or work patterns/tasks
- > Ensure employees are fit to undertake the duties of their role
- > Ensure awareness of this policy & guidance
- > Listen to the needs of individuals, and be open and willing to have discussions about the impacts
- > Obtain appropriate information and awareness
- > Seek further guidance if required

Refer to Appendix C for further guidance for managers.

2.3 HR responsibilities

- > Maintain the appropriate level of confidentiality at all times
- > Review and update this policy and associated guidance
- > Listen and work with employees and other teams/department as appropriate to support and drive change in relation to how domestic abuse is discussed and responded to within the company
- > Support people managers and colleagues

5 Anonymous

Colleagues may receive direct contact from the perpetrator.

6 Expert 3

Should we include some information about coercive control and gaslighting given how common these forms of abuse are?

Coercive Control: 'an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim' – it isolates victims from support, exploits them, deprives of independency, and regulates everyday behaviour.

Gaslighting: 'The abuser attempts to sow self-doubt and confusion in their victim's mind. Typically, gaslighters are seeking to gain power and control over the other person, by distorting reality and forcing them to question their own judgement and intuition.'

Also include Tech / online abuse.

7 Expert 3

Does this need to be reworded slightly? (i.e. financial abuse is included in paragraph 1 and not, and sexual abuse is included in paragraph 2, not 1). The information could be more succinct?

8 Expert 3

Suggestion that the title to be listed as 'Stalking and Harassment' This is also listed as a criminal offence – do we need to focus on more defined information around the legal side of this section (i.e. police involvement, & security involvement on site (i.e. if the perpetrator tried to access the site or stalked on-site)).

3. Policy

3.1 Introduction

3.1.1 This policy has been developed as part of the company's commitment to support health and wellbeing at work. It covers the internal and external support available to employees experiencing domestic abuse, including appointing a colleague as a point of contact, special leave, adjustments, and signposting to external sources of advice and help.

3.1.2 The purpose of this policy is to:

- Enable support for employees experiencing problems at work arising from domestic abuse.
- Enable employees experiencing domestic abuse to remain productive and at work.
- Assist colleagues of those experiencing domestic abuse.
- 5** • Ensure confidentiality and sympathetic handling of situations at work arising from domestic abuse.
- Help to remove fears of stigmatisation at work for employees experiencing domestic abuse.
- Aid managers seeking to help team members experiencing domestic abuse.
- Provide guidance for managers on how to deal with perpetrators of domestic abuse.
- Raise awareness and understanding amongst all members of staff in the workplace of the effects of domestic abuse.

6 3.1.3 What is domestic abuse?

7 Domestic abuse is defined as any incident of violence, abuse or threatening behaviour between adults who are, or who have been, intimate partners or family members. It is a misconception that domestic abuse is only violence, it can take many forms including gaslighting and harassment. Often it is a pattern of behaviour characterised by the misuse of power and coercive control. Commonly, domestic abuse can include physical, psychological, emotional, technological (online) and sexual abuse. However, it can also be a one off, single incident.

In the workplace, there may be colleagues who have experienced or are experiencing domestic abuse, and those who may be perpetrators of domestic abuse. Domestic abuse can affect an individual's work performance and **we** take responsibility for health, safety, and welfare at work very seriously, and seek to provide support to those affected.

8 3.1.4 Stalking

Stalking is a type of domestic abuse, often by ex-partners or by someone with prior acquaintance with the person believed to be stalking (Suzy Lamplugh Trust). There is no typical profile of those found to have stalked another, and anyone can be a victim.

Stalking can be following a person, spying, sending unwanted gifts, forcing contact, damage to property, unwanted communication (including via social media). Stalking can curtail a person's feeling of freedom, and cause feelings of fear, anxiety, and distress.

Appropriate support for an individual should be offered and may take a similar form to the support outlined for those experiencing domestic abuse. See internal (3.2) and external support sections (appendix B).

9 Anonymous

Family dynamic doesn't necessarily change as the child becomes an adult.

10 Expert 2

Financial support fund? (if money was being withheld as part of the abuse to enable them to secure a safe place to live, etc?).

3.1.5 Child/adolescent on parent abuse

9 This can mean behaviour used by a young person to control, dominate, or coerce their parents/carers. It can be threatening and intimidating and can put family safety at risk. Whilst it is normal for adolescents to demonstrate healthy anger, conflict, and frustration during their transition from childhood to adulthood, anger should not be confused with abuse or violence. Abused parents can have difficulty admitting their child is abusive; they may feel ashamed, disappointed, humiliated, and blame themselves.

Anonymous
Possible but not straightforward (HR can assist).

11 Anonymous

How will the contact details of the 'nominated person' be communicated (in policy)?

Anonymous
Someone in the workplace, potentially not the line manager, who acts as the first port of call for support for the individual. If we don't want to include this.

Anonymous
Very often victims don't recognise they are a victim and seek support for other reasons so Health Assured, CIT or OHS may be their first point of contact.

12 Expert 3

Exception: if suspect someone is about to cause immediate harm to another person or themselves.

Specialist support is available via Family Lives: www.familylives.org.uk

3.1.6 Potential indicators of domestic abuse

The following list shows some of the behaviours and signs that an individual may show if they are experiencing domestic abuse (this list is not exhaustive):

- Poor timekeeping, late or missing meetings, increased absence levels
- Change in behaviour, attitude, confidence, errors
- Distracted
- Suspicious injury or attempts to disguise an injury through clothing and make-up
- Partner/family member always present and answering for the person
- Depression/mental health concerns
- Alcohol and drug abuse
- Self-harm
- Anxiety and self-neglect
- Regular non-attendance for appointments
- Restrictions on access to money
- Restrictions in relation to work, education and social life
- Children having issues such as behavioural difficulties, being withdrawn or sleep problems

3.2 Internal support

10 3.2.1 In order to support employees who experience domestic abuse, we will:

- Signpost the Peer Support and Critical Incident Team (the CIT have specialist training on domestic abuse).
- Offer access to counselling via the Employee Assistance Programme and other support to employees perpetrating domestic abuse who seek help.
- Undertake to raise workplace awareness of domestic abuse issues through a programme of regular information initiatives.
- Where possible, organise access to IT equipment and websites for individuals to access appropriate support.

11 **Removed:** A chosen person can be the confidential first point of contact for employees who wish to seek support in these circumstances. The chosen person must respect individuals' wishes, since affected employees must be allowed to decide their own course of action at every stage. The individual will be fully involved in any decision to have a 'chosen person' for the purposes of providing support to them, they may decide not to have a first point of contact, it will depend on the circumstances. The chosen person should not attempt to provide counselling themselves but can signpost to appropriate support pathways. All information relating to an individual who is experiencing, or has experienced, domestic abuse should be treated in strictest confidence by the nominated contact and not divulged to anyone, including the employee's manager or a counselling service, without the individual's express permission. There may be exceptions to this, such as the requirement to provide information as part of a Police investigation and/or if there is significant concern for an individual's safety.

12

13 Expert 3

Employee may be uncomfortable with speaking with LM; manager might be the perp; victim could fear men/women (depending on who abused them) / may only want to speak with specific person/sex.

Anonymous
I understand the sensitivity but it's difficult to make temp changes to an individual's work pattern without involving line manager. It'll depend on circumstances (e.g. remote workers could from the office, but we can't cover all basis in policy).

14 Expert 3

Suggestion to amend sentence wording to: 'if appropriate, employees are encouraged to discuss such requests with their line manager'.

15 Expert 3

Question on how disciplinary procedures should be carried

3.3 Temporary adjustments (short and longer term)

3.3.1 Attendance and performance management

It's recognised that those experiencing domestic abuse may need to be absent from work at times and will support them using company time off provisions.

13 Individual absences can be discussed and agreed between the employee and a member of their management team, with HR support where appropriate. This might include:

- Special leave for appointments with support agencies or solicitors, to arrange rehousing, to change childcare arrangements and for court appearances.
- A communication plan where time off is needed (for example, it may be useful to have a method of contacting the employee outside of work as contacting them at home may not be appropriate).
- The sympathetic treatment of distracted behaviour, poor timekeeping and unplanned absence that may result from abuse.
- Consider making an OHS referral to get advice if appropriate.

3.3.2 Flexible and agile working

14 Individuals may find it beneficial to submit a flexible working request for either a permanent or temporary change to working hours and/or pattern as this may assist with the impacts of domestic abuse (please refer to the Work and Family policy for more information). Requests for flexible working could include asking for:

out: ideally not without the express permission of the victim, especially if it could increase the risk of harm/further abuse from the perpetrator (could antagonise situation / breach confidentiality). Paragraph requires more clarity. Risk in this wording that may prevent victims from wanting to reach out to the business for support.

What are the laws re; introducing a disciplinary procedure? Can we actively apply that procedure if it's technically nothing to do with the business? Open to tribunal risk?

Thought: People who know of the perpetrator outside of the relationship commonly do not believe they are perpetrators because they are good at persuading others they are charismatically nice people.

Anonymous

We would only use disciplinary process if there has been alleged misconduct in the workplace, or impacting the workplace (e.g. reputational). Only be relevant where both parties both work for us, and only if there is misconduct relating to work/in the workplace alleged.

- A change to the pattern of hours worked
- Agile working/temporary flexible working arrangement
- A temporary change to work location
- A reduction in working hours
- More frequent and longer breaks (adjustments in workload and tasks can help to tackle concentration lapses)

15 Employees should discuss such requests with the management team to establish what may be possible. Depending on the circumstances, requests may be approved on a permanent or temporary basis.

NATS has introduced agile working which may also be beneficial for those impacted by domestic abuse. This is a more informal and ad hoc arrangement than submitting a request for flexible working and is not possible in all roles within the business, so individuals are encouraged to explore what is likely to best meets their needs with their manager and/or HR Business Partner.

An abusive partner may try to prevent the employee from attending the workplace. Managers should be aware this could be a factor if an employee appears reluctant to come to work. When an employee is working from home, they may welcome their line manager checking in with them remotely on a regular basis. However, managers should be aware that the employee may not be able to speak freely if the alleged perpetrator of abuse is in the home, and that person may be able to access their emails. The employee may have a preferred method of communication, which they can be sure is private.

Unmarked

Page 7 of 14

Page 8

16 Expert 3

Clear information and definition required on when breaches of confidentiality will be deemed necessary (i.e. if the victim is in immediate danger of harm, or is at risk of causing someone else harm).

17 Expert 2

Who makes the decision that there is significant concern; so do not need employee consent?

Anonymous

I would think it would be LM / HR. Not sure if Peer Support would take such action?

3.3.3 Security and safety

NATS will protect the safety and security of all employees at work, including those affected by domestic abuse and their colleagues.

It is the aim to foster a supportive and open management culture to encourage employees to share their concerns so that appropriate support and protection can be put into place to avoid situations that could trigger abuse. This may be accommodating a change in work pattern or not needing to undertake certain activities, avoiding the need for employees to work overtime without reasonable notice (a late return home is one of the common triggers for domestic abuse).

16 In the event that both parties work for us it may be necessary to arrange different working locations/patterns (other actions that may assist with the circumstances should also be explored). It may also be appropriate to use the Respect at Work policy or take disciplinary action if an incident of misconduct in the workplace, for example, occurs. This will depend on the circumstances of each case.

In cases where the other party is not employed by us (or an associate organisation that co-locates) steps should still be taken to ensure that the employee and their colleagues are not at risk in the workplace. Such measures should include reinforcing security measures in place at our sites.

All employees must also be reminded that they should not answer enquiries from members of the public about their colleagues working hours or arrangements.

3.3.4 Data protection

When an individual experiences domestic abuse, any personal data collected is in accordance with data protection requirements. Data collected from the point at which NATS becomes aware of the issue is held securely and accessed by, and disclosed to, individuals only for the purposes of providing the necessary support as per the company GDPR policies such as the [Employee Privacy Notice](#) and GDPR Policies.

3.3.5 Confidentiality

17 All information relating to an individual who is experiencing, or has experienced, domestic abuse should be treated in strictest confidence and not divulged to anyone, including the employee's manager or a counselling service, without the individual's express permission. There may be exceptions to this, such as the requirement to provide information as part of

a Police investigation and/or if there is significant concern for an individual's safety. Consideration to disclose personal information for the protection of the individual (or others) will be discussed with the individual concerned with any justification clearly explained before any information is shared. Consideration to share information should be made with input from HR and OHS if applicable.

The dangers associated with breaches of confidentiality in domestic and sexual violence cases can be extreme. Alleged perpetrators of domestic abuse may go to great lengths to obtain information on the whereabouts and movements of a current or ex-partner.

Page 11

18 Anonymous

Could we add some links to Women's Aid here?

<https://www.womensaid.org.uk/information-support/>

Am I in an abusive relationship?
<https://www.womensaid.org.uk/information-support/the-survivors-handbook/am-i-in-an-abusive-relationship/>

Making a Safety Plan:
<https://www.womensaid.org.uk/information-support/the-survivors-handbook/making-a-safety-plan/>

18 Appendix B: External Support

External support

3.4.1 In addition to the Employee Assistance Programme, **external sources of help and support for employees and managers are signposted below, including information on:**

- [Respect](#), which provides practical information and advice on domestic violence for perpetrators, the abused, health and social care professionals, and family and friends
- [the National Domestic Violence Helpline](#), which provides advice for those experiencing domestic violence
- Business in the Community's [domestic abuse toolkit](#) which helps ensure all employees feel supported and empowered by their workplace to deal with domestic abuse
- Government advice and guidance for those who are experiencing or feel at risk of [domestic abuse during the coronavirus \(COVID-19\) outbreak](#).
- Home - Scotland's Domestic Abuse and Forced Marriage Helpline (sdfmh.org.uk)
- Aurora Aurora New Dawn | Support for domestic abuse, sexual violence, stalking (aurorand.org.uk) <https://www.aurorand.org.uk/>
- Suzy Lamplugh Trust - | Suzy Lamplugh Trust
- National Stalking Helpline (0800 802 0300)
- Paladin – National Stalking Advocacy Service (paladinservice.co.uk) or 0203 8664107
- Women's Aid - Women's Aid (womensaid.org.uk) or info@womensaid.org.uk
 - Am I in an abusive relationship?
<https://www.womensaid.org.uk/information-support/the-survivors-handbook/am-i-in-an-abusive-relationship/>
- <https://young.scot/campaigns/national/thatsnotok>
- **If in immediate danger, call 999**

Page 13

20 Anonymous

Have regular check ins with the employee. DA can create feelings of isolation and paranoia, regular check ins with a manager may provide stability, an opportunity to talk and reinforce workplace.

Appendix B: Guidance for managers

1. Managers have a crucial role in enabling employees experiencing domestic abuse to seek help. Training for all managers in handling sensitive issues (including domestic abuse), raising awareness of domestic abuse in teams, and operating the procedures for handling instances of domestic abuse is available via the external support services listed in Appendix B.

Should there be a sentence in here to consider those on maternity leave? DA is often known to escalate during pregnancy and after the birth of a child.

22 Anonymous

Have an agreed safe plan to implement if the employee is late.

23 Anonymous

Consider specific number for calls rather than 'withheld'.

24 Anonymous

A hand signal was suggested during COVID, it may be appropriate to agree use of a hand signal: <https://news.sky.com/story/the-simple-hand-signal-that-lets-people-know-youre-in-danger-and-otherways-to-ask-for-help-12243563>

20 2. A manager should:

- Be aware of the potential indicators of domestic abuse (see policy section 3.1.6).
- Ensure the safety of the employee in the workplace, and regularly check in with them to make sure any arrangements put in place for them are still relevant.
- Protect confidentiality in all instances (except in the requirements of child protection) – see policy section 3.3.5.
- Identify employees experiencing difficulties as a result of domestic abuse (for example, using regular performance appraisal, or by fostering an open management culture that enables team members to disclose sensitive issues).
- Provide support in the first instance, including specific advice on the options available, but also recognise the limitations of their role (referring to professional counsellors or experts where necessary).
- Refer individuals to the appropriate internal or external source of help and support.
- Ensure that the safety of all employees in the team is protected.

21 21. Enable the affected employee to remain productive and at work during a difficult period in their domestic life, for example by using the organisation's special leave policies and procedures if appropriate.

- In discussion with the employee, consider practical arrangements that may be appropriate such as; agree whether any information should be provided to colleagues, temporary or permanent change to working pattern and/or work tasks, change to an employee's email address and work contact details, liaise with Security colleagues to ensure safety in the workplace, avoiding lone working if considered necessary.

22 3. If a team member wishes to confide in their line manager and seek support the following points can be useful to note and discuss:

23

24 24. Managers should ensure it is safe to ask about domestic abuse and ensure that the conversation cannot be overheard by anyone, particularly if the discussion is virtual. (See section on Safe Plans).

- Do the employee and alleged perpetrator live together?
- Do both parties work for us?
- Has local/other support been identified and sought?
- Does the employee believe they are at risk when in the workplace?
- Is the employee concerned that the alleged perpetrator will come to their workplace?
- Does the employee believe they are being stalked?
- Is the employee concerned for their safety whilst commuting to and from work?
- Does the employee require any time off for appointments relating to their situation?
- Are there any adjustments that can be made to the employees' role and/or working pattern that may assist?
- Are there any forms of communication that are best avoided?

19 Anonymous

Remove 'Forms of Abuse & Potential Indicators' table (Appendix M). Replace with ext. support details.

Expert 3

Suggestion that it is removed completely. From a victims' point of view, reading such information can be triggering of emotions and memories of abuse. Perhaps this information should be kept within the training materials, not openly on the policy – same for the potential indicators. If a decision is made that this information should be kept in, suggestion on different formatting and further detail.

Anonymous

Some of our HR polices have list in the appendices, fo example discipline to highlight what may be an indicator. Equally, we could just direct to websites as most DV sites will have indicators listed.

Anonymous

Happy to remove if the majority agree this section isn't needed and/or is potentially harmful. This was included from another policy example, and was intended as a way to raise awareness.

Anonymous

Or could 'Forms of Abuse' be a separate document on a hyperlink. 'Examples of domestic abuse can be accessed on the following link'.

Anonymous

I agree and would like to see this removed completely with a link to a DA website or similar

Anonymous

I agree it should be removed, but keep the 'Potential Indicators'. You could also add this link to Women's Aid:

Am I in an abusive relationship?

<https://www.womensaid.org.uk/information-support/thesurvivors-handbook/am-i-in-anabusive-relationship/>

19 Forms of Abuse & Potential Indicators (Appendix M)

PHYSICAL

- Punching
- Shoving
- Hitting
- Drowning
- Biting
- Beating
- Pushing
- Choking
- Stabbing
- Rape
- Burning
- Scalding
- Denying sleep

THREATS

- To kill the victim
- To kill or hurt victims children
- To abuse children
- Withhold care if ill or disabled
- To find victim if they leave
- To have victim locked up
- Victim is mad/unfit
- Blame victim for breaking up family
- Turn children against victim
- Abuse victim in front of children
- Smash or burn everything
- Mutilate

EMOTIONAL

- Jealousy
- Telling victim, they are worthless
- Boasting about abuse to friends
- Forcing to do things at exact times, in exact ways
- Undermining
- Telling victim, they are a bad parent
- Telling victim, they couldn't manage on their own
- Repeated criticism
- Online abuse/social media

SEXUAL

- Rape
- Anal rape
- Forcing sex when ill or tired
- Forcing sex with others
- Forcing to mimic pornography
- Using unwanted objects during sex
- Forcing sex with friends
- Forced prostitution
- Forcing to be photographed

ISOLATION

- No visitors, friends, family
- Locking in house/room
- Not allowed to work
- Not allowed to attend college/uni
- Not allowed to do hobbies
- Accompanying victim to and from work
- Victim not allowed out on own
- Not allowing victim to talk to anyone
- Walking victim to the toilet

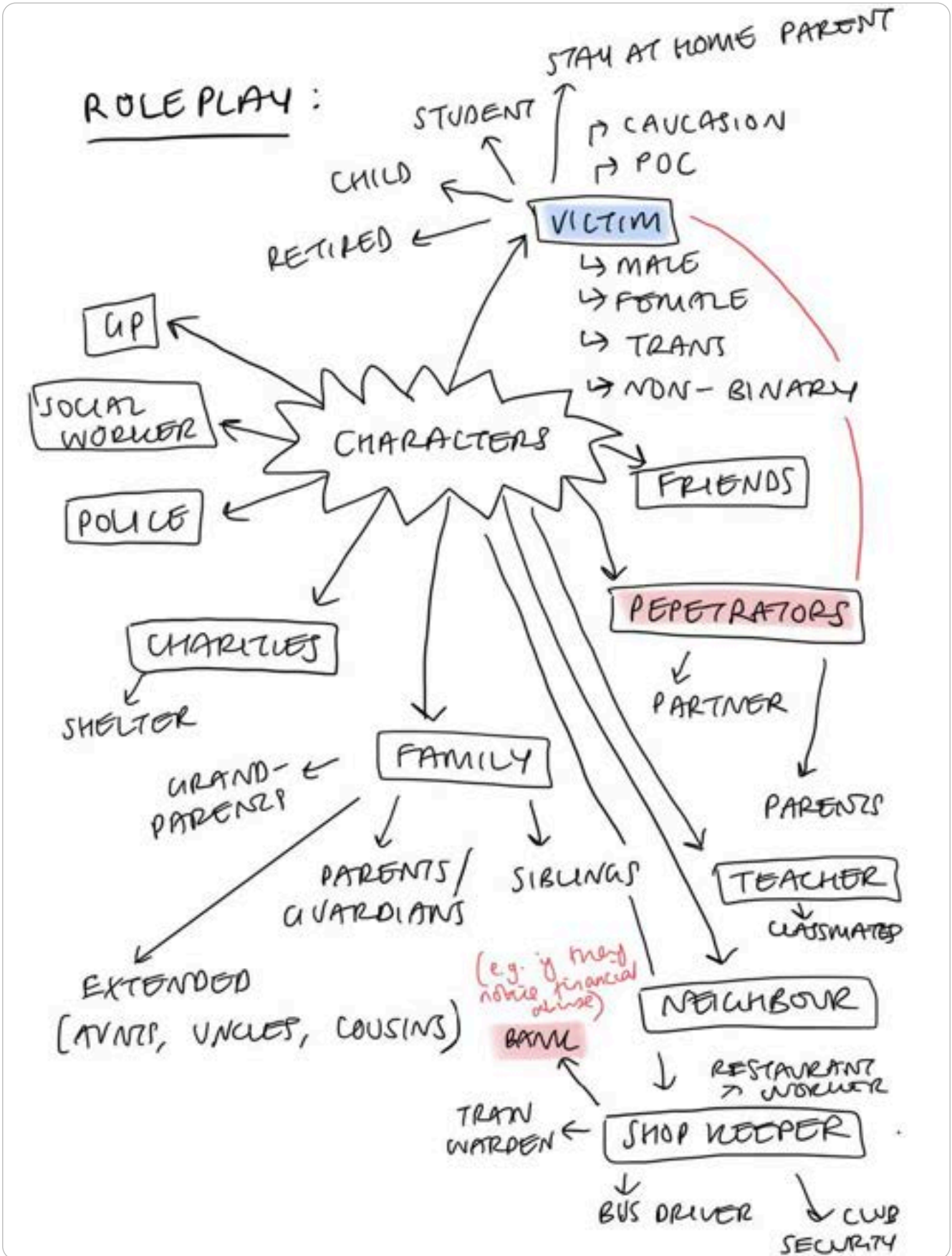
FINANCIAL / ECONOMIC

- Making victim beg for money
- Threatening to kick victim out of house
- Withholding information about finances
- Running up debts in victim's name
- Withholding money for basic necessities



POTENTIAL INDICATORS

- Poor timekeeping, late or missing meetings, increased absence levels
- Change in behaviour, attitude, confidence, errors
- Distracted
- Suspicious injury or attempts to disguise an injury through clothing and make-up
- Partner/family member always present and answering for the person
- Depression/ mental health concerns
- Alcohol and drug abuse
- Self-harm
- Anxiety and self-neglect
- Regular non-attendance for appointments
- Restrictions on access to money
- Restrictions in relation to work, education and social life
- Children having issues such as behavioural difficulties, being withdrawn or sleep problems

Appendix X Initial Idea (Roleplay Workshops)



Appendix Y Brand Identity (T3 Experiments)

EDNA	Edna	Edna.	
edna.	EDNA	EDNA	
≡DNA	EDNA	EDNA	edna



Brand Identity (T3 Comms)

1



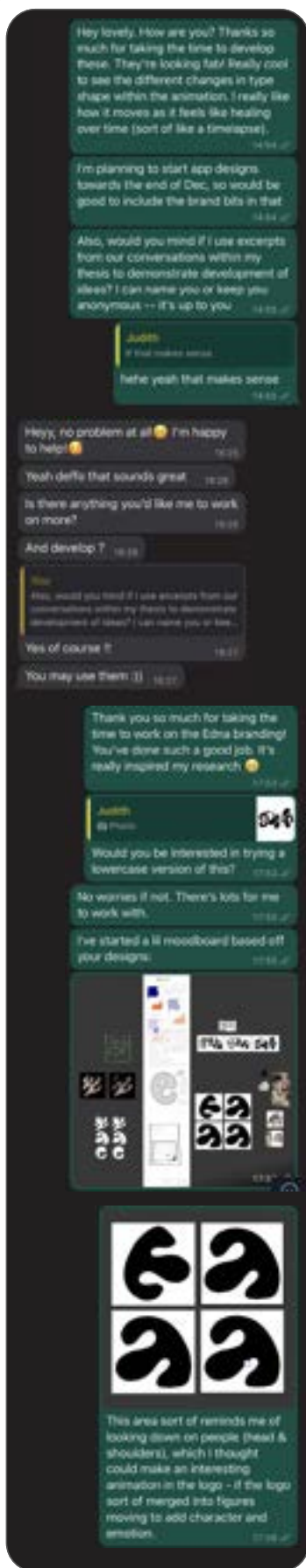
2



3



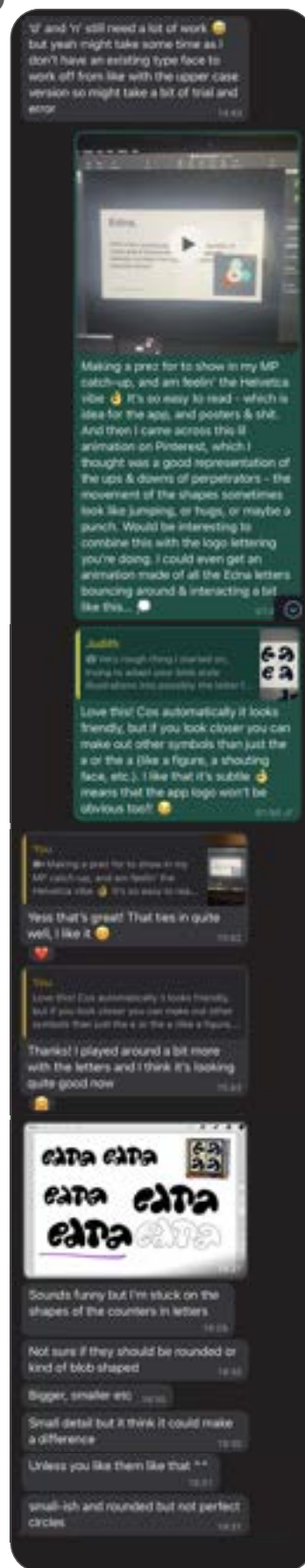
4



5



6



7

Judith
Maybe some design elements or something social media?

Probs gonna steer clear of social media for now, unless it's advertising the app to download. Originally, I wanted to make a big campaign with posters raising awareness of DV, with short films, collaborations with lots of artists & social media stuff to really shout about it... but after researching into it more & chatting with survivors, I realised if I'm going to actually make an impact to the correct audience, then I need to get the messaging straight to them. So at the moment, I'm researching into touchpoints to figure out how's best to promote it. But I'm thinking the main focus needs to be on promoting the app to victims & survivors, and without making it overly obvious to perpetrators... it's a tough one to solve.

Anyways, I'm rambling... basically will hold fire on social. But would love to explore some colour palettes. One of my participants is doing her PhD on intimate partner violence and is about to publish her groups report, which she shared with me, and it's literally blood red. And we were like "well this is inappropriate" - deflo not suitable for the target audience. Don't wanna trigger them on the first page - so basically aiming for calming colours. So would be awesome if you could help with these? I tried looking into colours then promote openness" yesterday (as I was considering the best ways to encourage users to use the space honestly), but couldn't really find anything. But to me, this feels like light blues. Gentle colours...

Structures Surrounding the 'User' in User Engagement, Gender-based Violence Design Engagements

This is a preview of the red design I was talking about (have scrubbed out names in black just in case they don't want to be identified).

Tim
Probs gonna steer clear of social media for now, unless it's advertising the app to download. Originally, I wanted to make a big...

Yeah I agree, some good points you made deflo about touch points and colours.

I can explore some more colours

Meanings etc... see what works :)

Judith
For now I'm all good but maybe in the future I will let you know

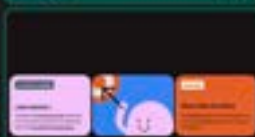
Sounds good!

Judith
I can explore some more colours

That would be awesome! Excited to see what you discover

8

Hello again! I've just pinned a bunch of logotypes/colour maps to the branding board on Pinterest: <https://www.pinterest.co.uk/822686669/branding/>



This one is adorable! Love the colours too. It feels upbeat, it grabs attention (to help the user focus during stressful periods), but isn't too alarming. The pink & blue calm down the orange nicely (vibrant colours to be used in considered locations on the app).

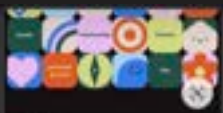
Tim
This one is adorable! Love the colours too. It feels upbeat, it grabs attention (to help the user focus during stressful periods), but isn't too alarming. The pink & blue calm down the orange nicely (vibrant colours to be used in considered locations on the app).

Love these colours!!!

Deflo the lavender is a good direction to take, calming but still vibrant

And the blue

And love the orange of course, orange is my colour hah



Edna
Dual activation mobile app - Concept

Just seen this as from the link you sent. I absolutely love these colour ways. I actually saw a post the other day using the lime and forest green combo and I loved it!

Also the pink and dark lavender/blue-ish combo is very cute, very in row I think

Judith
Deflo the lavender is a good direction to take, calming but still vibrant


Totally agree. Lavender is renowned for its calming properties

Tim
Just seen this as from the link you sent. I absolutely love these colour ways. I actually saw a post the other...

Same! big fan of the contrasting greens. Again calming with the colour green having a strong association to nature

Judith
Also the pink and dark lavender/blue-ish combo is very cute, very in row I think

Yes, deflo on-trend. Which I would usually try to avoid, but I think in the context of promoting adoption of the app, it's a good thing to be on-trend. It'll help get people using it.



9



I'm enjoying these colour-combos too (also saved to the Edna 'branding' board on Pinterest)



Will also need to consider how colours will work in light & dark mode...

Tim
I'm enjoying these colour-combos too (also saved to the Edna 'branding' board on Pinterest)

I love this aesthetic

I think it's good idea to use the lavender and blue and then we can decide on a more bright pop of colour

Tim
Photo

Although I'm liking this more simplistic colour scheme

With the mint

Tim
Photo

I also love these colours, on their own but, do you think they look a bit dull? Just something to think about

Judith
Although I'm using the more simplistic colour scheme

We could try one lavender / blue option and one simpler green / greys version like this?

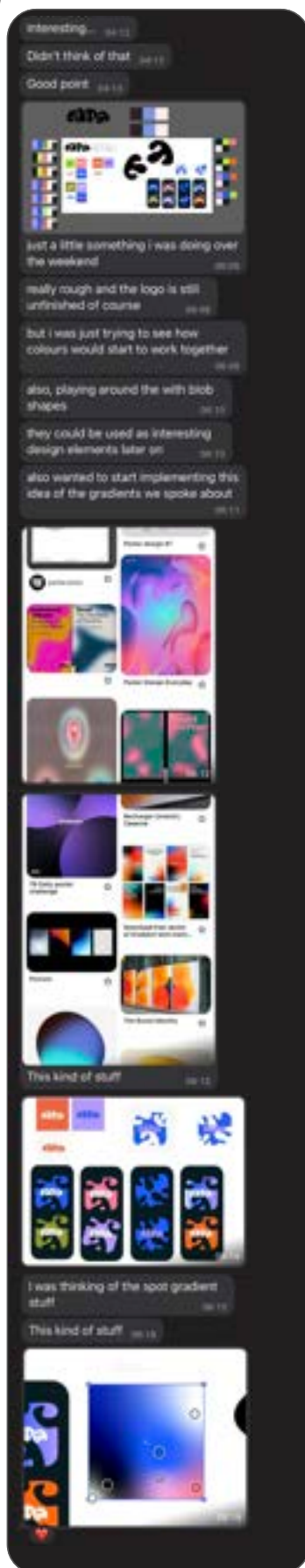
Judith
I also love these colours, on their own but, do you think they look a bit dull? Just something to think about

I think you're right. I really like them, but might not be appropriate for use in the app. It needs to be engaging and easy to differentiate between colours. Muted colours like these, whilst obviously different, sort of merge together because of their similar shades.

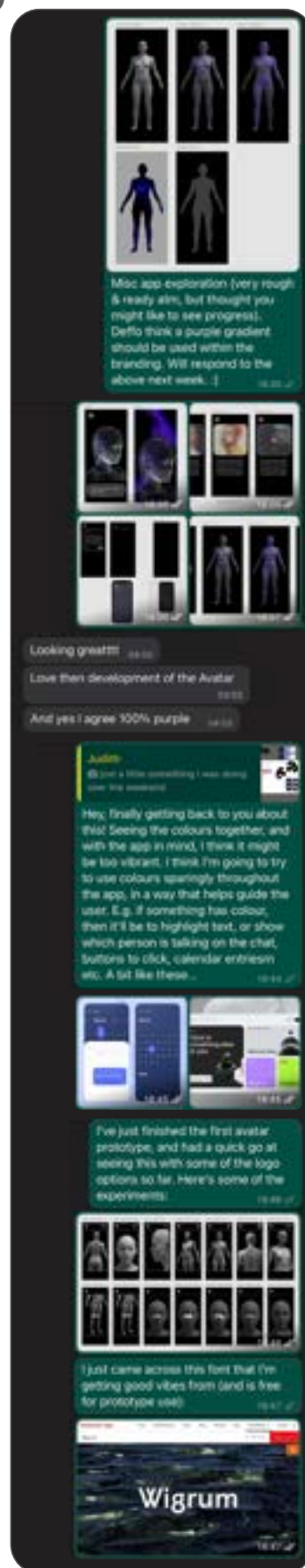
Hey, just had a thought about the Edna palette... that some blues might be associated with the police (flashing sirens, police vests, etc.), so probs best to avoid those shades.



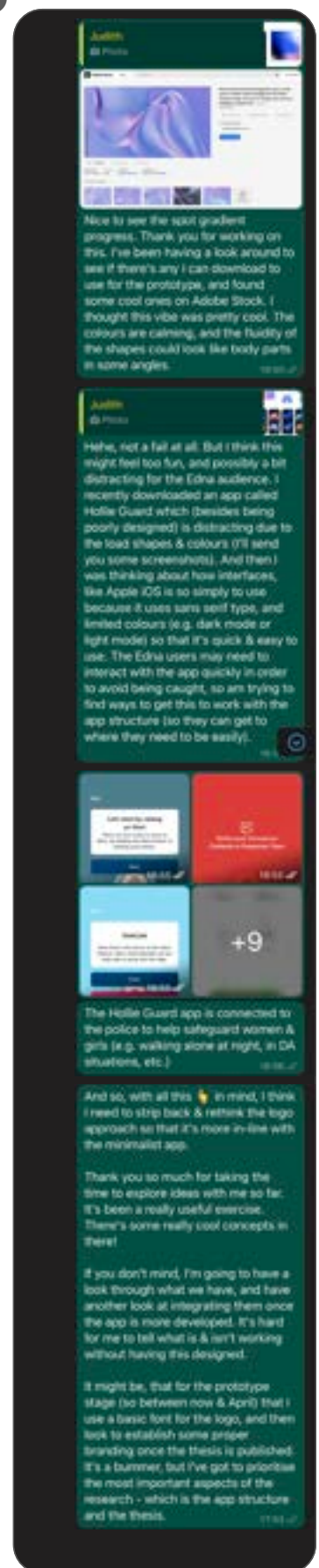
10



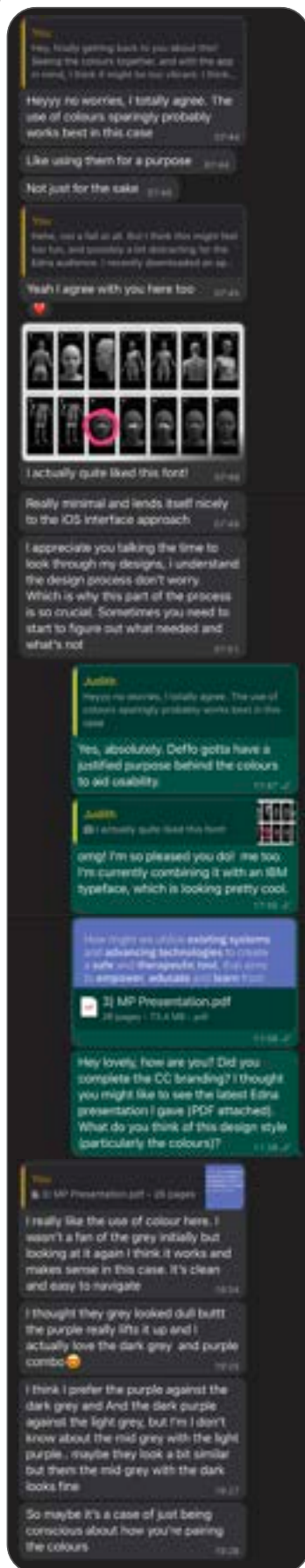
11



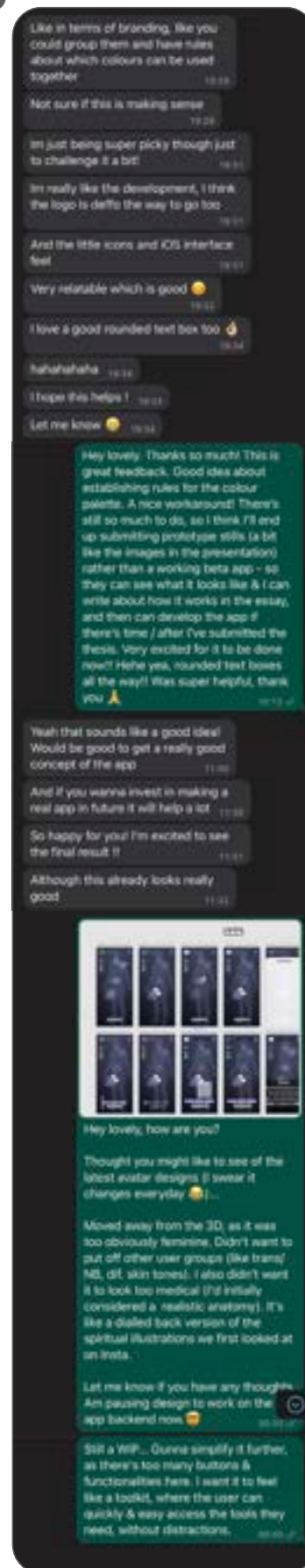
12



13



14




15



16

Judith
Unless they can specify in more detail where they click on the body part


Really good point. I did have a mock-up where they could create an impact area by tapping or dragging the points, as well as editing the amount & placement below, but thought this was over complicating things ...



A bit like this

Judith
Ignore the red but in the middle but like they gradient switching the anatomy but it's still doesn't look obviously female or male

Yes, this is a good idea. Exp as it hides the boobie too. I could look to add gradients to the impact points.



To these

Judith
Again, just me being picky shenanigans just asking how much you can do with it & it looks really great!

Thank you so much. Always worth getting another eye to see what's missing / not working.

I think the main points to consider are: making sure the user knows which body part they're clicking on, and making it less fenn / adding gradient

Whenever they click on the body part, a label appears next to it. Currently this says: kick, punch, etc. On some mock-ups this goes into more detail about the placement (e.g. kick, right thigh, front body) when the user clicks on the point again. They can then either click & drag the point to move it to a different body part, click and hold to make the impact area larger, or use the buttons that appear at the bottom to change the impact type (e.g. kick), placement (e.g. right thigh, front body). Initially I thought she's buttons were over complicating things, but it's probably a good idea to have there so the user has all the info, and can amend it if they need. This means they can change details using the buttons that appear, or by directly interacting with the points.

Yeah I agree

17

Have a play about with adding a type of gradient

And perhaps it's not a bad idea to have a feature where the user can add more detail if they want

Always better to have the option than not maybe, they don't HAVE to use it but if they want to it's there

But the app would work the same either way

Judith
Always better to have the option than not maybe, they don't HAVE to use it but if they want to it's there

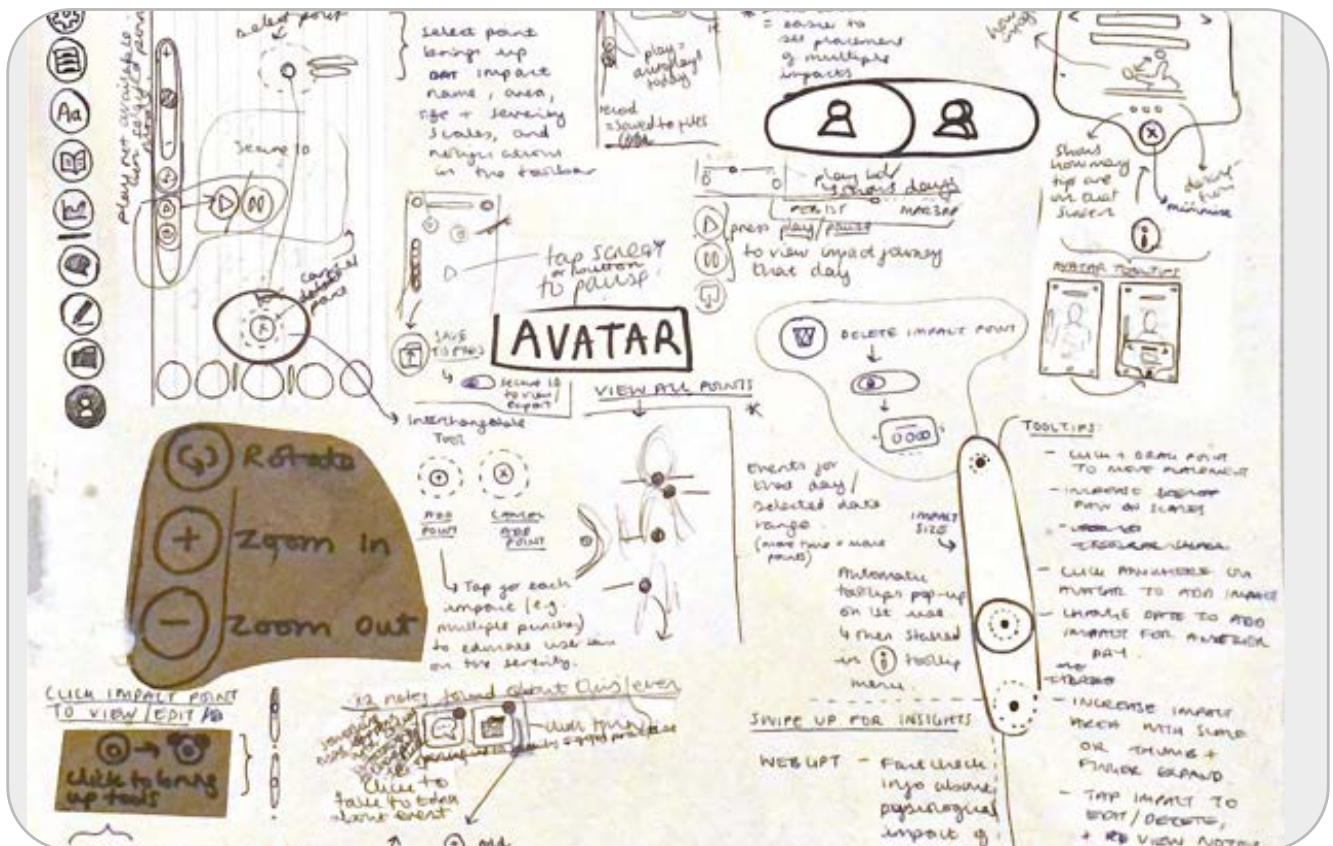
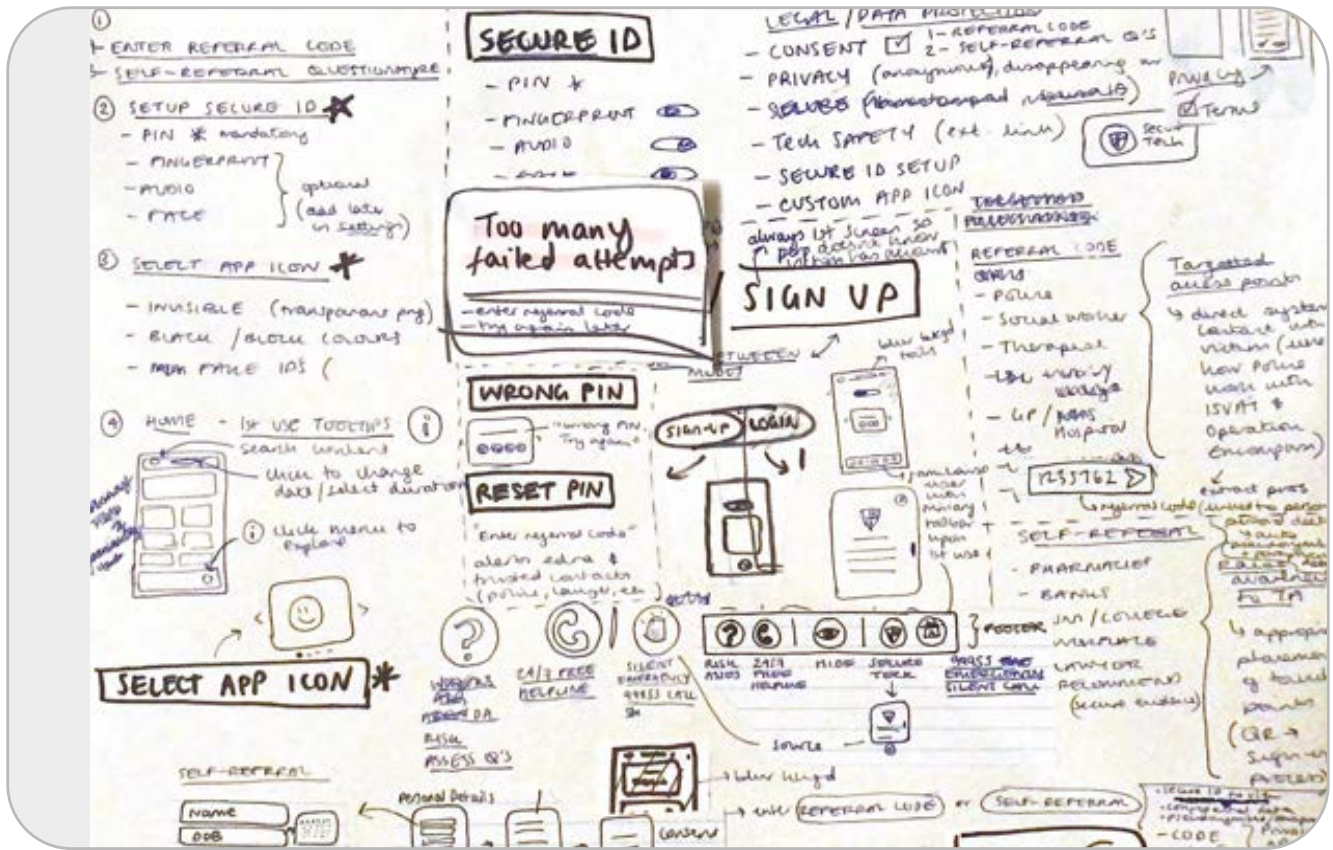
Maybe to a certain limit as in terms of actually building the app and it maybe become more complicated

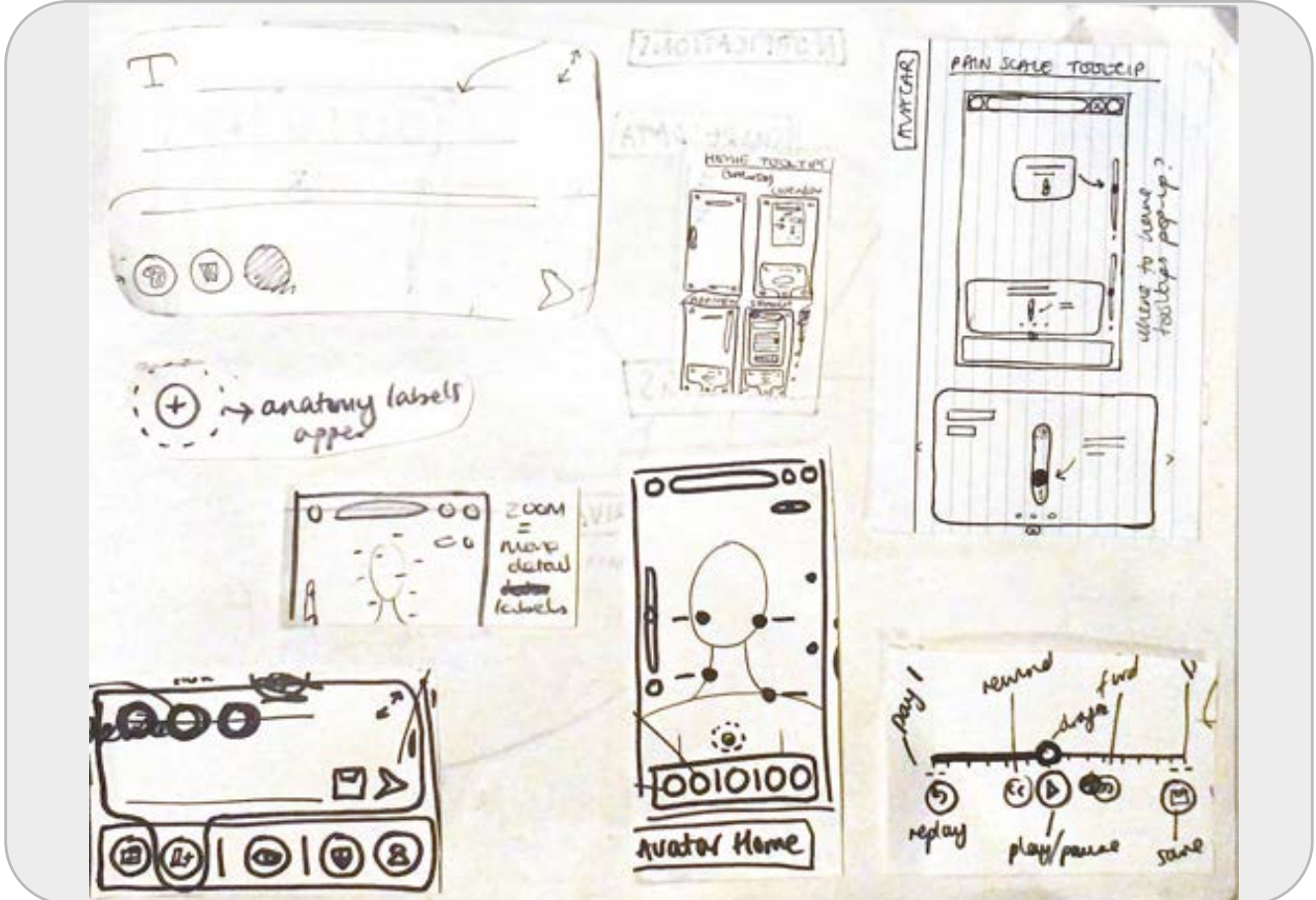
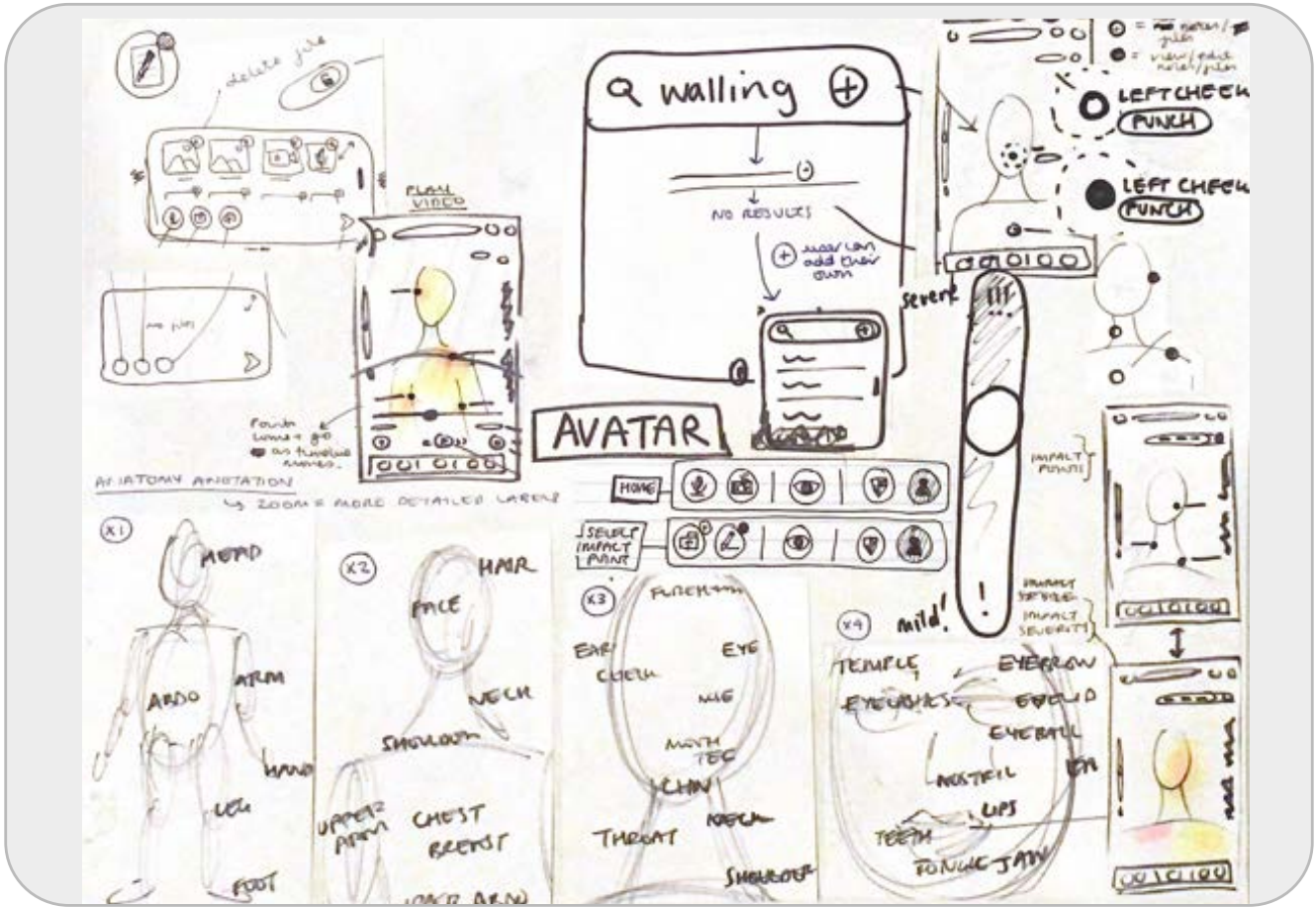
Hello! I think you're right, it's good to give them the option. I've been working on the wireframe & content hierarchy which has really helped me figure out what needs to go where. I was getting stuck on the designs above because it was focused too much on the style rather than the function. So now I'm making the template, and then adding the aesthetics. My brand! haha

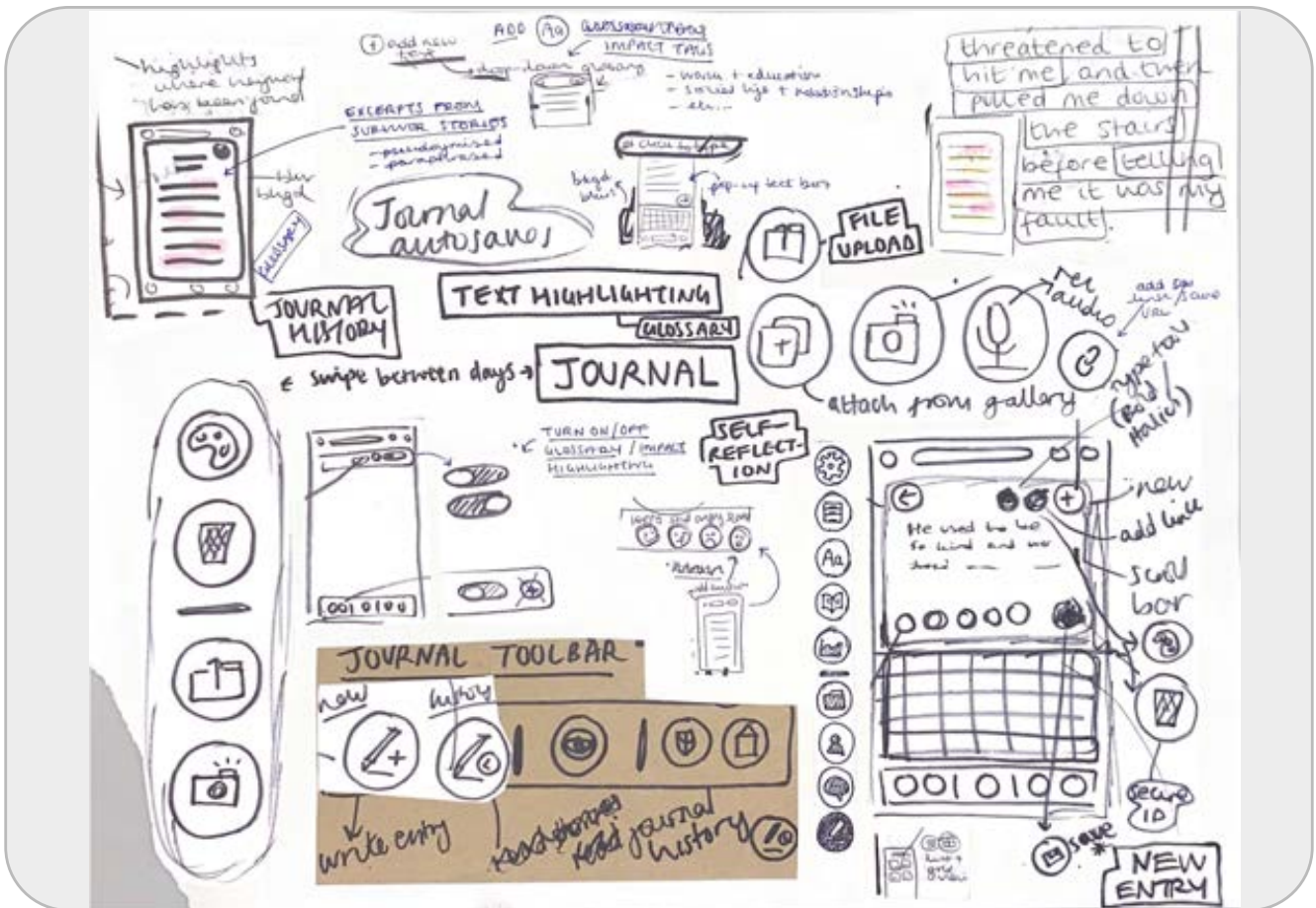
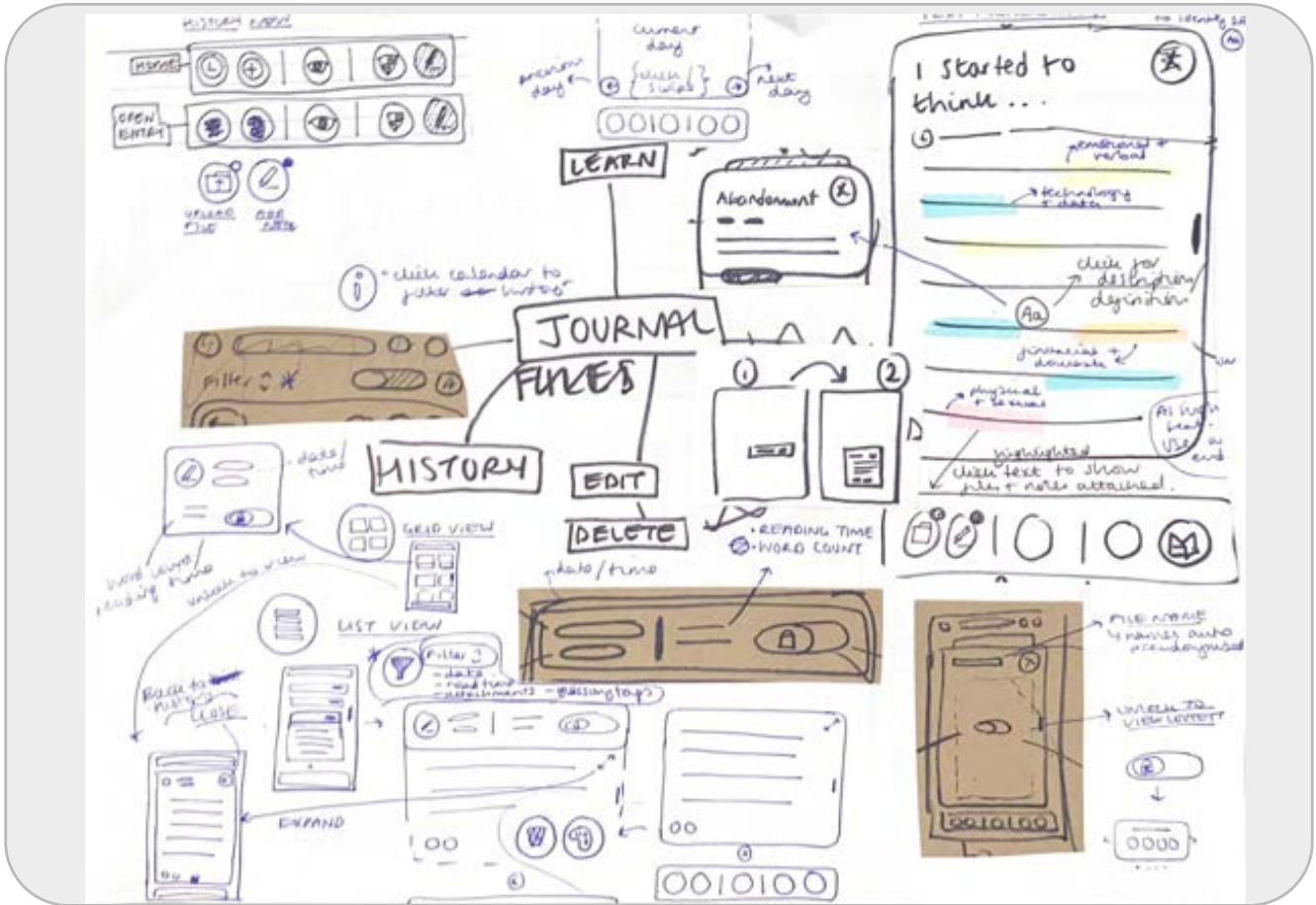
Judith
Maybe to a certain limit as in terms of actually building the app and it maybe become more complicated

This is true, and slows down load times!

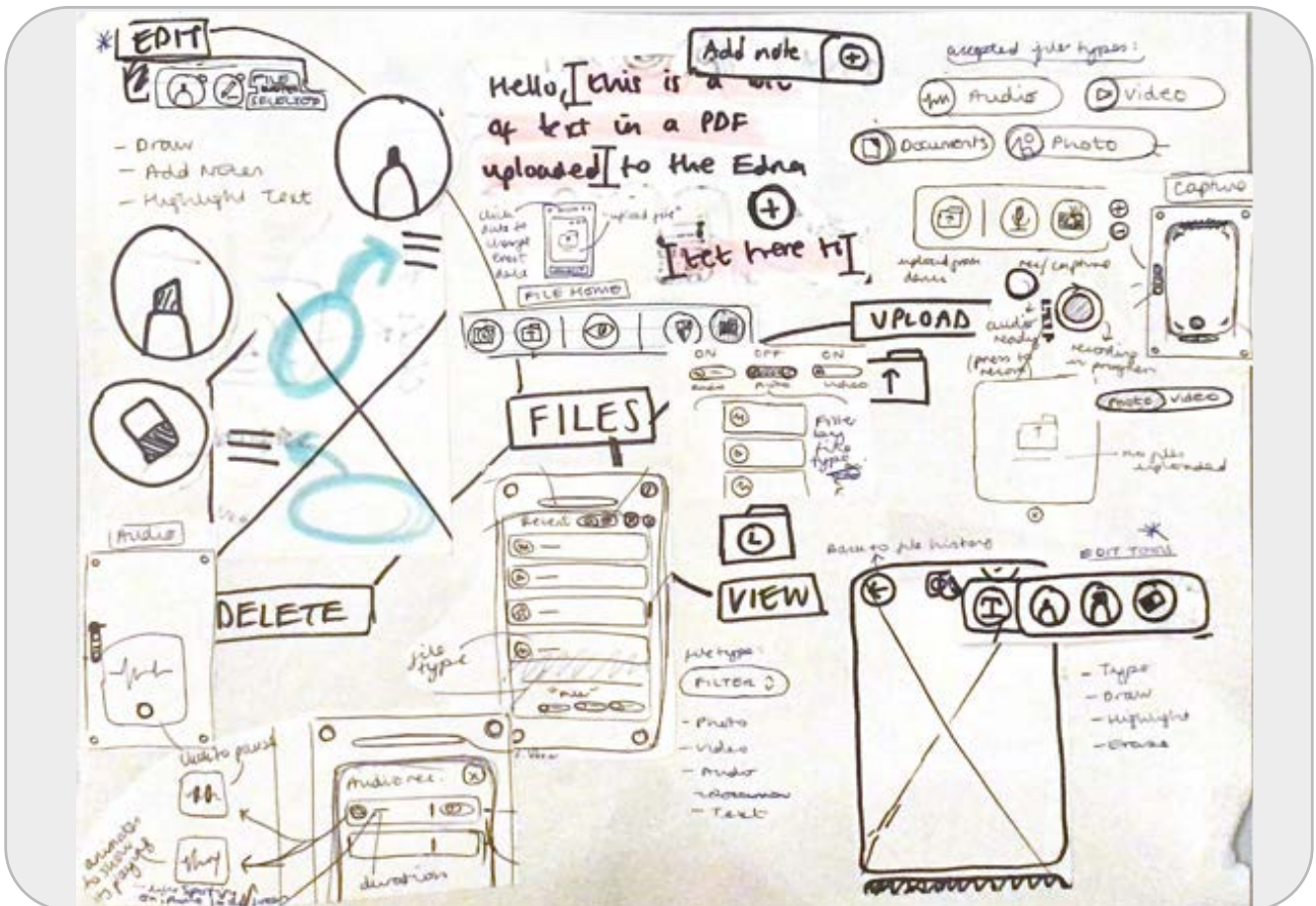
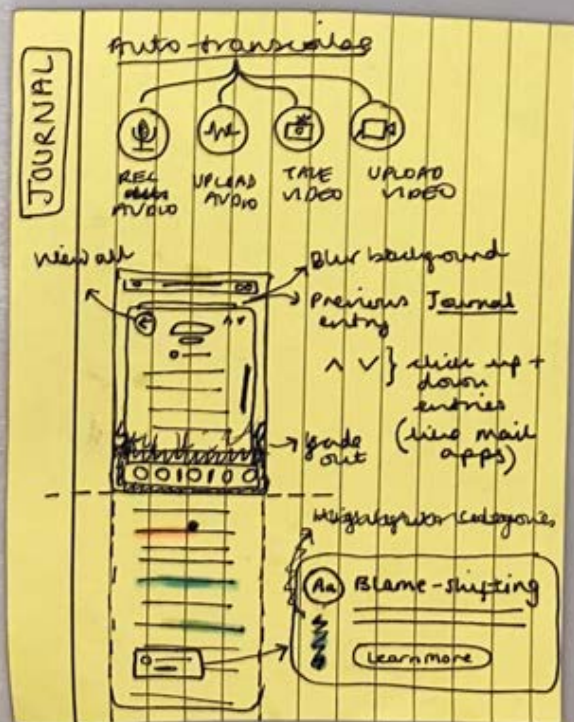
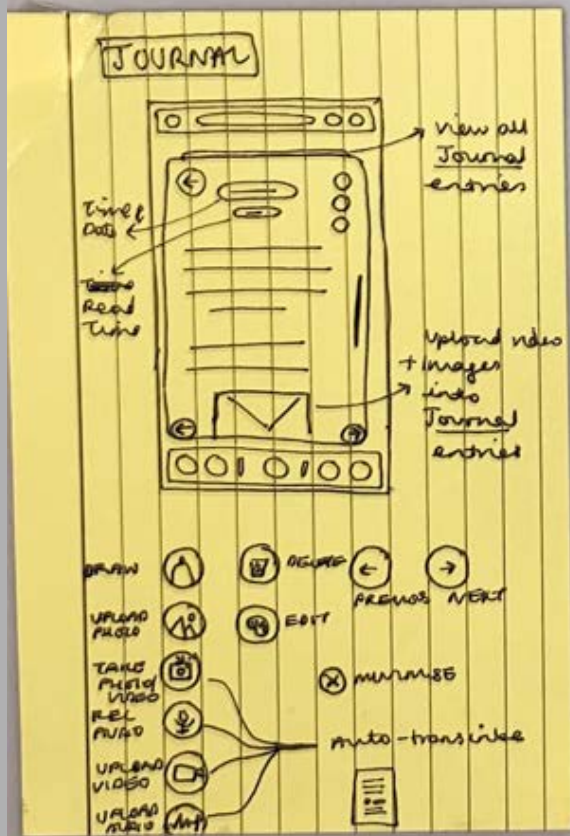
Appendix Z Rapid Prototyping

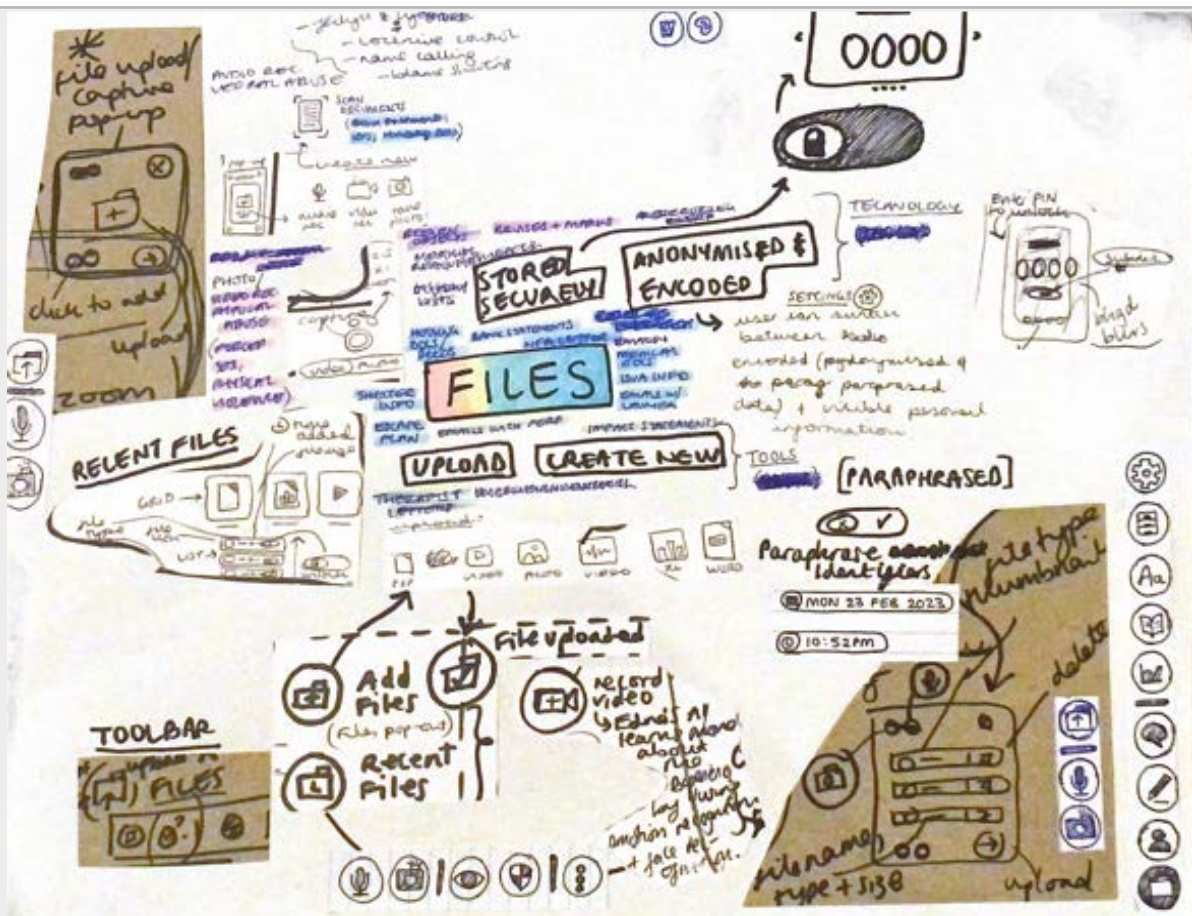
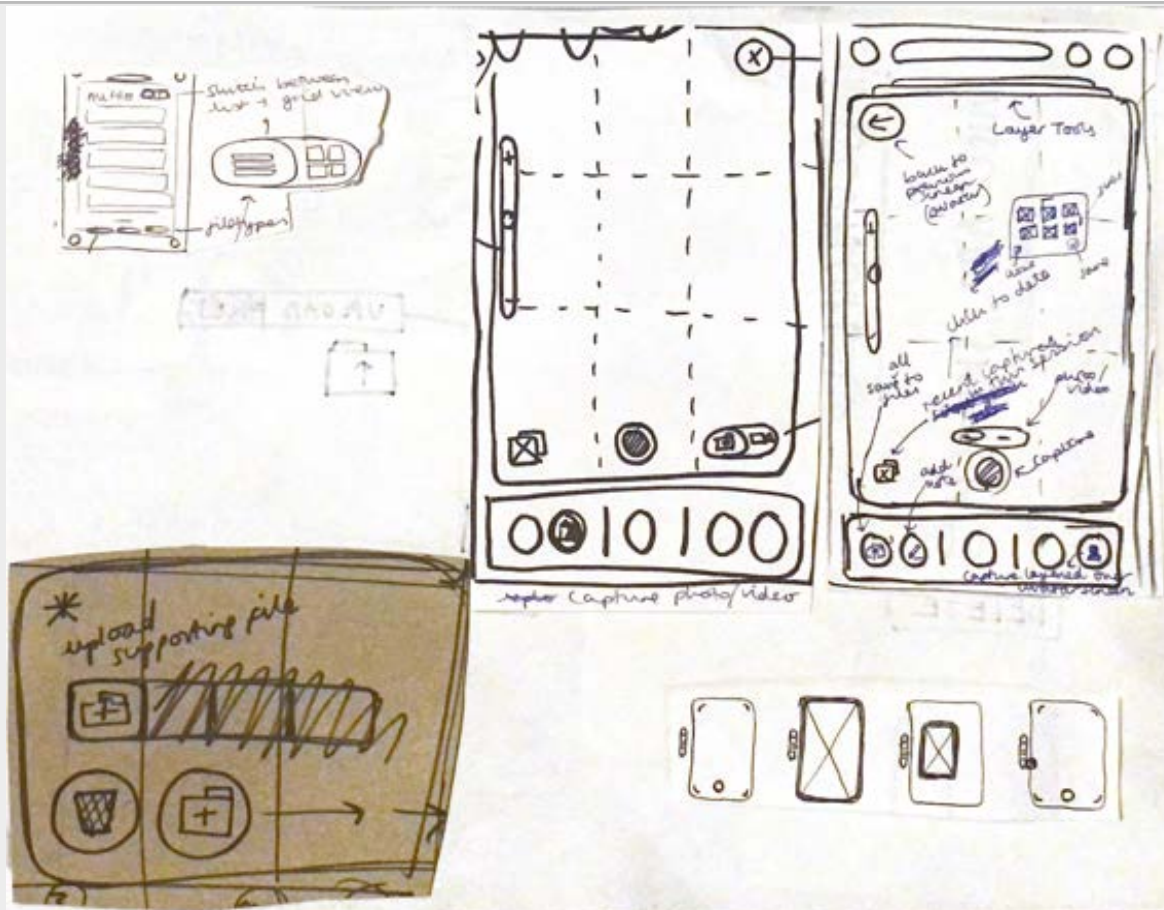


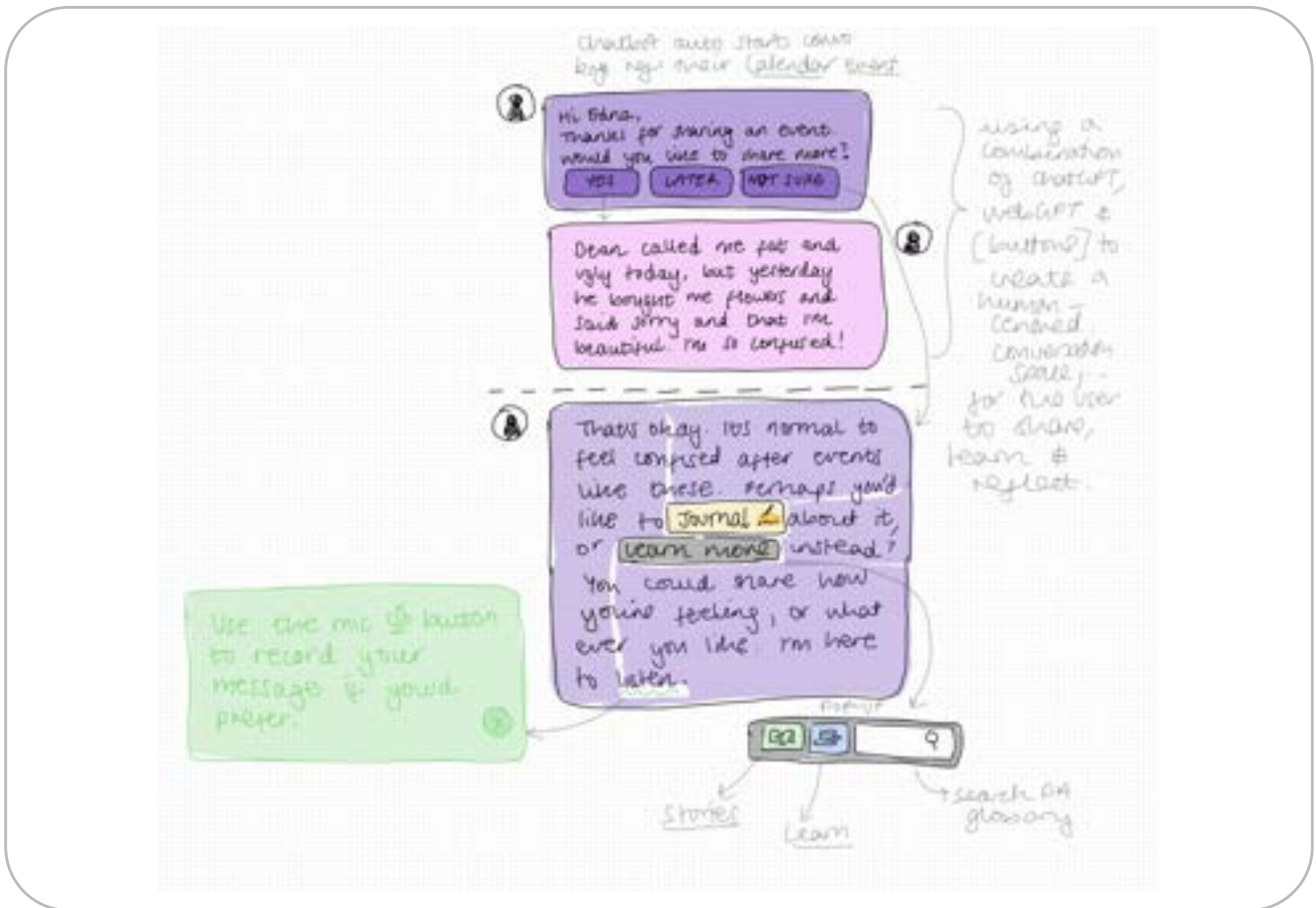
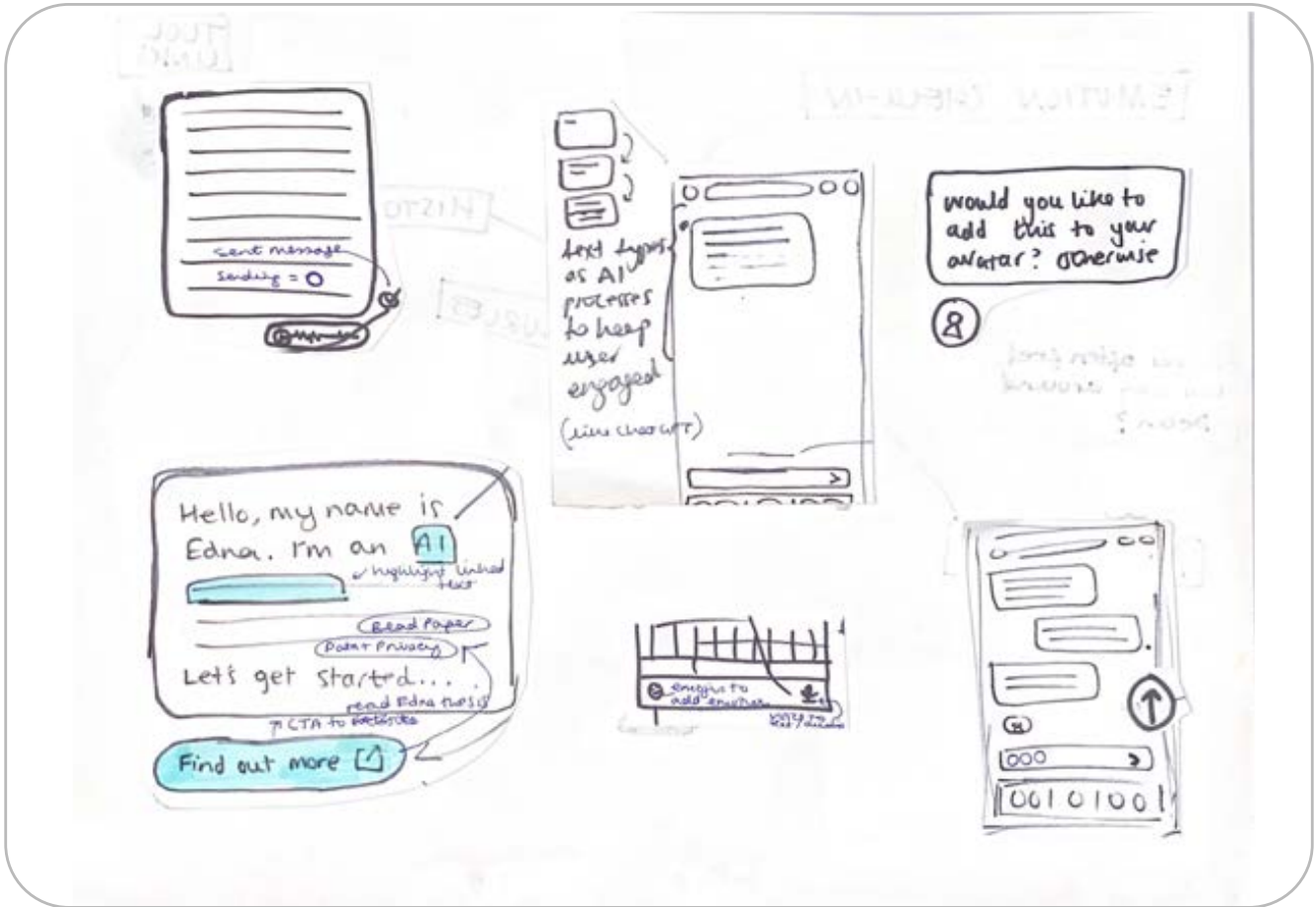


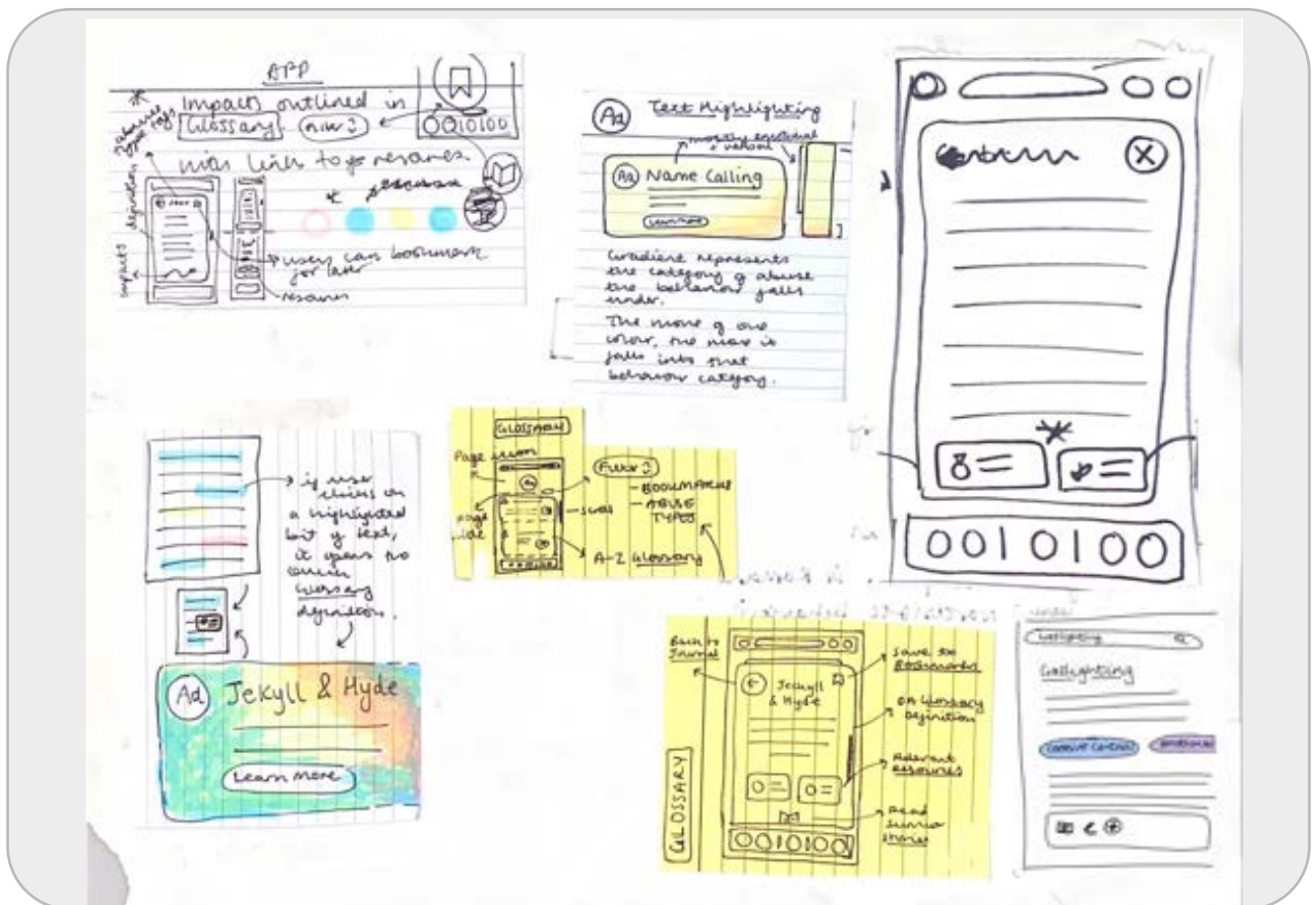
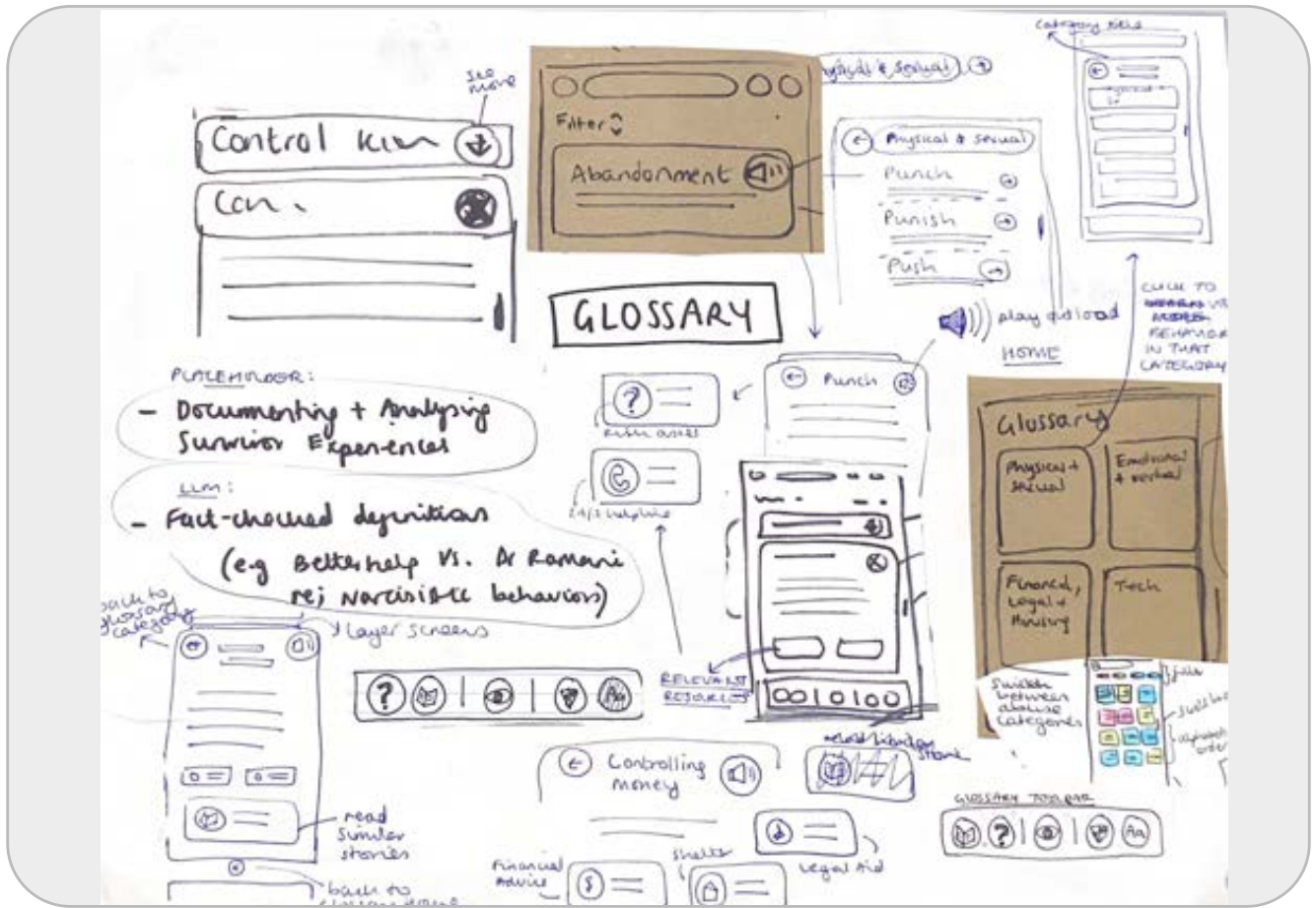


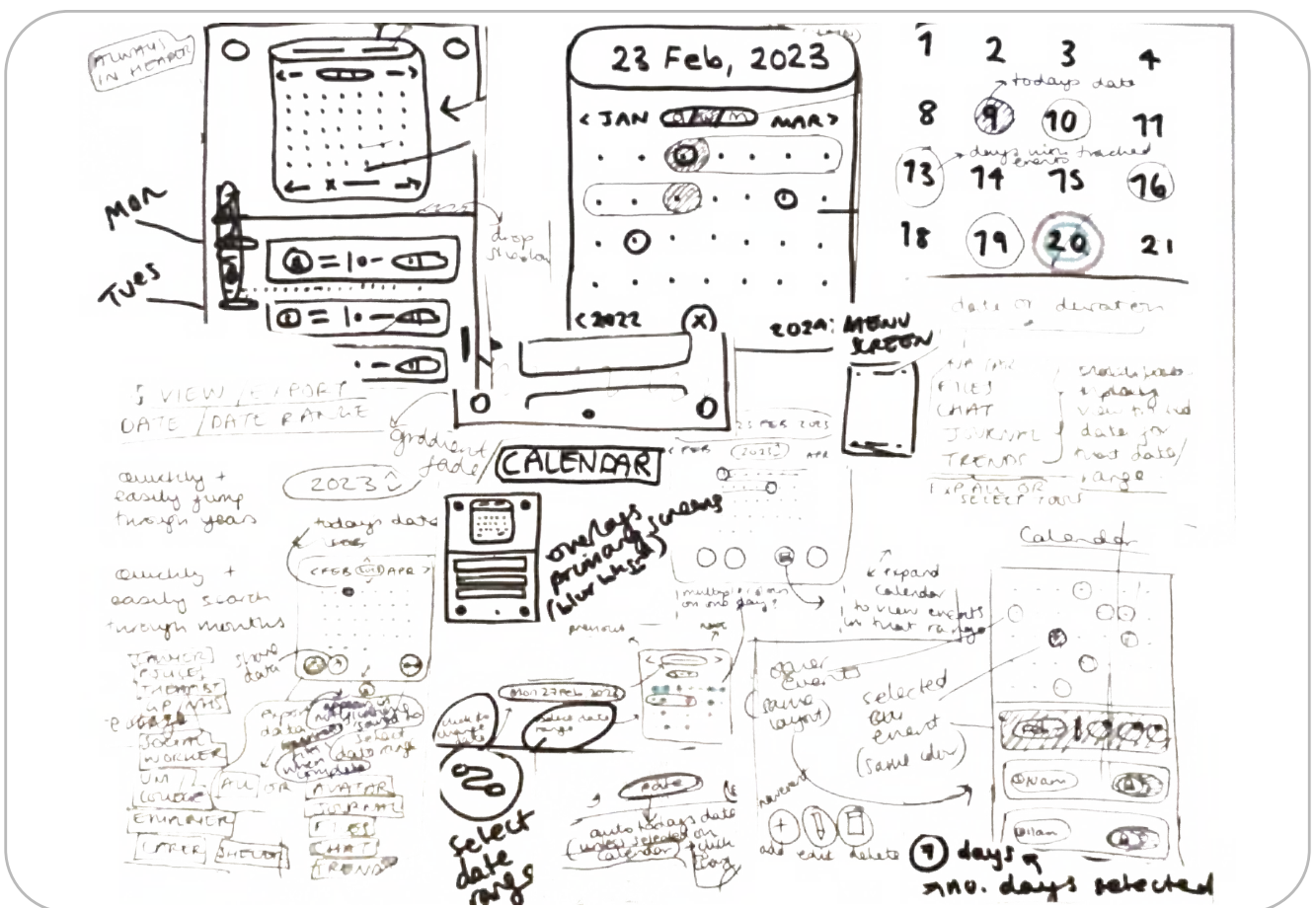
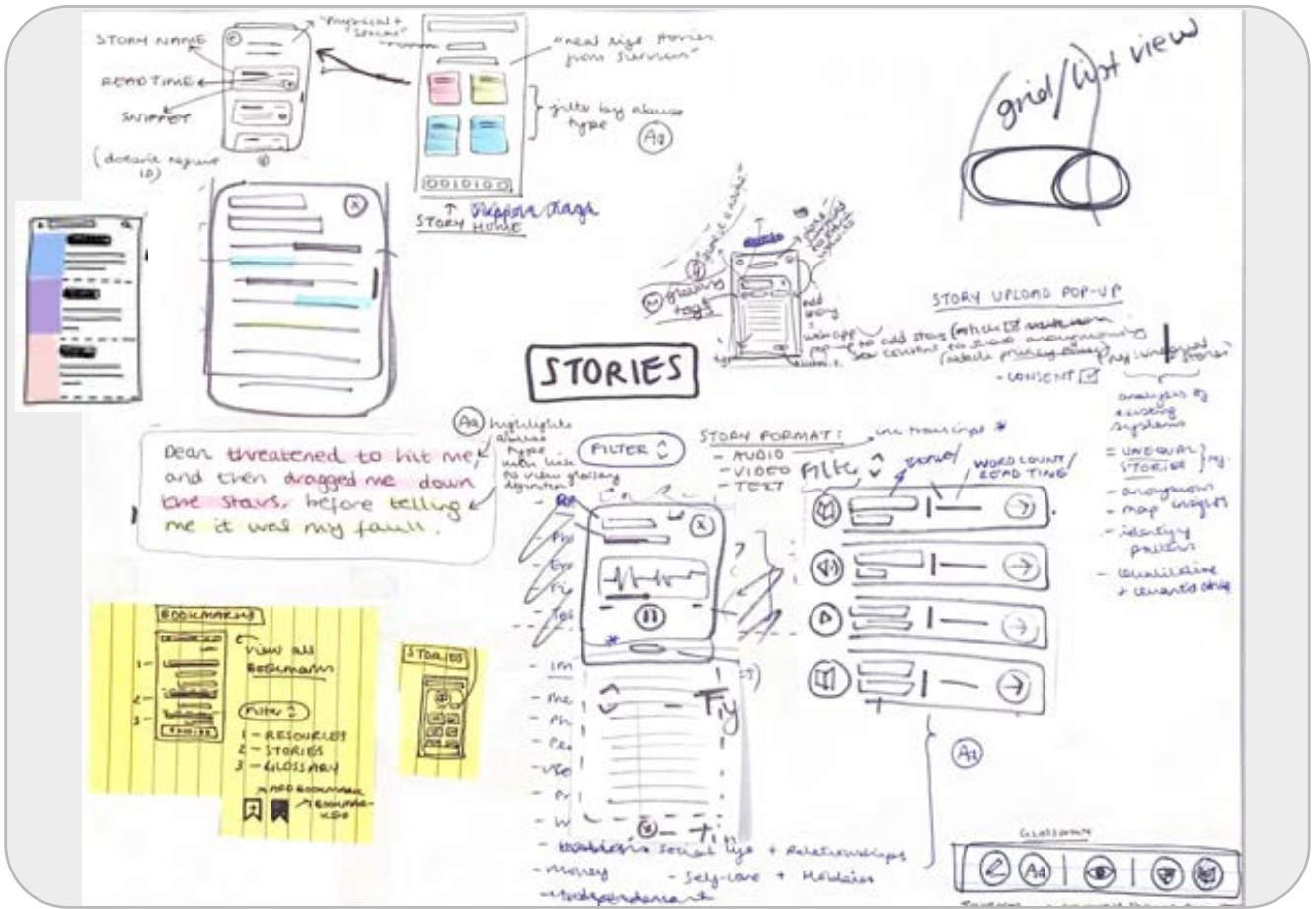
Researcher Sketches. (2023)











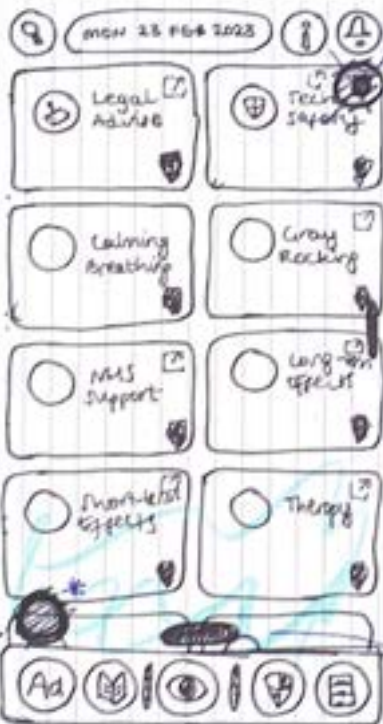
RESOURCES

SECONDARY PAGE
 ↳ pops up on top of other pages.

SEARCH

TOOLTIPS

- [🗑️] OPEN IN NEW WINDOW
- [📌] BOOKMARK RESOURCE



COMPONENTS
 (SEARCH/BOOKMARK)
 (CLICK TO FILTER TO BOTTOM OF SCREEN)

CLICK HERE TO ADD BOOKMARK

BOOKMARK

QUICK ACCESS RELEVANT RESOURCES

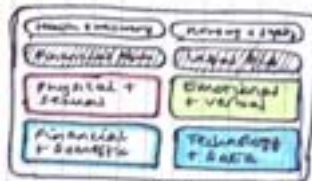


TABLE TYPES
 (CLICK HERE TO ADD LINKS)

Blur gradient

FILTER A

SUPPORT TYPE:

- Health + wellbeing
- Housing + Safety
- Financial Advice
- Legal Aid



SEARCH

- ALL SEARCHES:
- GLOSSARY
 - RESOURCES
 - ADD CLIENT

- SCREEN SEARCH:
- AVATAR
 - JOURNAL
 - FILE
 - CHAT
 - GLOSSARY
 - RESOURCES

- GROUPS:
- AVATAR
 - JOURNAL
 - FILE
 - CHAT
 - GLOSSARY
 - RESOURCES

CLOSE SEARCH

MON 28 FEB 2023

GENERAL SEARCH

I

AVATAR SEARCH

I

JOURNAL SEARCH

I

FILE SEARCH

I

CHAT SEARCH

I

- KEYBOARD POP-UP
- TYPE SEARCH
 - MICROPHONE SEARCH

PAGE SPECIFIC SEARCH TOOL

- 1 CANCEL PAGE SEARCH (SEARCH ALL)

- STORIES
- FILES SEARCH

GENERAL SEARCH

Pu

Punch

Punish

Push

Put Down

when getting results to read full description

MAIN SEARCH (GENERAL RESULTS)

RESOURCES (CHANGES DEPENDING ON SEARCH)

GROUPS

- AVATAR
- JOURNAL
- FILE
- CHAT
- GLOSSARY
- RESOURCES

TRACK ON DEVICE

UNLOCK FILE

NOTIFICATION (AT RELEVANT CONTENT)

- EMOTION AI
- CONTENT ANALYSIS - PUNCTUATION
- ADD CONTEXT

CHECKING (VERIFY AI RELEVANT)

"this looks like..."

RELEVANT CONTENT (POSS USER ATTENTION)

FILES CANCEL FOCUSED SEARCH (BACK TO GENERAL)

AVATAR SEARCH

Punch

Punch

Push

JOURNAL SEARCH

Scared

Scars

FILES SEARCH

Bruse

FILES SEARCH

Refuge

Refuge Food

SEE MORE

SEARCH IMPACT POINTS WITH SAME NAME (IMPACT TYPE) OR AREA (BODY PART).

SCALE BAR

QUICK LINKS TO RESOURCES & SUPPORT

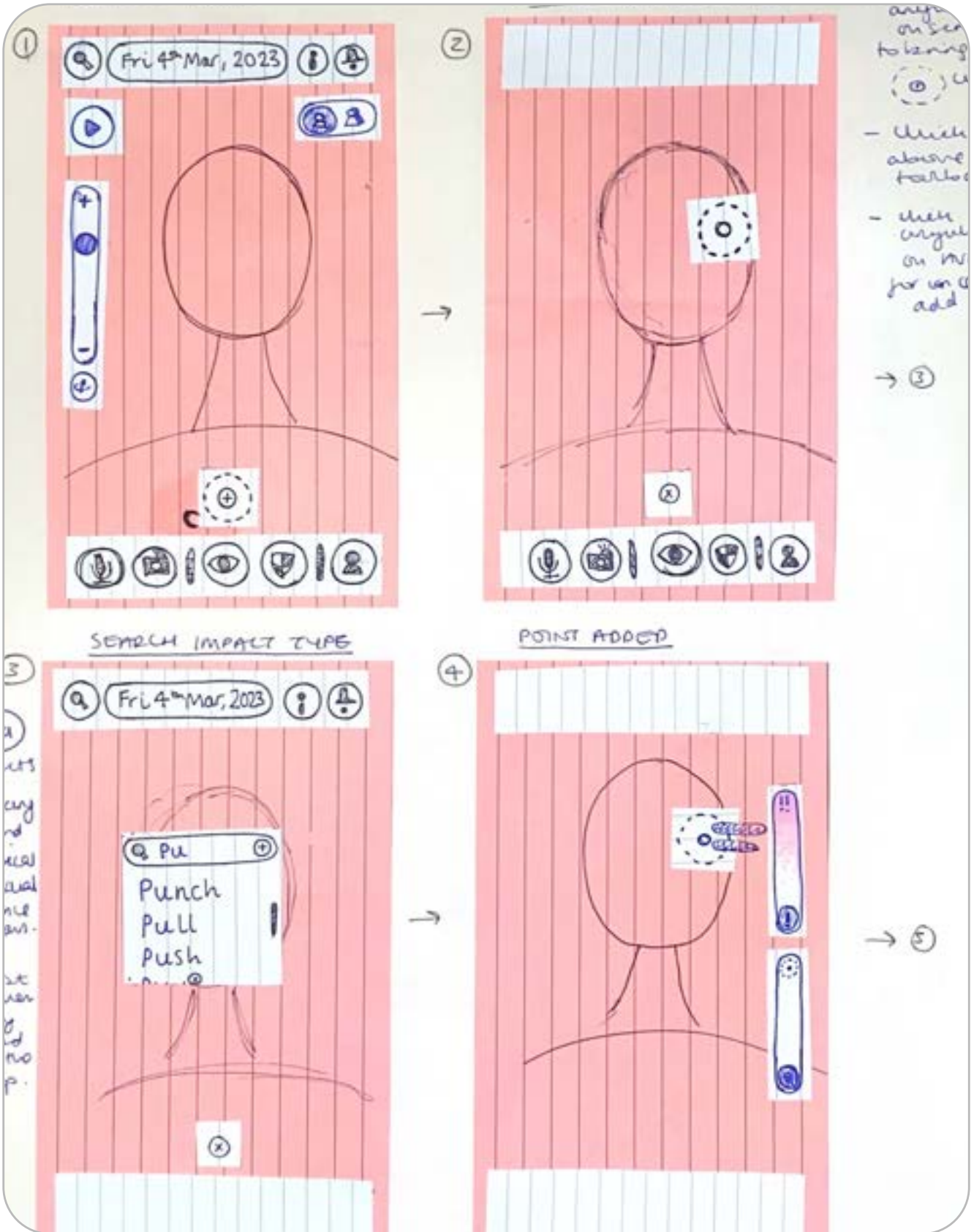
BRIEF IDENTIFIER

- KEYWORD FOUND
- DATE/TIME

WITH MORE SEARCH RESULTS

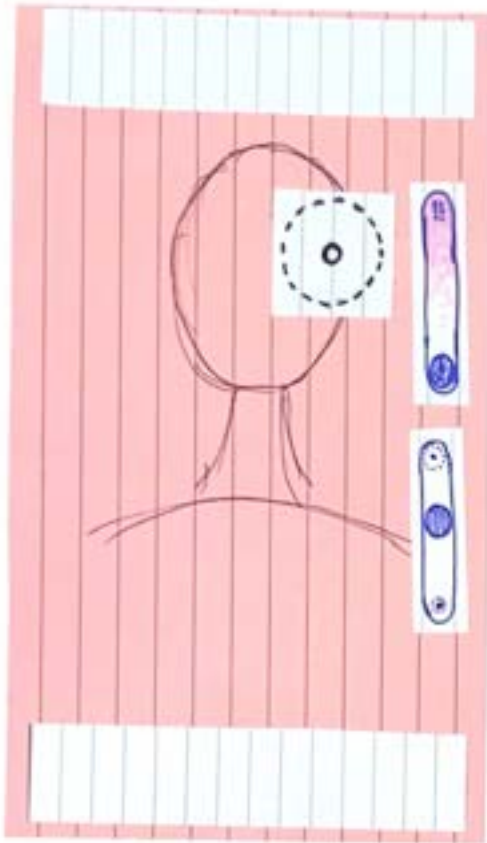
ORIGINAL

SEARCH



INCREASE IMPACT SIZE

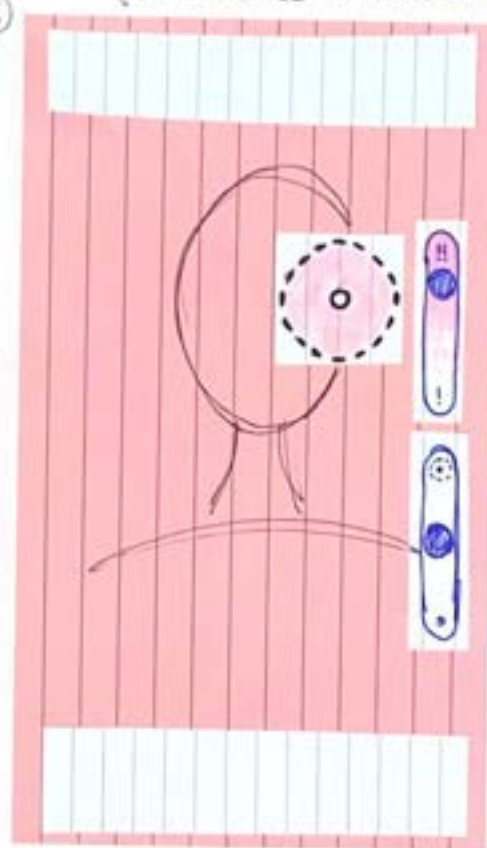
5



INCREASE SEVERITY

(PAIN SCALE = number + bar 1-10)

6



CLICK POINT > SECONDARY TOOLBAR > ADD (+) NOTE (L)

7

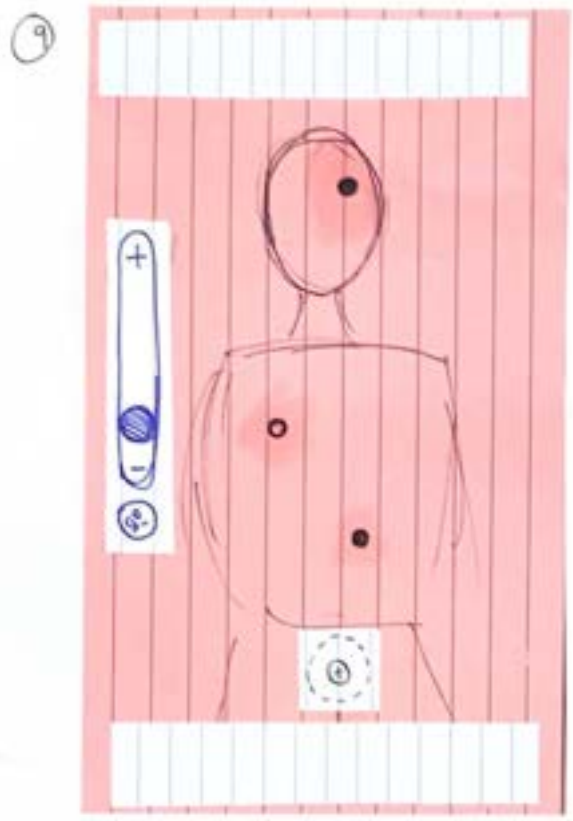


8

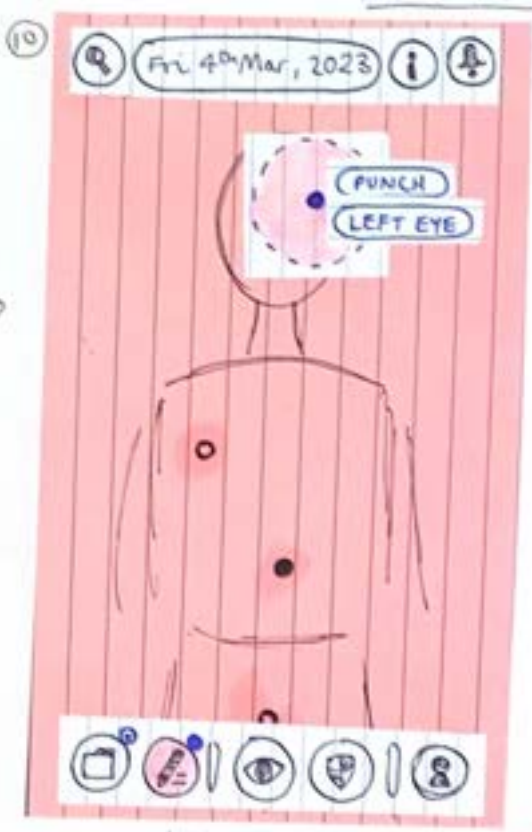


ZOOM OUT (see more impact points)

CLICK TO VIEW IM



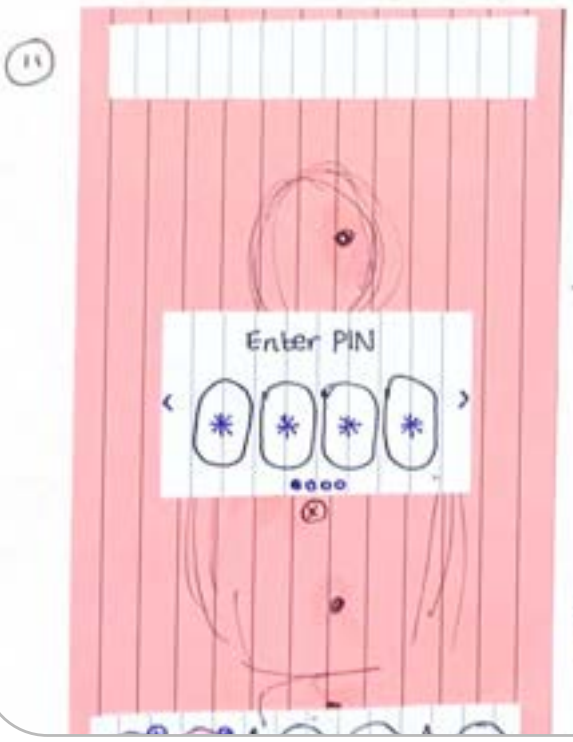
→



→ 11

SECURE ID TO VIEW

CONSENT NOTES
VIEWNOTE



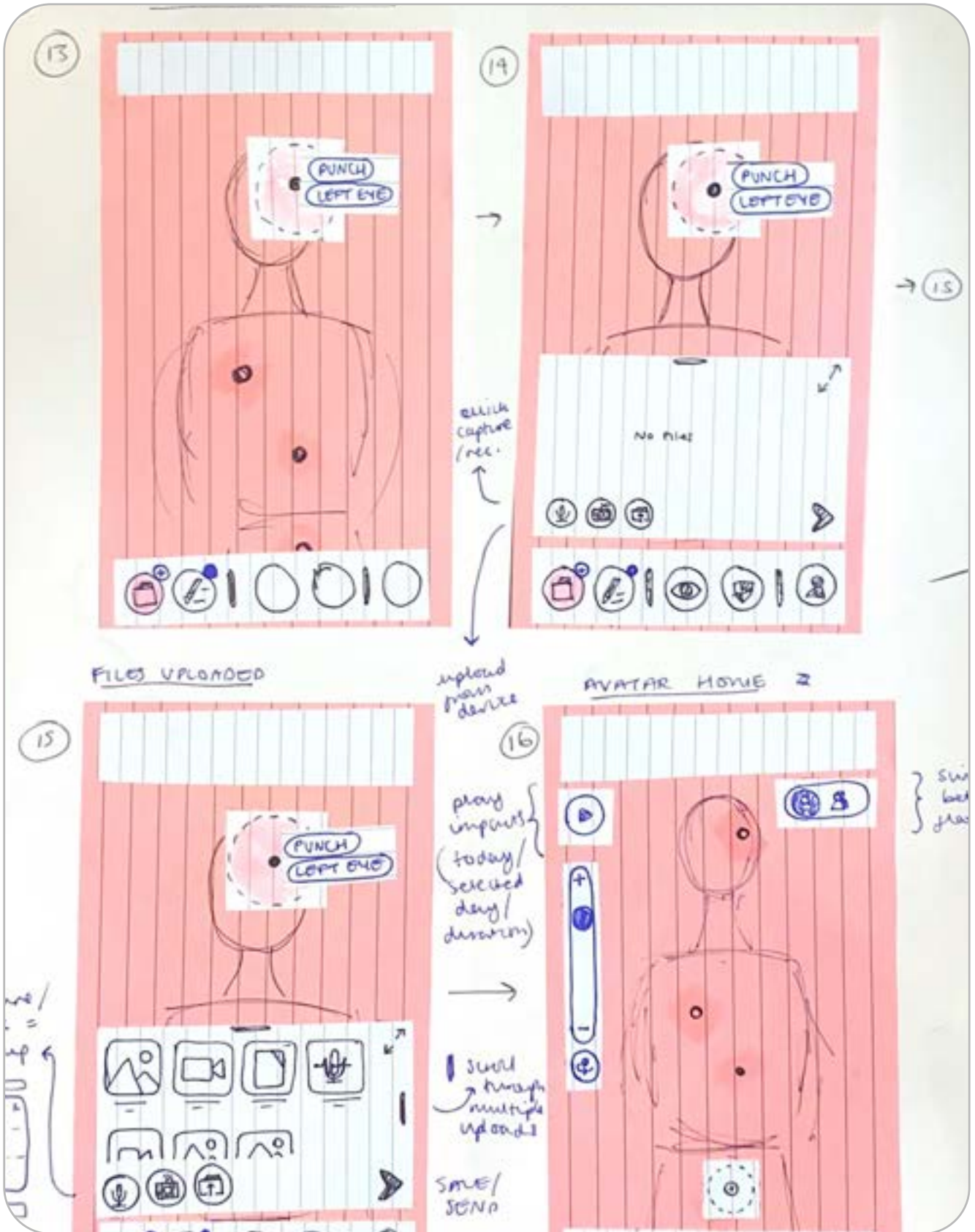
→



→ 13

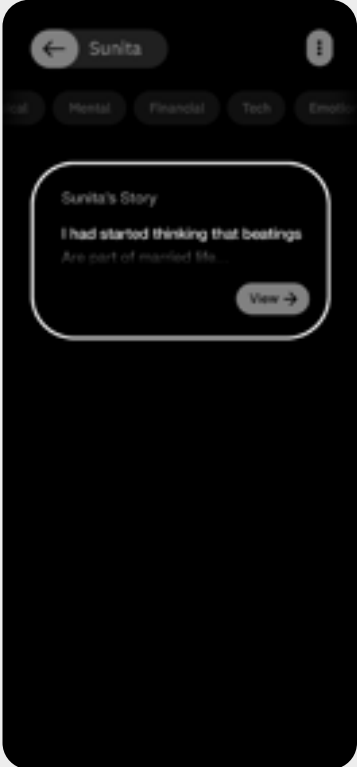
drag up
down to
expand
EXPAND

SEND/SA



Appendix AA UI/UX Testing

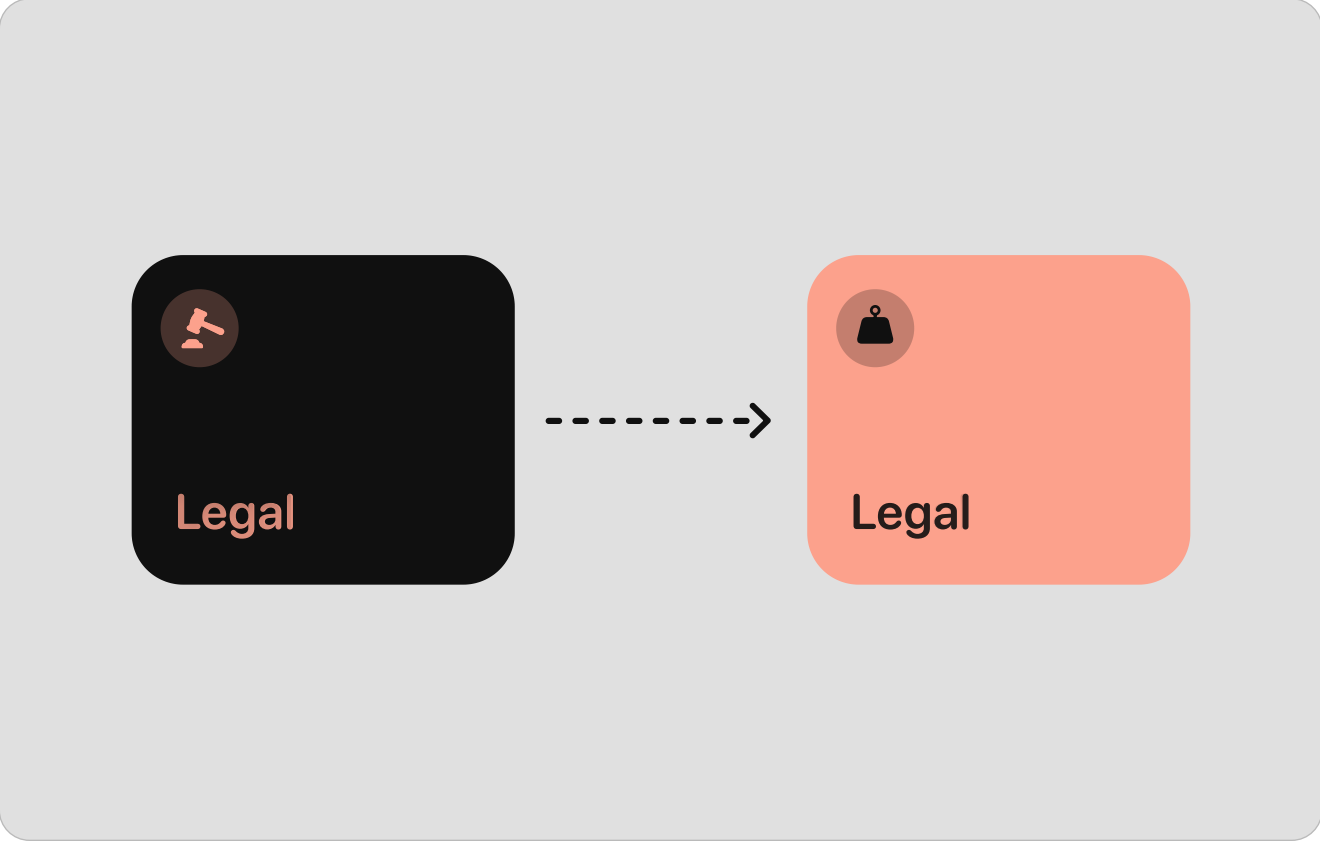
Testing Scroll Bar



Testing Thumb Reach

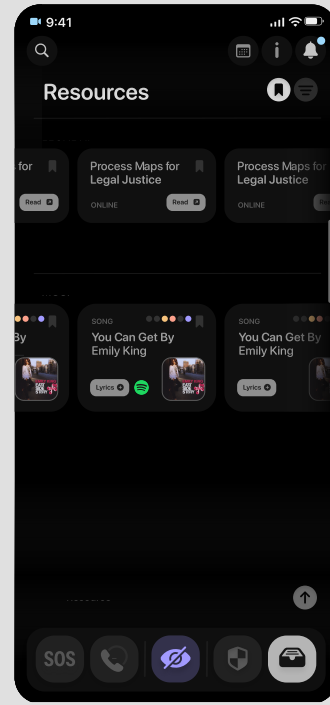
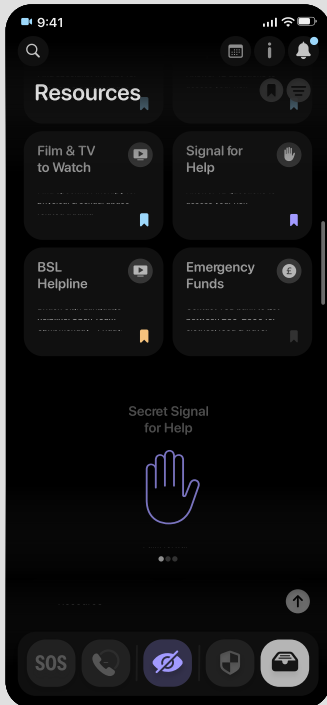
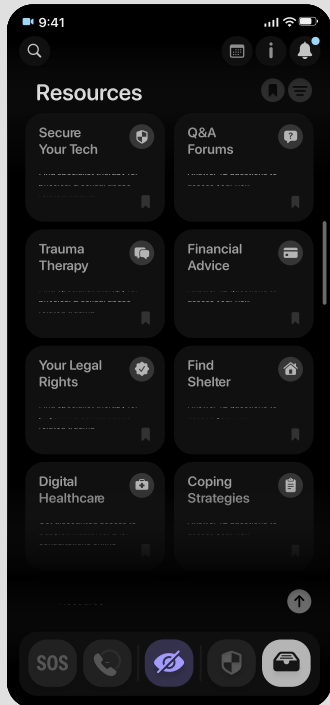
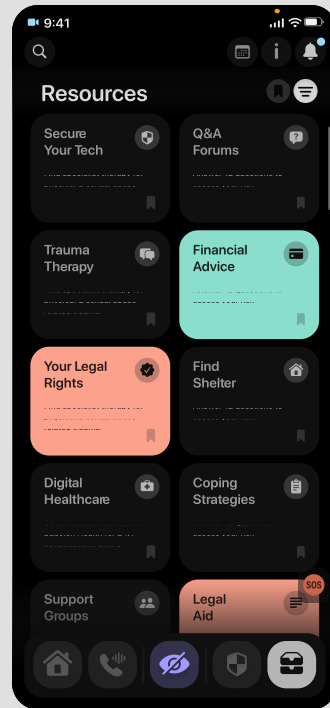
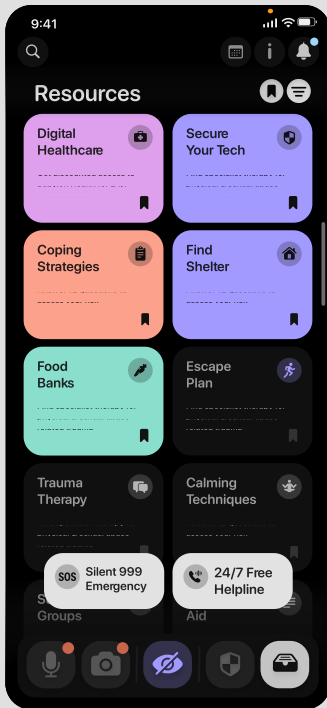
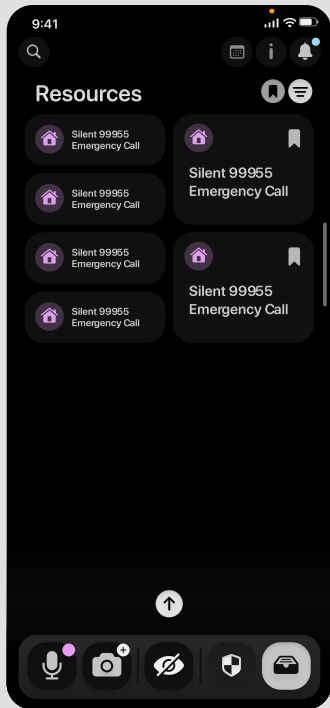


Appendix AB App Iterations (Colour & Iconography)



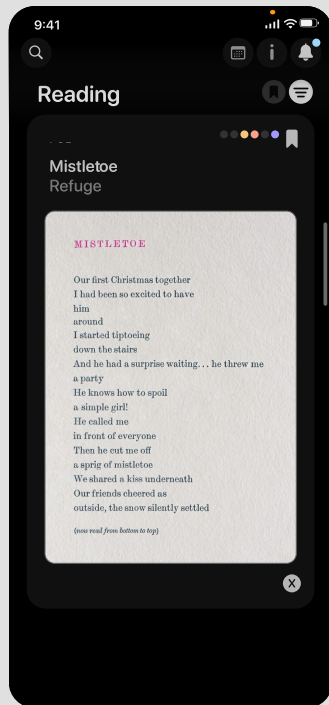
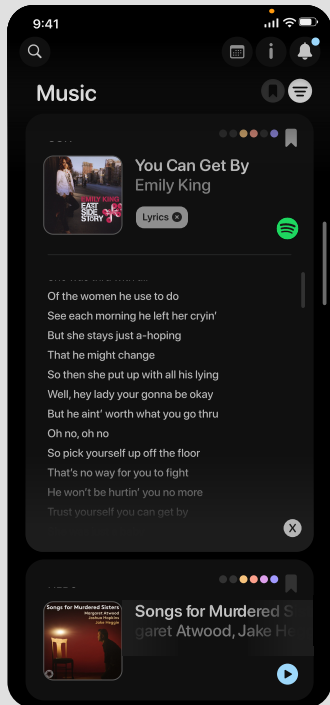
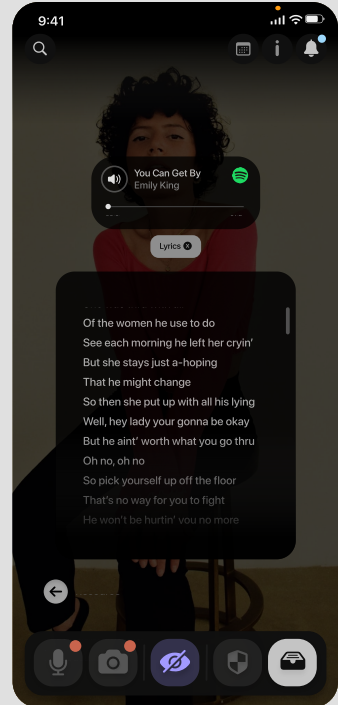
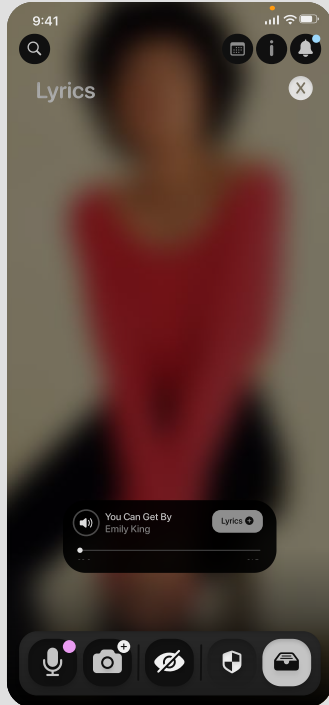
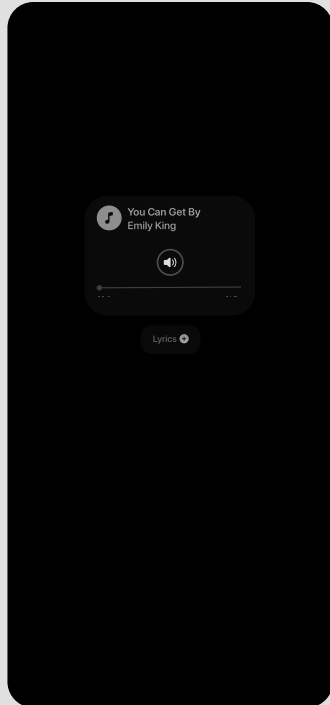


Appendix AC App Iterations (Resources)



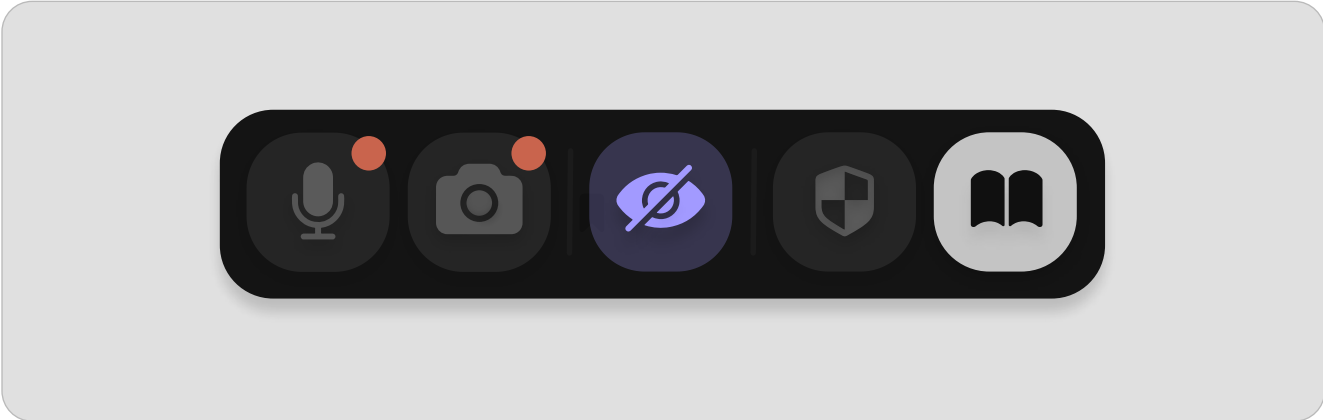


App Iterations (Resources: Media)





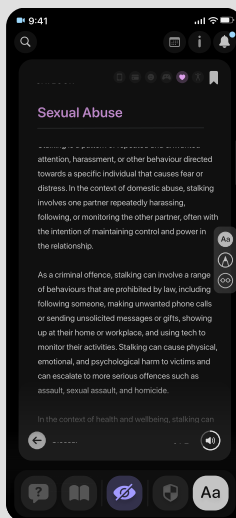
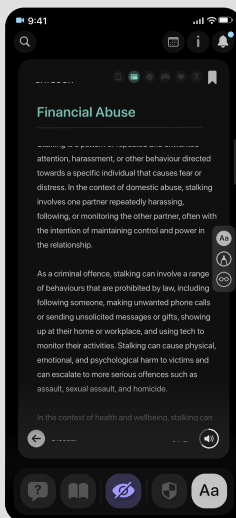
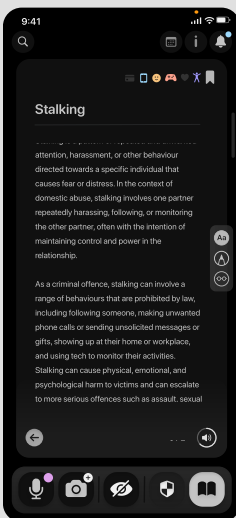
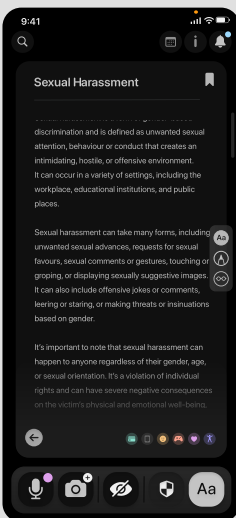
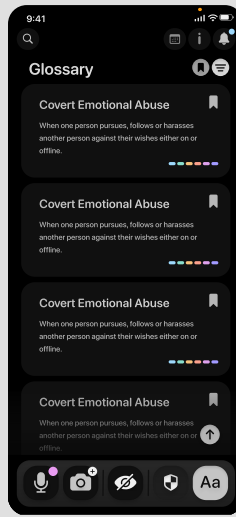
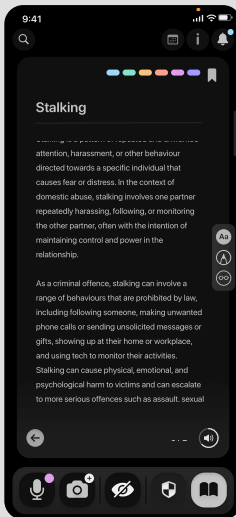
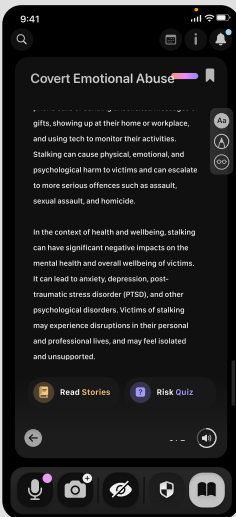
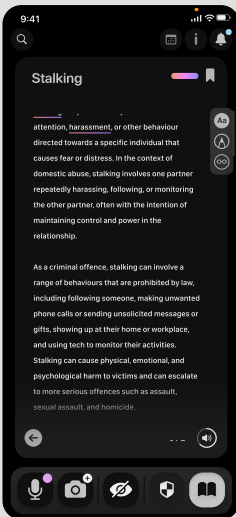
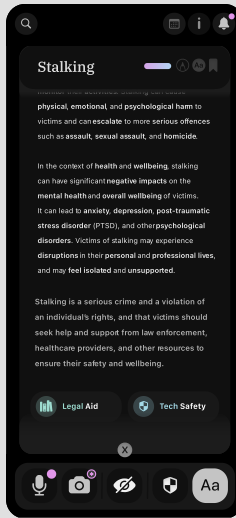
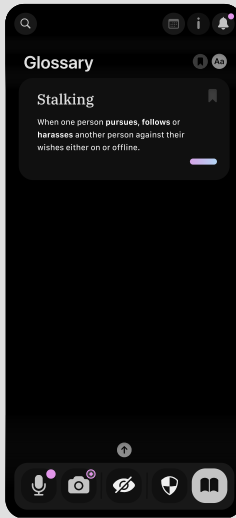
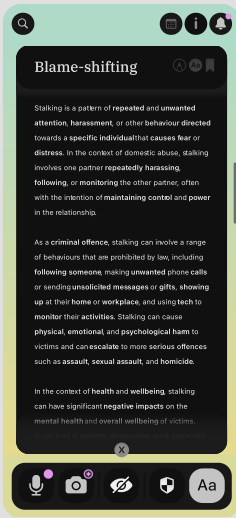
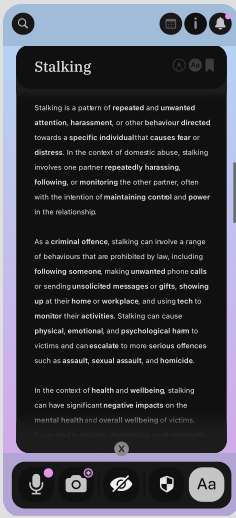
App Iterations (Background Rec.)



App Iterations (Filter)



App Iterations (Glossary)

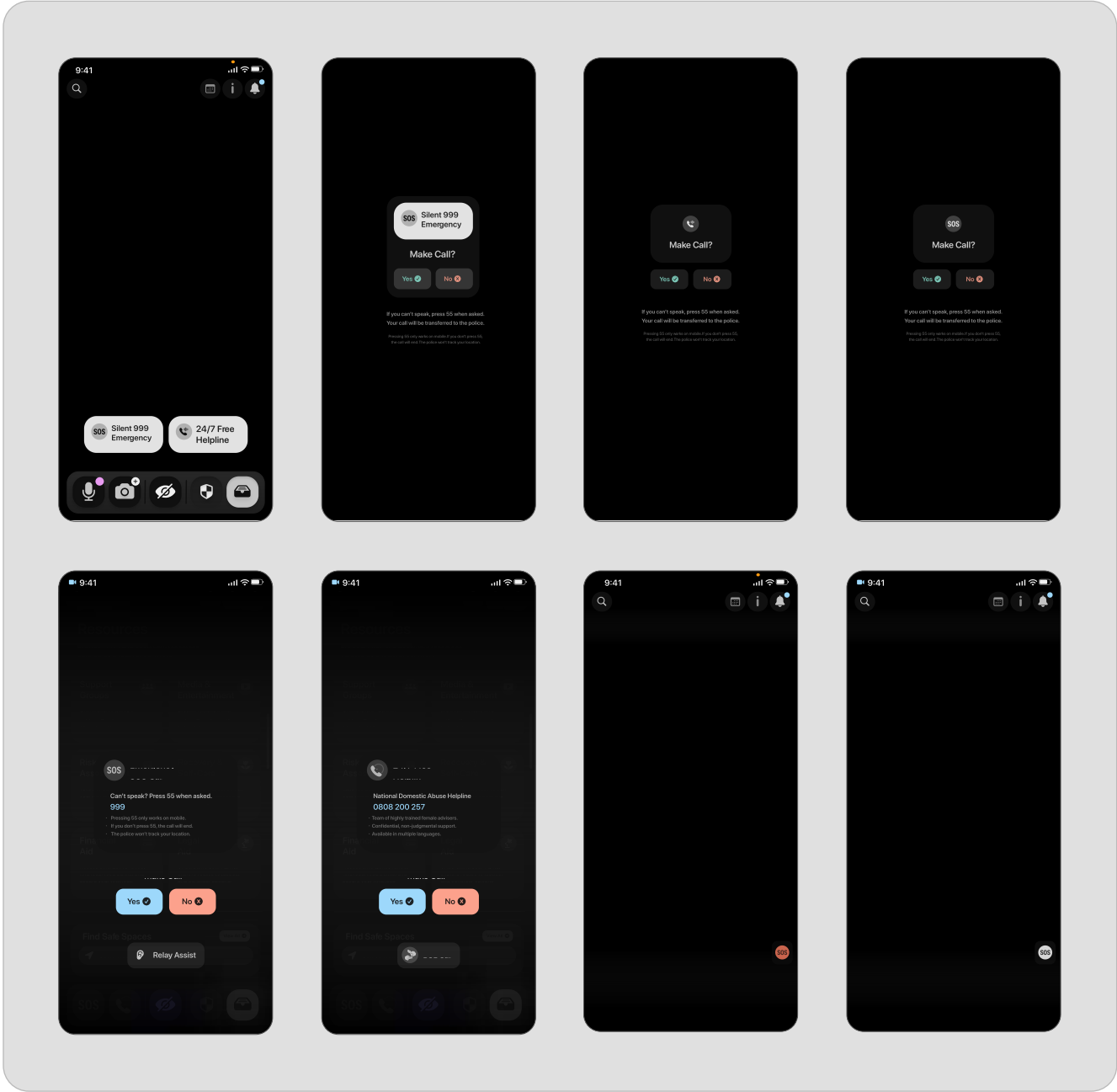




App Iterations (Calendar)

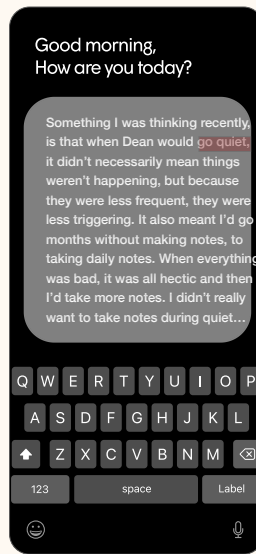
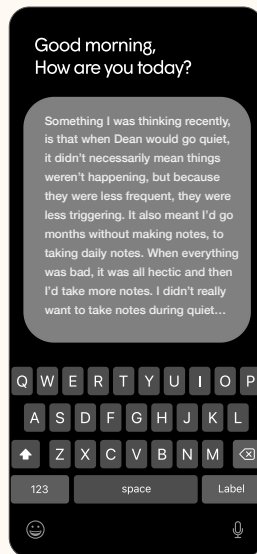
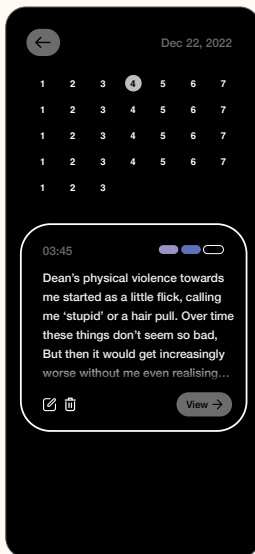
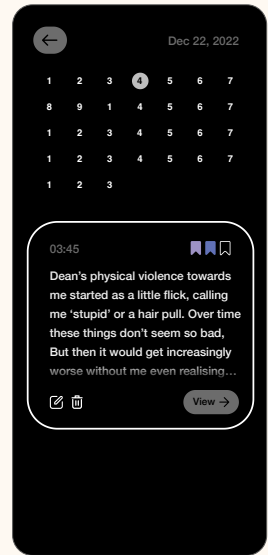
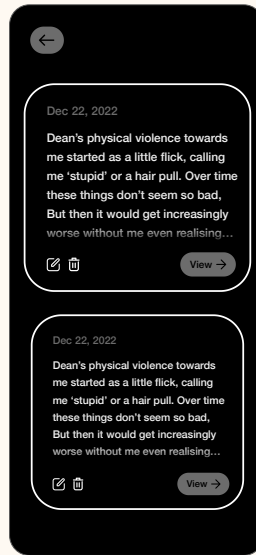
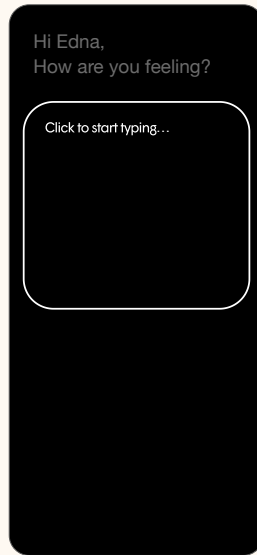


App Iterations (SOS & 24/7 Helpline)





App Iterations (Journal)



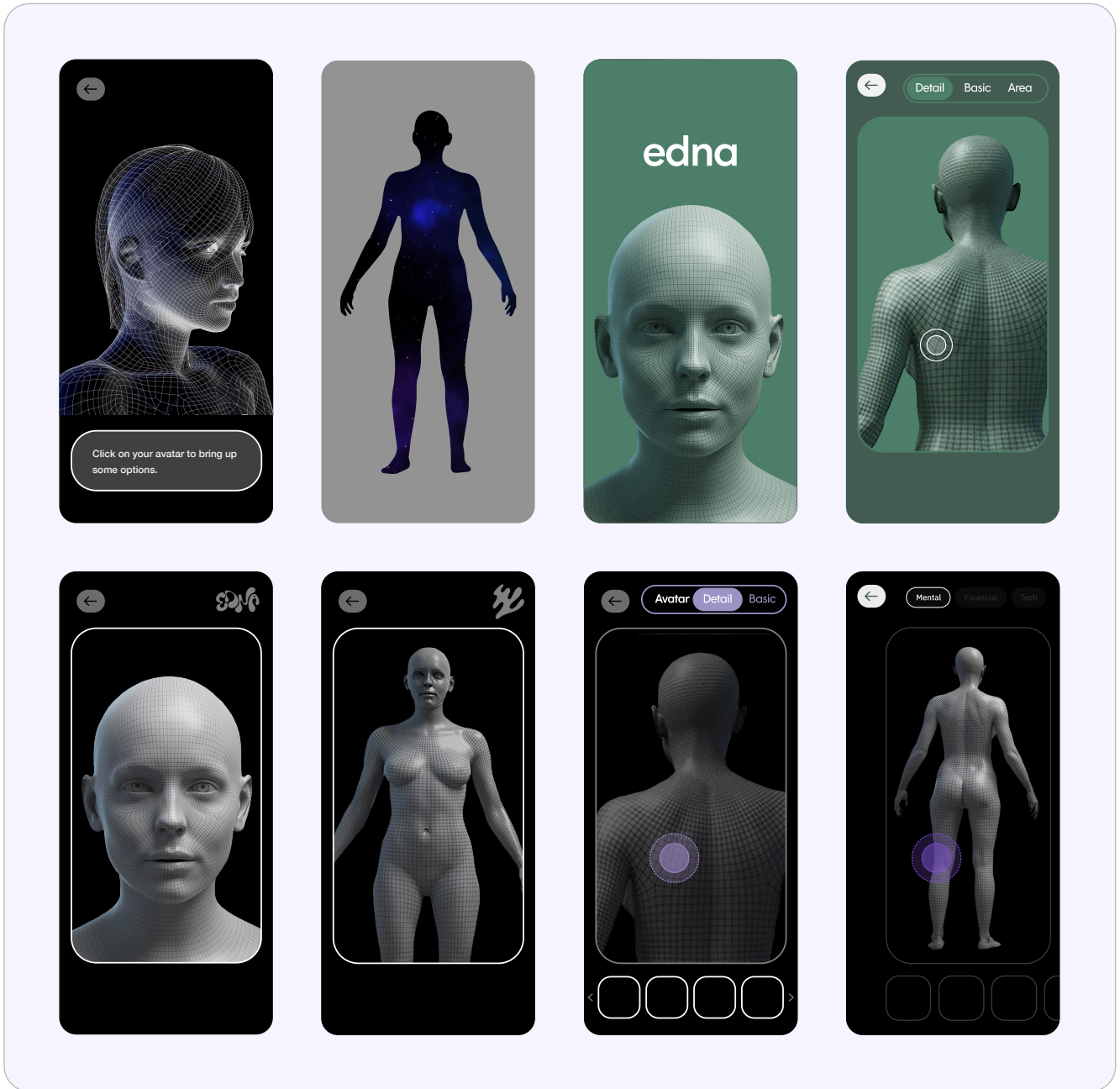


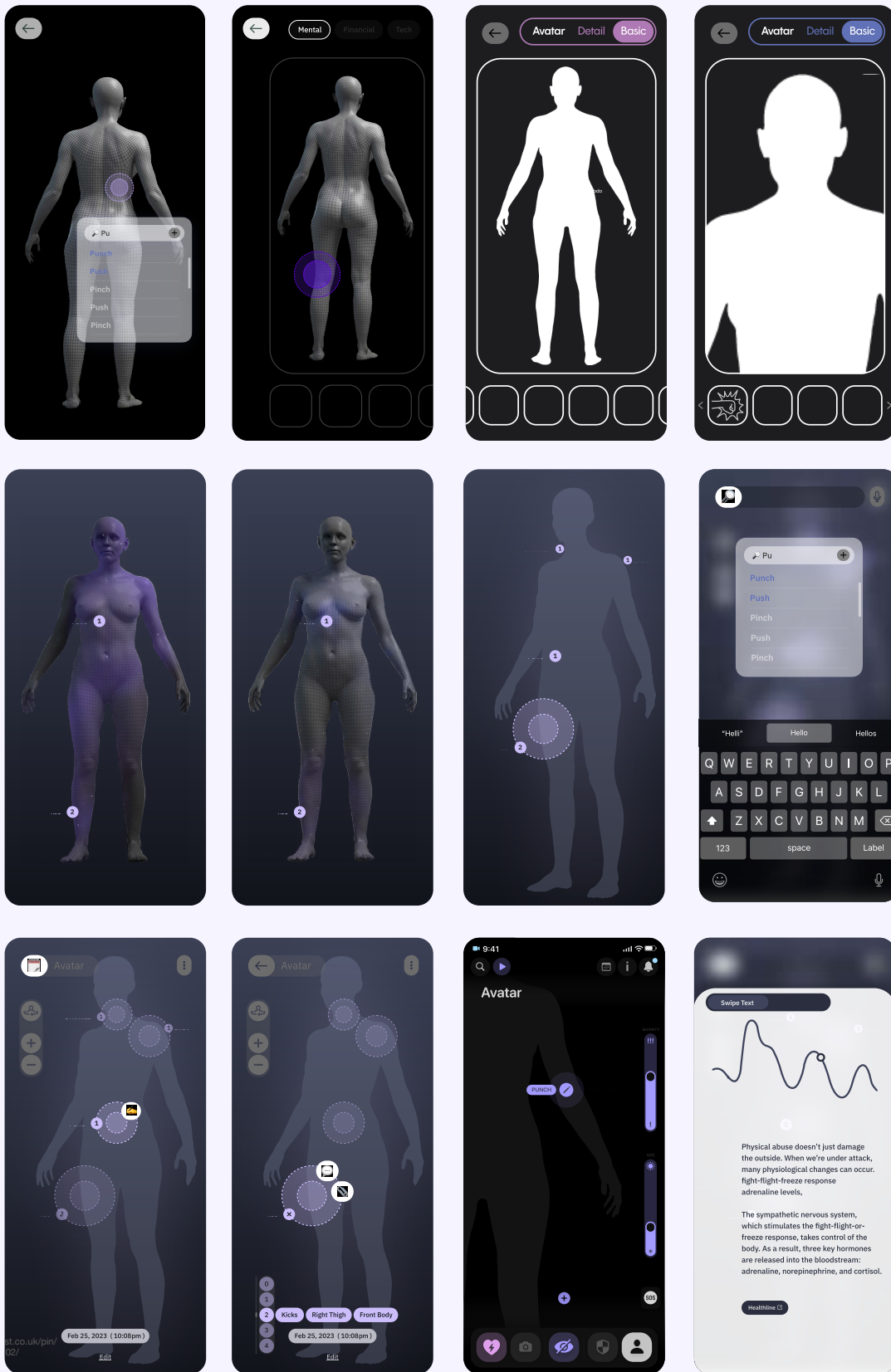
App Iterations (Search)





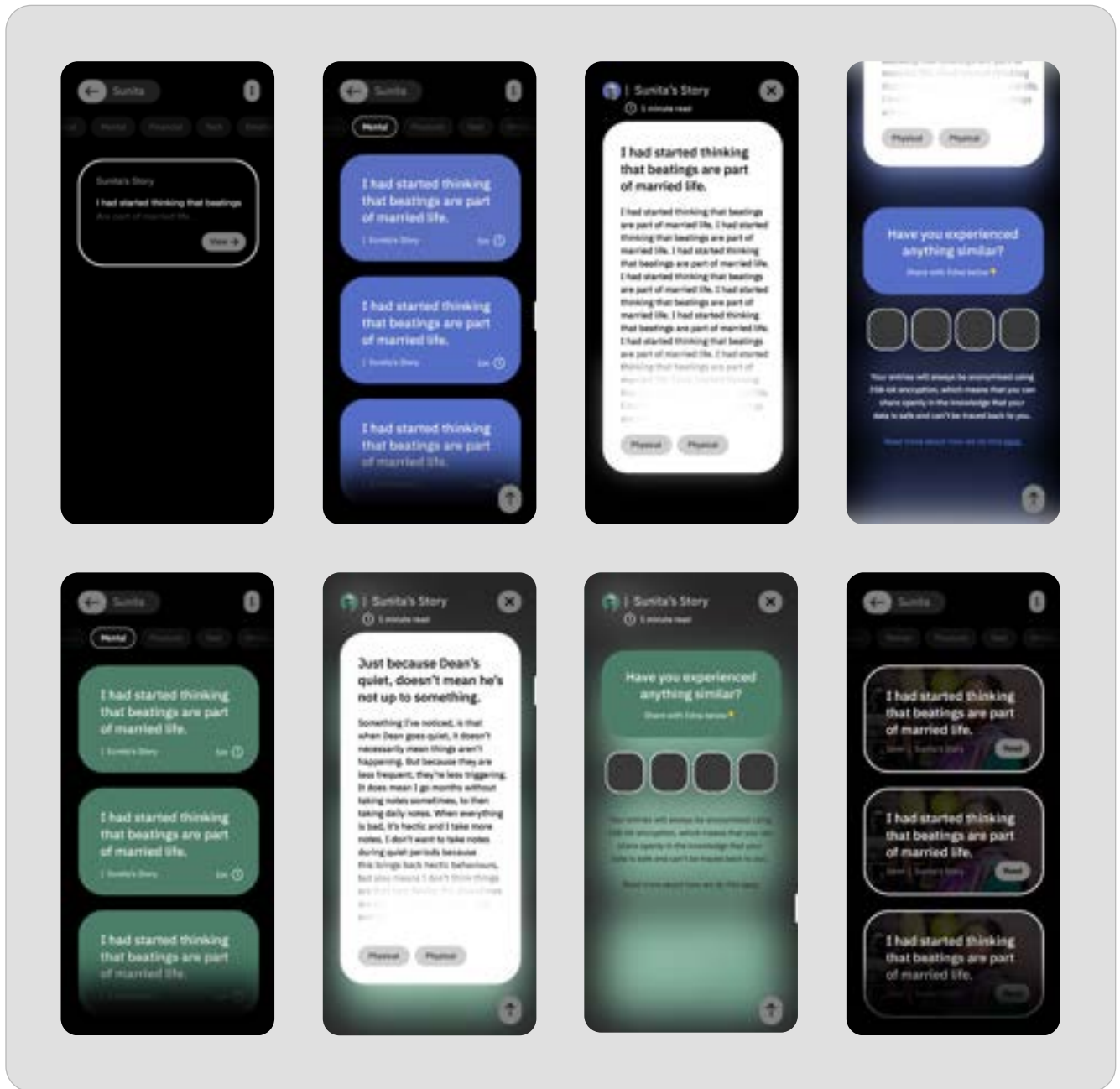
App Iterations (Avatar)

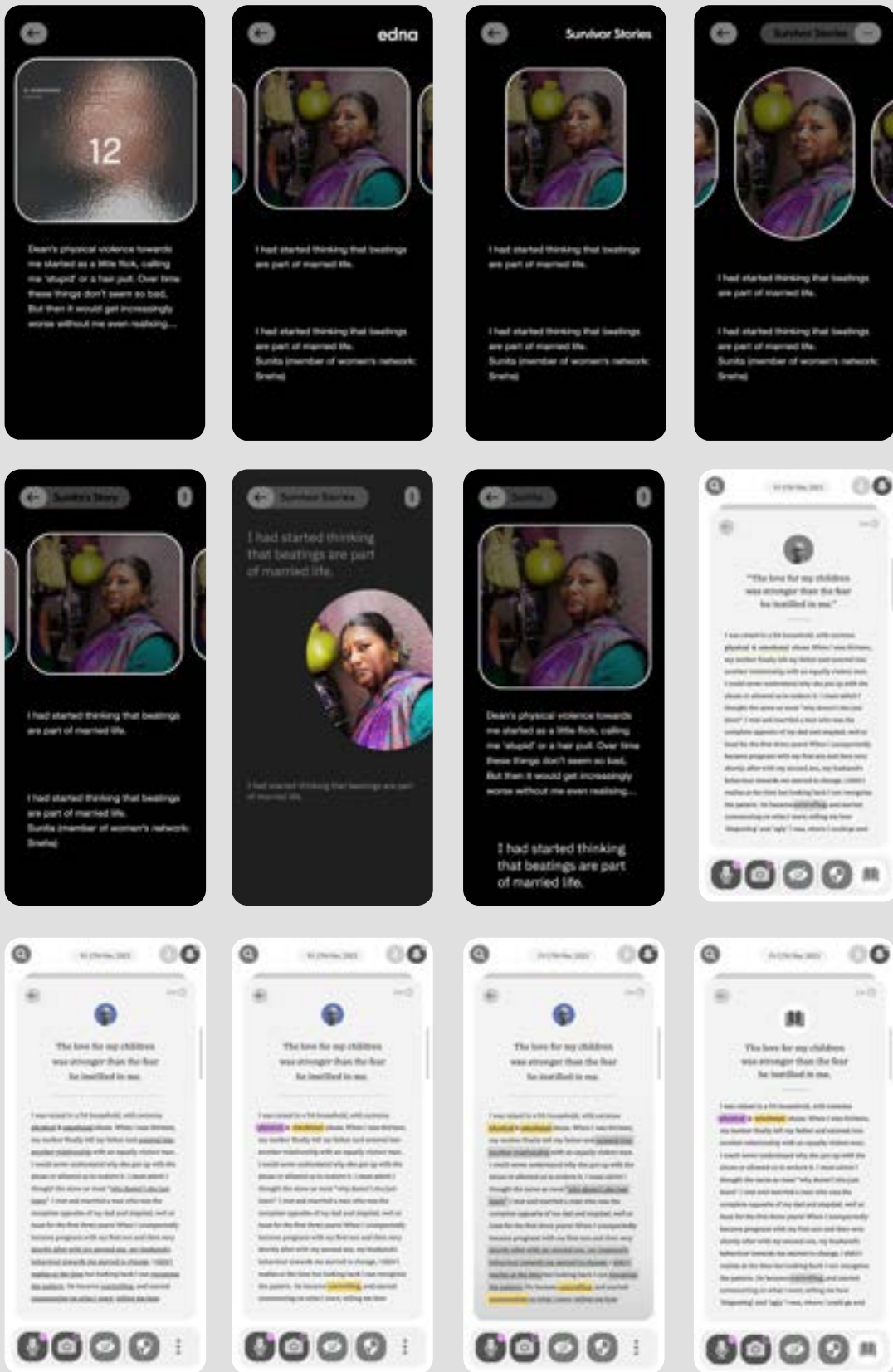




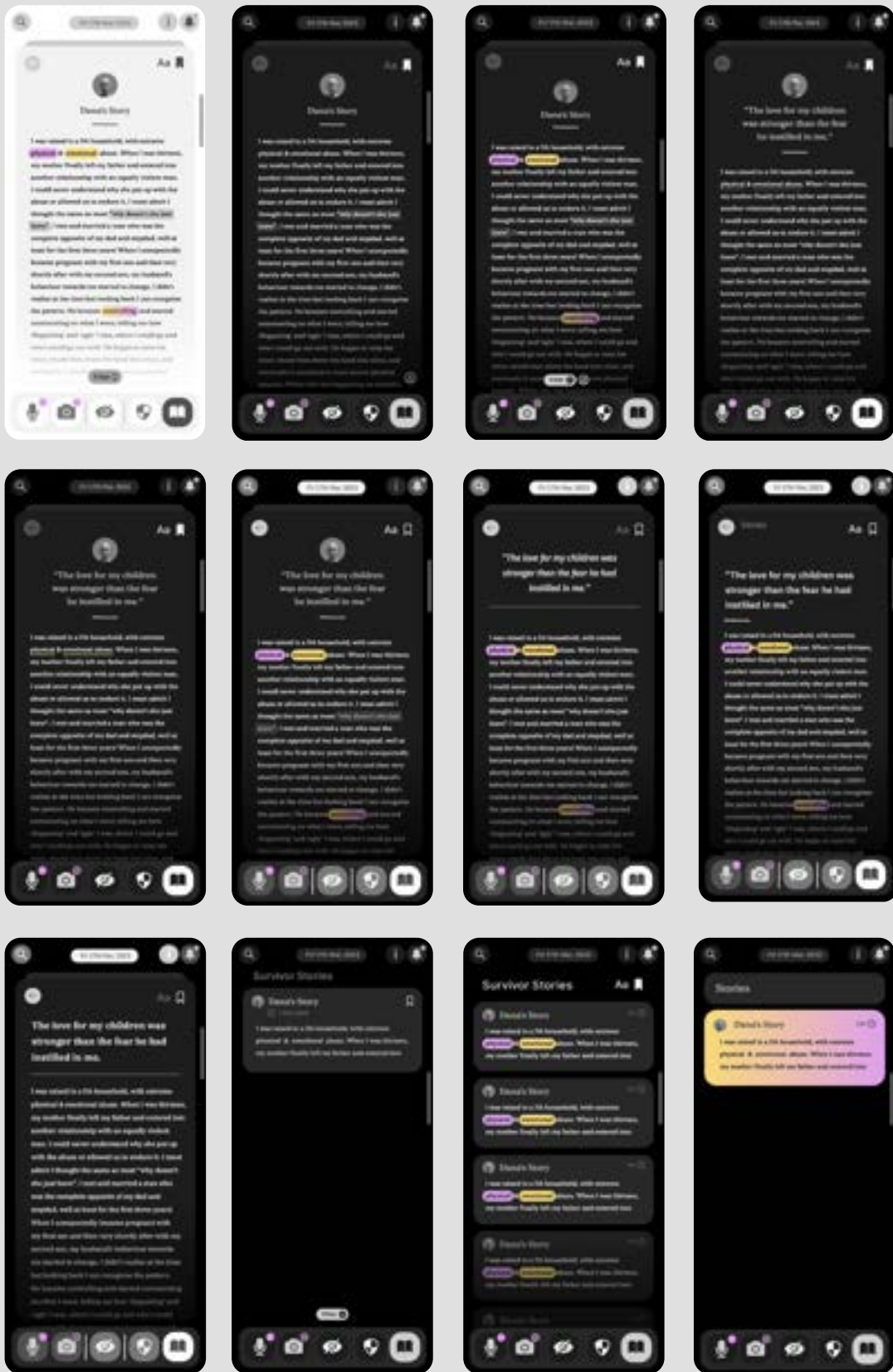


App Iterations (Stories)

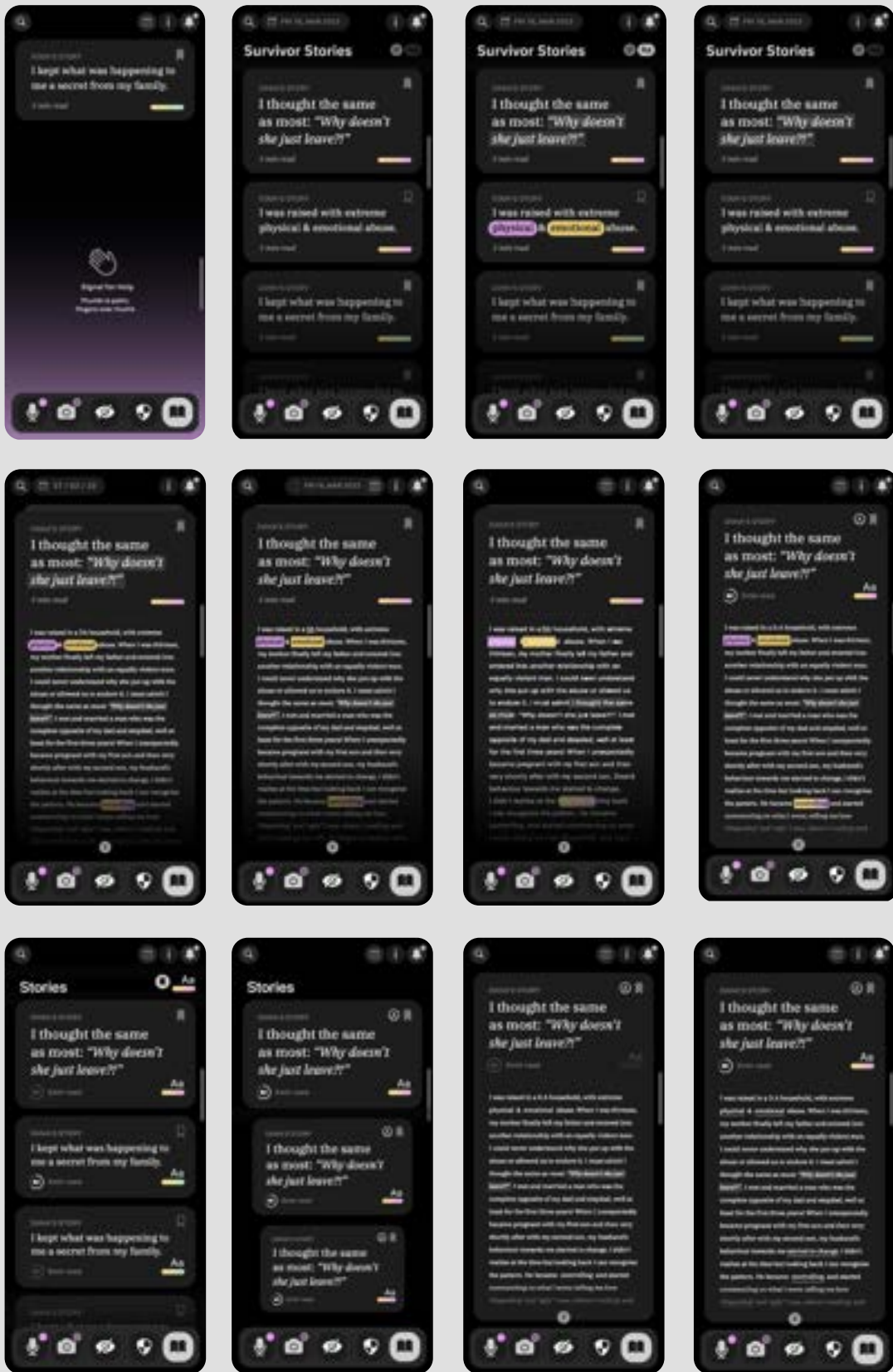




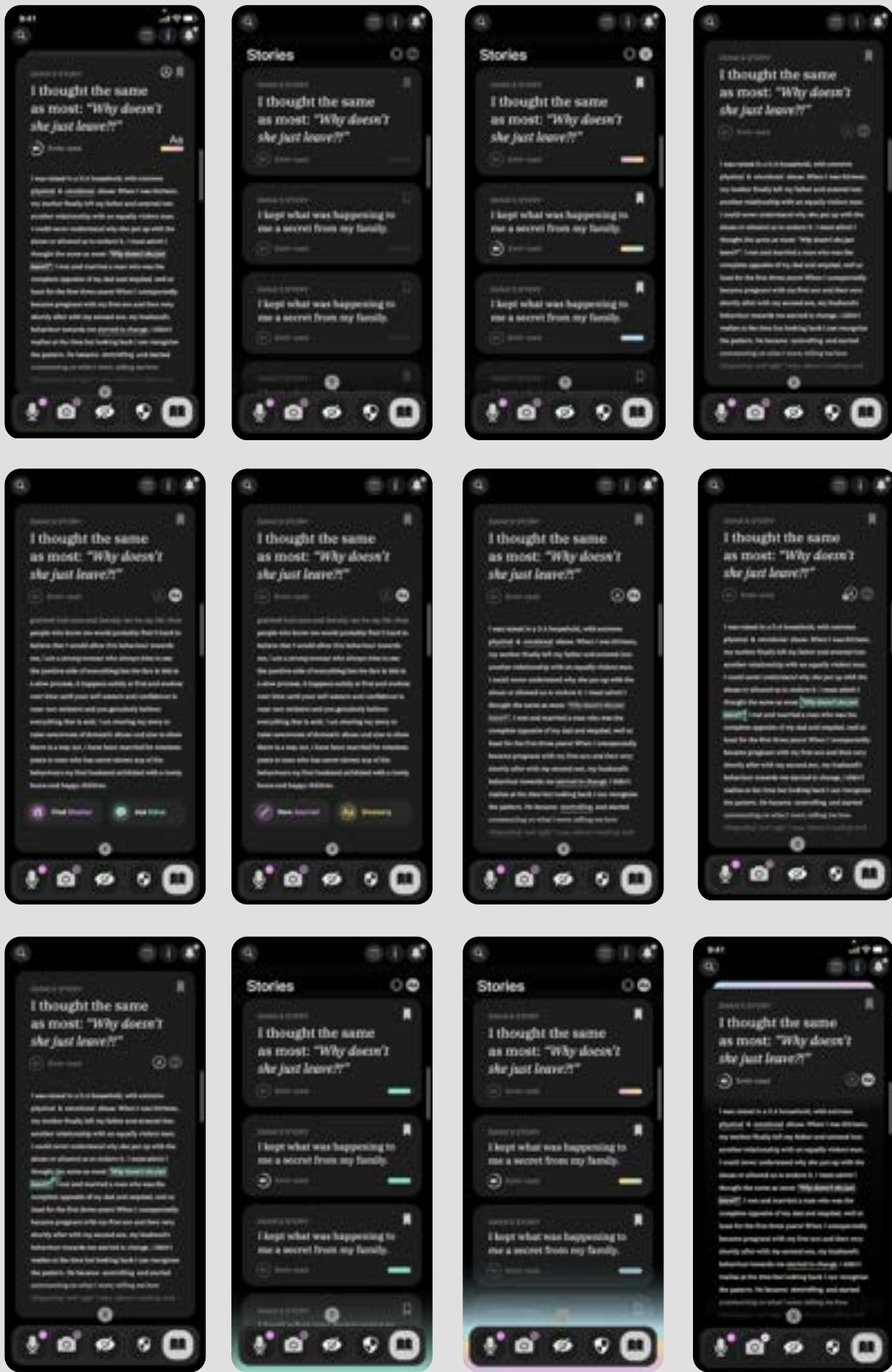
Researcher Iterations. (2023)



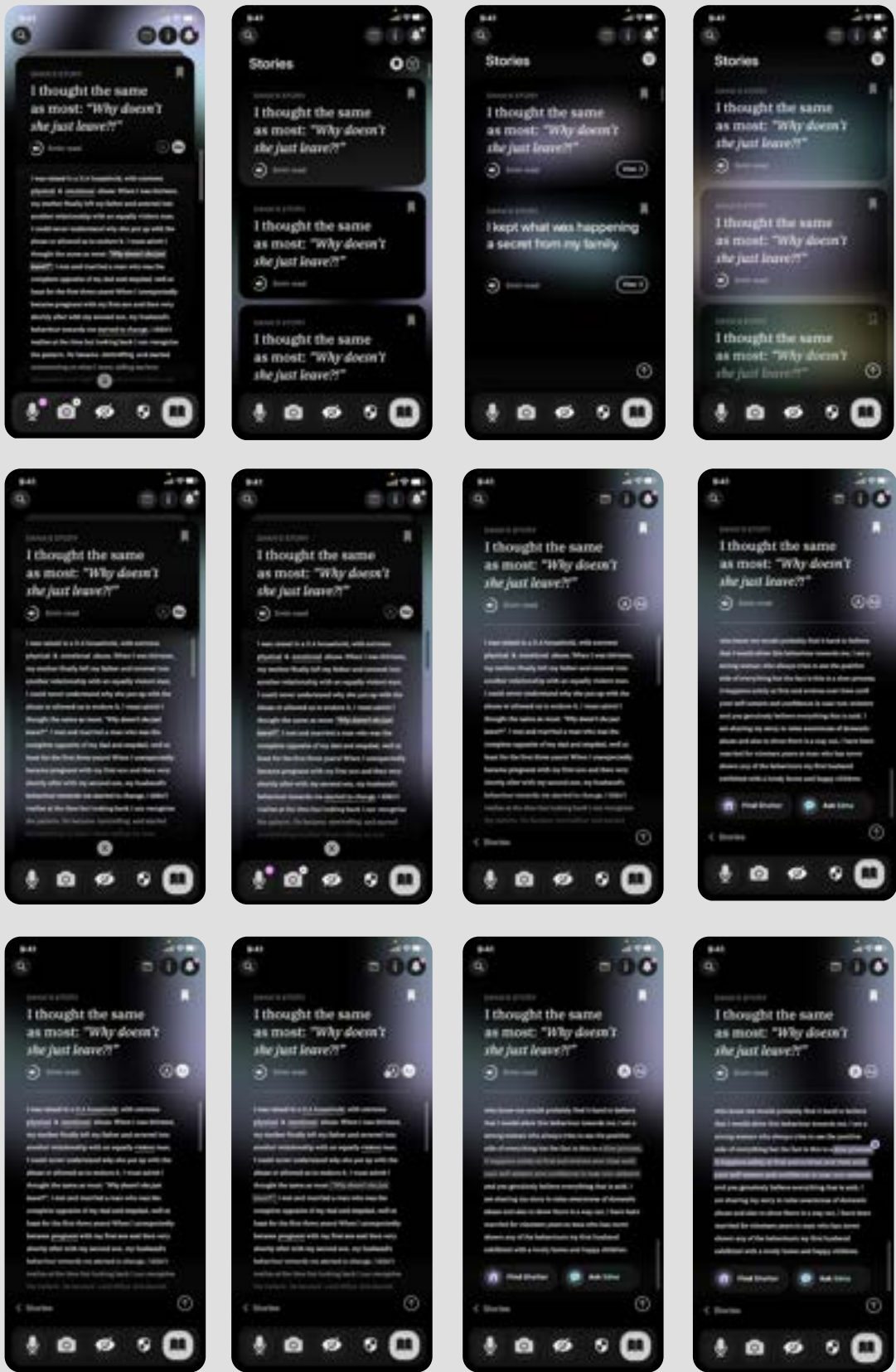
Researcher Iterations. (2023)



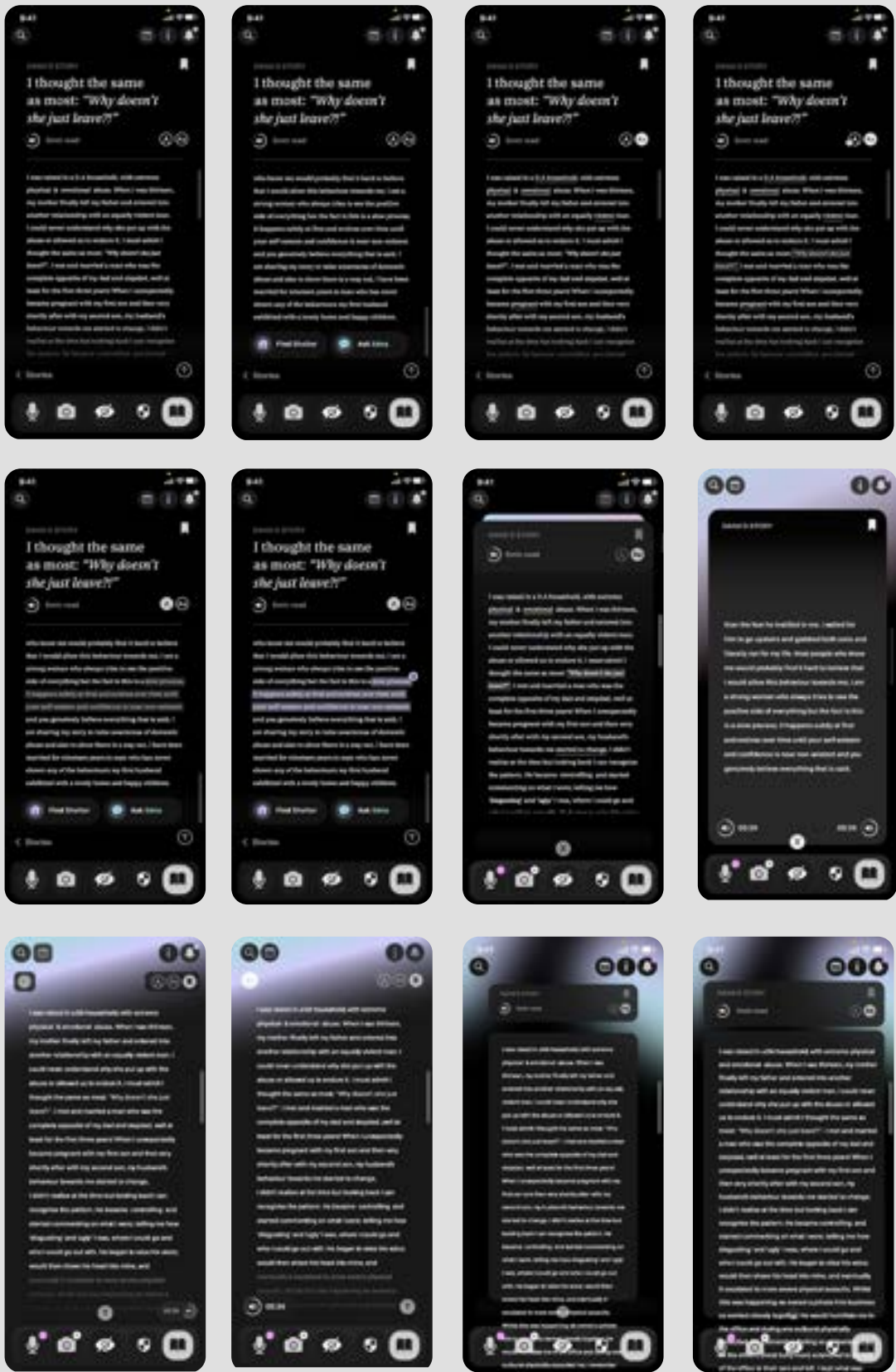
Researcher Iterations. (2023)



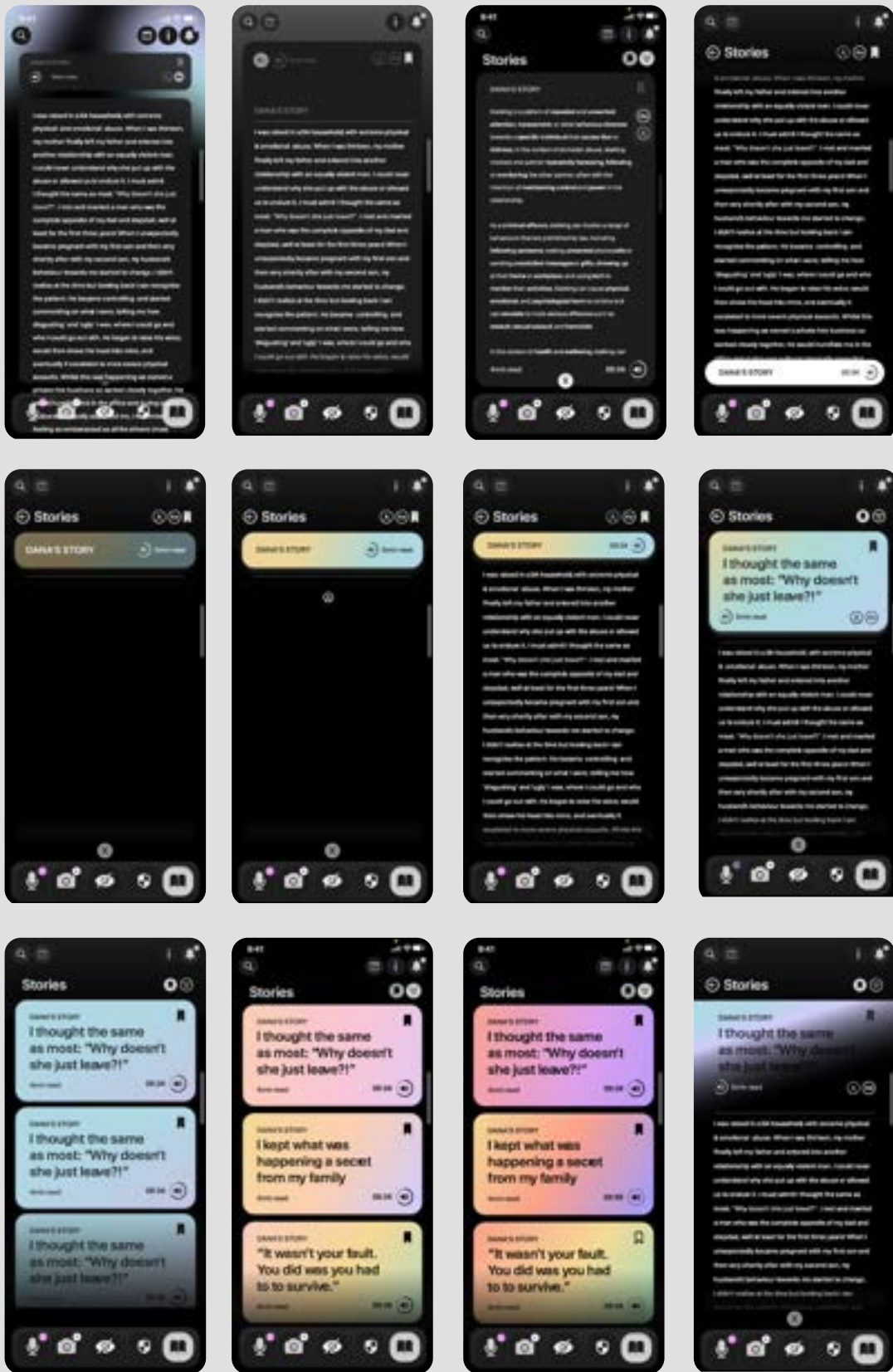
Researcher Iterations. (2023)



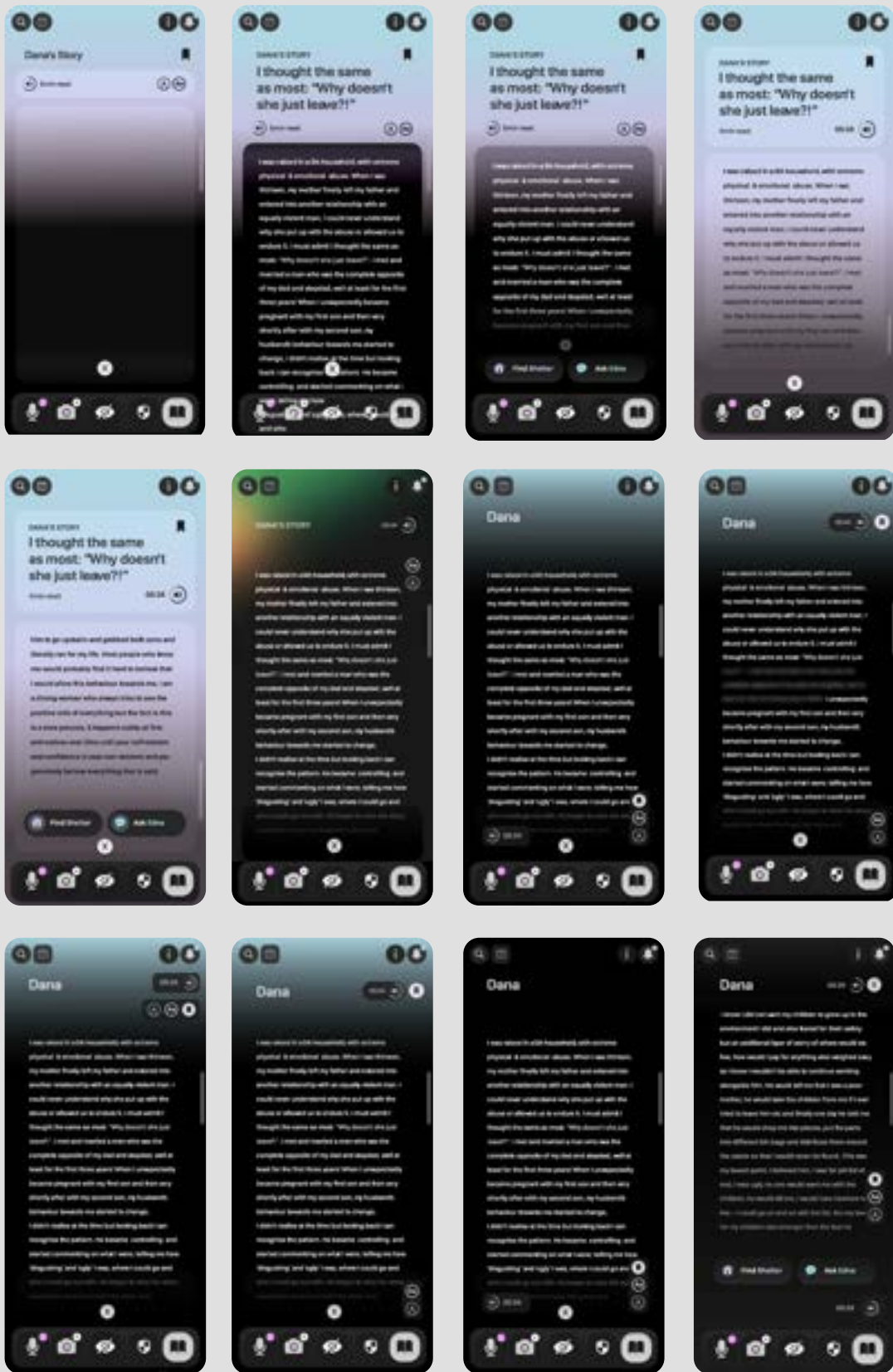
Researcher Iterations. (2023)

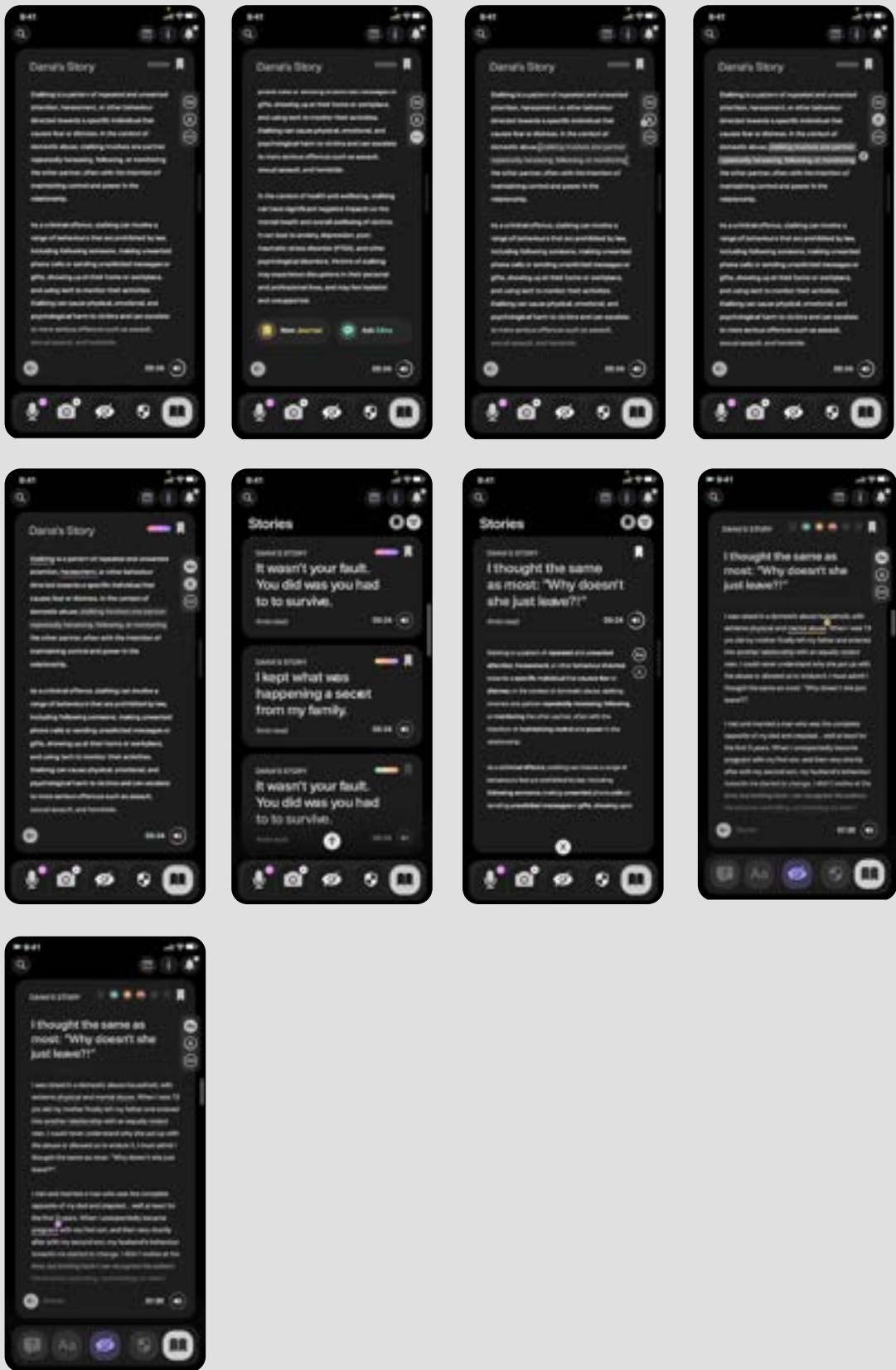


Researcher Iterations. (2023)



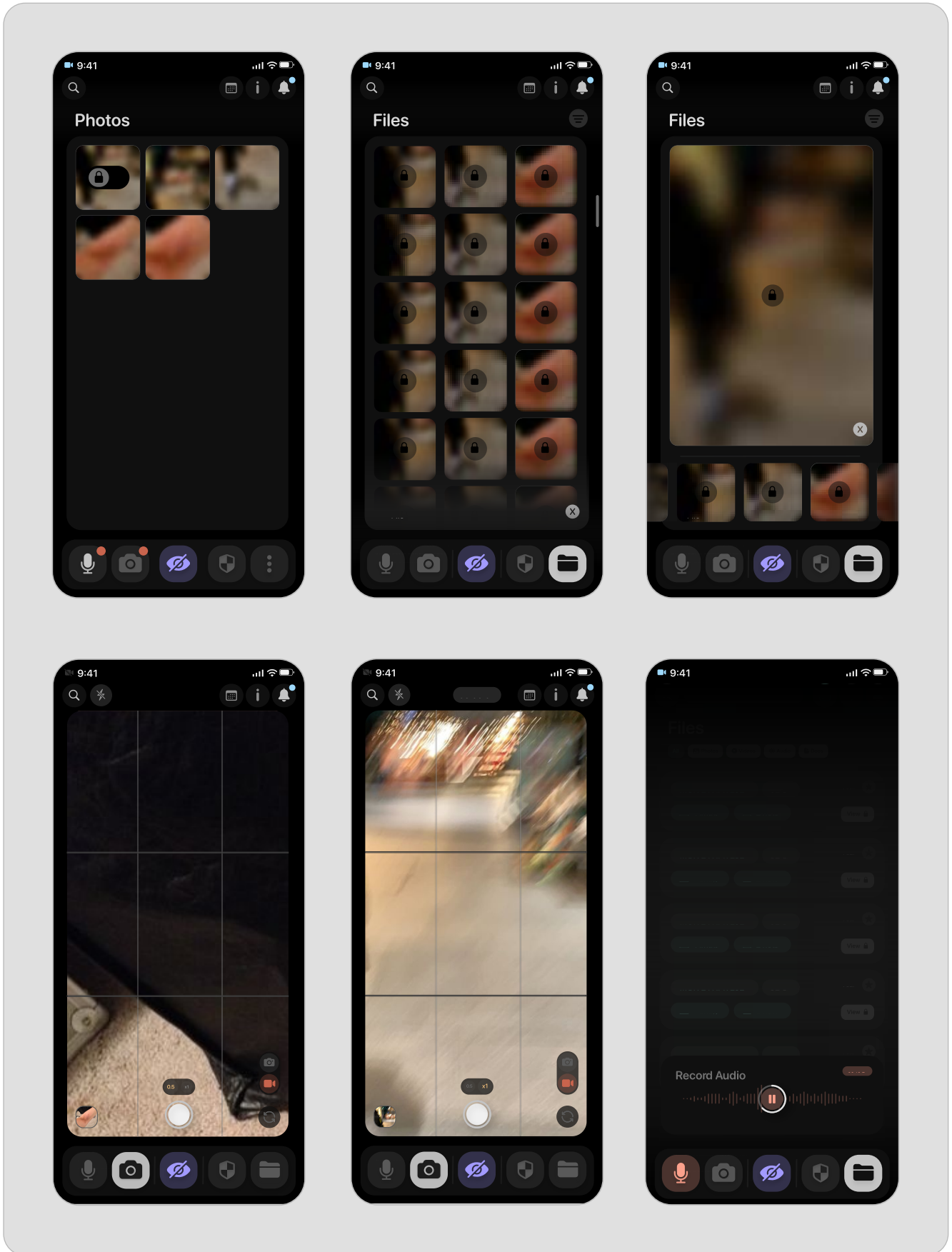
Researcher Iterations. (2023)







App Iterations (Files)



Appendix AD Victim Statement (Police Edit)

RESTRICTED (when complete)

MG11

WITNESS STATEMENT

Criminal Procedure Rules, r 27. 2; Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B

URN

Statement of: Researcher

Age if under 18: Over 18 (if over 18 insert 'over 18')

Occupation: Student

This statement (consisting of 3 page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false, or do not believe to be true.

Signature: _____(witness)

Date: Hidden

VICTIM PERSONAL STATEMENT

I have been given the victim personal statement (VPS) leaflet and the VPS scheme has been explained to me. What follows is what I wish to say in connection with this matter. I understand that what I say may be used in various ways and that it may be disclosed to the defence.

I sit here, wondering how on earth to write this statement?

Every time I do something like this, I'm left feeling lost for days, and to be honest, I don't really know where to start.

How can I even convey the trouble one person has caused me; the amount of pain I go through on a daily basis.

I haven't wanted to think about it, because I'm scared of how it might make me feel. It has been over a year now since I left Dean and although I am much better than I was, it is still a daily struggle.

There are frequent triggers, flashbacks, overwhelming anxiety, confusion, indecisiveness, self-doubt, mood swings, exhaustion, sadness, fear, distrust, anger, frustration, disappointment, disassociation... to name a few.

When thinking about the effect Dean has caused in such detail, I start to lose touch of me. Like the trauma, and all the mix of emotions and confusion, has returned. I'm scared, because, just as I think I'm doing ok, I have to face it again.

The emotional impact that Dean had on my life when I was in the relationship was so unbearable that it was numb. And now looking back, I guess this was subconscious self-preservation. Because, honestly, I would have gone completely and utterly mental if I allowed my emotions to come out during those 4 years with Dean.

I met a boy at the young; naive age of 16. I was studying art and design at college when I met an introverted artist. I didn't notice him much. He noticed me. I became increasingly overwhelmed with my bereavements and felt very lonely. Dean came into my life at the perfect time. I was lonely and sad, I needed attention, and he gave it. An abundance of it. Every day he would travel to see me. Walking, cycling, bus, all weathers. He was a shoulder to cry on and a seemingly wise voice. We shared stories of our lives and he confided in me some awful childhood memories. I learnt of these awful stories on our second date and I felt a strong urge to help him. I wanted to help heal the wounds and show him a new life. Bring him happiness that he deserved. I encouraged his art and setup a mini career for him. I grew a close relationship with his family. People ask why I stayed with him so long after having the memories of the ways he would treat me. I can't answer that.

I'm beginning to learn why / how I got myself into an abusive relationship. Dean was very manipulative and prayed on me at an extremely vulnerable time in my life (heartbreak from the breakup of my childhood love, and uncle's suicide, and consequently losing touch with family,

Signed : **Signature witnessed by :**

2013/09

RESTRICTED (when complete)

particularly my mother). But why I stayed so long is both confusing and saddening to me. And although I started to recognise that what was going on was wrong, I didn't feel capable of removing myself from the situation, particularly because he would play it down or switch moods very quickly, or even joke about what had happened.

In the early stages of abuse, I would cry about little things. Like feeling sleepy and not seeing properly. But really, I think I was just finding excuses to realise the impact. There wasn't time for me to feel sad. I guess the word I'm looking for here is, trapped. And although I was usually physically allowed to leave the house or room, emotionally, I was manipulated and made to feel fearful for leaving...

His trapping behaviour would span across all elements of my day-to-day life. I would spend most of my day thinking of or responding to him.

He played head games with the idea of me leaving the relationship. One minute he'd be saying how special we are, how much he loves me, and in the next breath he'd be saying that he could get girls better than me who would be more attractive and do more for him than I ever could (often references to the work I did for him, housework, the 'bedroom').

Dean has had such an effect on my life, I'm 21 years old and recently graduated from University and started a new job. I should be having fun and enjoying myself. Feeling fun and free. Yet I still feel trapped. Often by my own state of mind. But only by a state of mind that has been created for me. So, in essence, I still feel trapped by him and the memories of him. And the saddest thing is I don't think there's any punishment, or therapy that'll remove this deep sadness. I almost feel like a ruined soul. I hate it. It makes me feel used and disgusting.

I just don't even want to be dealing with it. I don't want these emotions.

The emotional impact of Dean's treatment, made university (whilst with him, and then after leaving him) an extremely difficult time. It was hard when I was with him, because I was made to put him first and my studies second, he would make me feel bad for studying and would put me down for it (saying, you'll never make it, you're not good enough, you're stupid, etc....).

It was also a struggle once I'd left him. I was in the third year of my degree whilst having to deal with not only the emotional impact of what he had done, but having to tell friends and family, taking time out of studies for counselling and stuff with the case, having to answer calls from the police or wellbeing services whilst at university (and often being disturbed during lectures).

Then, to make matters worse, Dean would still be prominent in my life - leaving notes and subtle reminders of his presence. So, it didn't matter what I was doing / where I was, I always had this hidden sense / worry that he'll be around the corner, or I'll find something that he's left me.

As a result of this I felt very anxious during Social interactions. I tend to overthink interactions with people. Asking myself "Did I act the right way"?

I guess it's fair to say I've developed trust issues. Although I still force myself to do things and be sociable, it does fill me with great anxiety. To help with this anxiety, I subconsciously tear at my fingers or bite my lips. My fingers had gotten so bad because of stress at one point, then I had peeled away most of the skin on my thumbprints.

Due to Dean's head games I started onto a path of self-destructive and bad coping mechanisms. This new rush of emotions was so overwhelming, I couldn't cope with this anxiety and started to drink alcohol before going to bed, before seeing people and prior to any events. When I finally went back to University, I stopped drinking because I found that I had become too dependent on it, to the point it made me depressed. Instead I began to take codeine to calm my nerves. In the beginning I didn't know that codeine was addictive and as a result it's something I still feel tempted to take in times of stress.

Not only did I experience physical pain during the relationship with Dean, I am now left with chronic pain, often brought on by stress and which is still undiagnosed by doctors. This chronic pain and the stress of dealing with counselling, police, etc.... really took its toll at University. So much so that I would break down, have outbursts and end up handing in my work late when everyone else had finished university, this was because I couldn't cope with the stress.

Signed : **Signature witnessed by :**

I struggled with affection for a long time—particularly with my parents. Although I am getting much better with this, I still sometimes feel as though I'm forcing it (like I did when I was with Dean). Sometimes even verbal communication is a bit much, as I struggle to organise my thoughts. Eye contact was a big problem when I first left Dean. I really struggled to look people in the eye. I would end up looking down because it felt too vulnerable.

I surprised myself with how quickly I settled into sex after leaving Dean. I didn't feel scared. And I guess this is because I was with someone who truly cared for me and treated me well and with respect.

Although, now I look back, I realise that I had started to get obsessed with sex. If I wasn't having it every time I saw my new partner Ned, then it didn't feel right. I would wonder why it didn't happen. I felt like I needed that sexual attention. I think this was because Dean made me have sex (or some form of sexual interaction) at least once every day. And if we didn't, he would make me feel very guilty for it. Therefore, if I wasn't having sex when I was with Ned, I would start to feel guilty.

It's been over a year since I removed myself from Dean and the situation, yet these horrible feelings still linger. So it's almost like I've never actually fully left his control. I still feel anxious, self-conscious, paranoid, guilty, lost, confused, hurt... I feel these emotions when I shouldn't. I feel paranoid when I'm actually safe. I feel guilty when I'm innocent. The emotions are out of context. The mix of feelings Dean managed to manipulate inside of me during our time together, still bubble up from time to time. Granted, not as often anymore, but it's still there.

I can't move on yet. I don't want to have these memories. I don't want to feel like this. But I can't stop it. It can't be undone. I can't be free. Nothing is going to fix it. Not time. Not this court case. Nothing. Nothing can undo what he's done. I just have to live with it. Forever.

It's something I just have to suck up and get on with.

Signed :

Signature witnessed by :

Victim Statement (Edna Original)

I sit here, on my bed wondering, how on earth to write this statement... Every time I do something like this, I'm left feeling lost for days, and to be honest, I don't really know where to start. How can I even convey the trouble one person has caused me; the amount of pain I go through on a daily basis? I have just about managed to block it out enough to prevent waking up depressed and to get on with everyday life. I haven't wanted to think about it, because I'm scared of how it might make me feel. And let's bare in mind, it has been over a year now since I left Dean. Granted, I am much better than I was, but it is still a daily struggle. There are frequent triggers, flashbacks, overwhelming anxiety, confusion, indecisiveness, self doubt, mood swings, exhaustion, sadness, fear, distrust, anger, frustration, disappointment, disassociation... to name a few.

When thinking about the affect of Dean in such detail, I start to loose touch of me. Like the trauma, and all the mix of emotions and confusion, has returned. I'm scared, because, just as I think I'm doing okay, I have to face it again (like I am now) and it sets me back 10 steps. When I did my police interview, I spent the next 2 weeks afterwards in one of my darkest depressions. It has taken me weeks and weeks to build up the courage to write this. I've made several failed attempts, because as soon as I start writing it sets me into a spiral of depression which takes days, if not weeks, to recover from. But this weekend, I've been feeling particularly low, and flashbacks relatively frequent, so thought that I might as well write this statement seeing as I already feel crap.

The emotional impact that Dean had on my life when I was in the relationship was so unbearable that it was numbing. And now looking back, I guess this was subconscious self-preservation. Because, honestly, I would have gone completely and utterly mental if I allowed my emotions to come out during those 4 years with Dean.

I met a boy at the young; naive age of 16. I was studying at college when I met an introverted artist. I didn't notice him much. He noticed me. He noticed me for sure. I became increasingly overwhelmed with family bereavements at the time, and felt very lonely. Dean came into my life at, I guess, the perfect time. I needed attention, and he gave it. An abundance of it. Every day he would travel to see me. Walking, cycling, bus, all weathers. He was a shoulder to cry on and a seemingly wise voice. We shared stories of our lives and he confided in me some god awful childhood memories of years of abuse, and into his schooling troubles with bullies, and in general, trouble fitting in. I learnt of these awful stories on our second date and felt a strong urge to help him. I wanted to help heal the wounds and show him a new life. Bring him happiness that he deserved. I encouraged his art and setup a mini career for him. I grew a close relationship with his family - particularly his mother, whom I also felt a strong urge to help (she was an alcoholic clearly struggling to deal with the terrors her children endured).

People ask why I stayed with him so long after having the memories of the ways he would treat me. I can't answer that. I torture myself with the question enough. Like: Why did it have to happen to me? Why didn't I do anything to stop it? Why couldn't I see it? The not being able to see it part is something that really scares me, as I worry if it'll happen again in relationships, be it partner, friends, family, work... even though I am extremely cautious nowadays (more than I should be).

I often feel like no one understands. I go to talk about it, but no input tends to cut it. It makes me feel very lonely. And although the Freedom Group really helped (not only to see that people had been through similar things, but also made me realise more of the things he did were wrong), it still didn't completely make me feel understood.

I'm beginning to learn why / how I got myself into an abusive relationship. Dean was very manipulative and preyed on me at an extremely vulnerable time in my life (fractured family dynamic due to a recent suicide). But why I stayed so long is both confusing and saddening to me. And although I started to recognise that what was going on was wrong, I didn't feel capable of removing myself from the situation (particularly because he would play it down or switch moods very quickly, or even joke about what had just happened (for example, there was this one time that he put an electric sander to my face: my response to him after was: "That could have been my eye!" His response: "That was what I was aiming for.")).

In the early stages of abuse, I would cry about "stupid" things (like feeling sleepy and not seeing properly), but really, I think I was just finding excuses to release the impact of the abuse. There wasn't time for me to feel sad. I guess the word I'm looking for here is, trapped. Although I was usually physically allowed to leave the house or room, emotionally, I was manipulated and made to feel fearful for leaving (an example would be, if I were to drive to my mums house, he would take ages to say goodbye, then keep hugging me, pushing the door closed, saying don't go yet; then warning me of how dangerous it is, asking how long I'll be, when I'm going to get back, to get back soon because I have all these things I needed to do for him, to only drive in the slow lane, call him when I'm half way and when I arrive, and then constantly message and call whilst I'm there, usually encouraging me to leave early). His trapping behaviour would span across all elements of my day-to-day life. I would spend most of my day thinking of or responding to him.

He played head games with the idea of me leaving the relationship. One minute he'd be saying how special we are, how much he loves me, and the next be saying that he could get any girl better than me who would be more attractive and do more for him than I ever could (often references to the work I did for him, housework, and the in 'bedroom'). His neglect would even go to the extent of death threats (of which he would describe how he wanted to kill me, e.g. burn to death, drown alive, etc.).

It was very strange to be constantly with someone, or under someones watchful eye, but feel completely alone. I lost all privacy - be it from my personal contact, to my thoughts, and even going to the toilet. Everything became monitored and questioned. Time was watched and judged. I had to keep to unrealistic deadlines. I had to be prepared for invasion of privacy. I had to be prepared for being checked up on. I think this is one of the main reasons that I struggle so much to relax or enjoy nowadays without feeling guilty or panicked. I'm always wondering when I'm next going to be questioned, which then makes me question whether I'm doing things right, or "normal".

I try to thank my lucky stars every day for the wonderful people in my life now, the opportunities I have been given, and the memories I have made since. But there is always that lingering memory and feeling of the person I used to be when trapped by Dean. A person that I don't want to be a part of.

Being with him was the worst time of my life. And leaving him was the worst time of my life. Because, despite being away from him, I still felt unsafe. I was still in this hideous mental trap. And I'd often say things like, "it would have just been easier to stay with him, because at least then I'd be numb". I feel like he's still ruining everything for me and sucking the joy out of the things I do. And this doesn't mean to say I don't experience happiness or enjoy things - I do. It's just the constant reminders of him - like writing this statement, it almost destroys me. For example: I wrote this segment before going away with friends the following day. I should be feeling excited. But here I am, feeling miserable, lost, lifeless, demotivated and procrastinating from writing this statement because I can't bare to feel worse than I already do. It ended up impacting the holiday because I was bottling up how I was feeling about the statement because I didn't want to burden anyone else.

I'm just so fed up of it taking over my life. I'm 21 years old. I've graduated and started my new job. I should be having fun and enjoying myself. Feeling fun and free. Yet I still feel trapped. Often by my own state of mind. But only by a state of mind that has been created for me. So, in essence, I still feel trapped by him and the memories of him. And the saddest thing is I don't think there's any punishment, or therapy that'll remove this deep sadness. I almost feel like a ruined soul. I hate it. It makes me feel used and disgusting. I just don't even want to be dealing with it. I don't want these emotions. I don't even want to have to think or feel badly about Dean. I just want to be normal.

The emotional impact of Dean's treatment made university (whilst with him, and then after leaving him) an extremely difficult time. It was hard when I was with him, because I was made to put him first and my studies second, and made to feel bad for it. He would put me down, like "you'll never make it in", "you're not good enough", "you're stupid", etc...). But then, it was a struggle again once I'd left him. I was in the third year of my degree whilst having to deal with not only the emotional impact, but telling friends and family, taking time out of studies for counseling and stuff with the case, and having to answer calls from the police or wellbeing services whilst at university (often being disturbed during lectures). Then, to make matters worse, Dean would still be prominent in my life - leaving notes and subtle reminders of his presence. So, it didn't matter what I was doing / where I was, I always had this hidden sense / worry that he'll be around the corner, or I'll find something that he's left me.

He'd talk about himself for hours, and I'd go along with it saying how great he is (whether this was because he was putting himself down or boosting his ego). I'd sit quietly and put input here and there. I've noticed that, with Ned for example, I used to let him talk and not give much of my opinion and would agree with him, even if he'd ask me what I really think. But only recently I've started to find it annoying when people talk for long periods of time (even if it's not about themselves) because it reminds me of Dean's behaviour. I particularly struggle listening to people with monotone voices, and this reminds me of Dean's tone and lack of emotion when he spoke.

I feel like my perception is totally different, and maybe even distorted, nowadays. I feel a great and deep empathy for others - particularly women and children. Nowadays, I feel like I'm on a constant alert to protect others. I often look at situations around me and see them from a state of paranoia. For example, there could be a woman with a man—maybe jokingly pushing or grabbing her—to me this is seen as an attack, and I feel myself getting all protective and feral and wanting to help the woman. I have a memory of seeing a young child being told off at a bus stop: Ned was driving and I was the passenger. I noticed this and felt so worried about the child that we had to turn around so I could check he was okay. He was completely fine and it was just me being paranoid. In a way, it's a good thing that my perception has changed, as I now look out for others, but it's not fun having to frequently feel panicked about things that I don't need to feel panicked about. Social interactions made me feel very anxious. I tend to overthink interactions with people. Did I act the right way? What did they mean when they said that? I guess it's fair to say I've developed trust issues. Although I still force myself to do things and be sociable—as I know this helps to recover—it fills me with great anxiety. To help with this anxiety, I subconsciously tear at my fingers or bite my lips. My fingers had gotten so bad because of stress at one point, then I had peeled away most of the skin on my thumbprints.

I go through phases of completely losing touch with reality. This is usually when the stress of it has gotten too much. I end up walking around feeling like I'm floating in a bubble, and everything feels unreal. Things I touch lose their feeling, smells are noticeable but dimmed. In fact, all of my senses seem outside of me. I believe this is called 'disassociation'.

I'm not too sure who I am anymore. I'm discovering as I grow and make new memories and experiences, and I remember who / how I used to be. But the me before, during, and after are very different people. And this scares me. I feel as though I've lost myself. How is it that I can live a life not knowing who I am? It makes me feel extremely uneasy. And only being a year and a bit away from Dean's abuse is far too close for comfort, and means the person that he made me be is still very much underneath the surface. I feel like I'm having to re-birth myself. I'm having to rediscover me, or find a completely new me. This is very hard, as I often struggle to make decisions for myself. And when I do, I spend the moment from decision to outcome, questioning myself and my choices. Should I go there? Do I need to? I need to, but I don't have to! But I should?!... This happened just the other day: I was driving back from the shops with a friend. After parting ways with my friend, I was left to bumble by myself. I was very aware that I was left by myself, and like a child, I wasn't sure how to act alone. I start to fall into my own disassociated bubble. I guess this is to protect myself? But it doesn't feel very safe. In fact, I lose so much confidence that I feel completely unsafe, and worse, out of control. I go back into freeze mode like I used to when I was with Dean. When I was walking around the shops I was thinking to myself: "I'm doing okay, I'm feeling alright about this. This is actually pretty impressive for me. I actually feel fine and almost normal." But upon reflection, I notice that this isn't normal thinking. Surely I shouldn't even be having to think this way and talk myself through my steps? I should just have relaxed; normal responses to things. But I don't. I just know how to act around people and when. And when I feel relaxed I start thinking to myself: why am I so relaxed? Should I be feeling this relaxed?...

I wish I could feel relaxed all of the time—or at least comfortable in my own skin. Because it feels great when I do. For example: I went to the pub with Ned and friends a few weeks back. I had just finished work and was wearing comfy; casual clothes, not much makeup and feeling totally relaxed. Ned complimented me on how nice I looked; so I guess the relaxed manner makes me more attractive and approachable... But because someone had noticed my relaxed behaviour, I then started questioning myself and starting to feel anxious again. I'm just a constant questioning inner monologue. It's a nightmare.

Sometimes the stress gets so much that my visibility blurs, I feel faint and dizzy. I get the horrible confusing feeling—sparked from his head games—of: "it wasn't that bad", "maybe I should leave it", "I feel sorry for him", "maybe he wouldn't do it again"...

Sometimes I feel angry because I think, why didn't anyone notice? Why did my parents let me move out so young? But other times I feel stupid because I think it's my fault. And other times I'm angry at him for even doing it in the first place.

I became very self-destructive with bad coping mechanisms. This new rush of emotions was far too overwhelming. I couldn't cope with this anxiety. I started to drink alcohol before bed (to make sure I could get to sleep) and before seeing people, or events (to calm the nerves). Then later, when I was back at university, I completely stopped drinking alcohol because I had come depended on it to the point it now made me depressed, but would take codeine instead to calm me down. Codeine that was given to me by my doctors to ease my pain. Little did I know, codeine is addictive and is something I still feel tempted to take in times of stress, and admittedly the last time I took it to calm me down was a few weeks ago at work.

Not only did I experience physical pain during the relationship with Dean, I am now left with chronic pain, often brought on by stress (and still undiagnosed by doctors). It started shortly after leaving Dean, when I was at a friend's birthday. This marked the first time I was "allowed" to go somewhere with friends out of my own choice; without Dean in my life. I felt super excited about it! I felt fine and relaxed until I started to feel pain in my abdomen. I ended up going into hospital that night. I ended up being left in a room with a male doctor. He ended up injecting a numbing liquid into my bum cheek to relax my muscles, and then left me there. I'm shortly moved to another room, and given more pain killers. I didn't know where my friends were. All I knew was that I was in pain, and in a place I didn't know, with a male doctor who now has complete control over me. From what felt like an invigorating trip away, turned to a nightmare of flashbacks. I now struggle to be left alone with doctors, or some males in general. It makes me feel vulnerable and reminds me of a place I don't want to be reminded of.

This chronic pain and the stress of dealing with counseling, the police, etc... really took its toll at university. So much so that I would break down, outburst and ended up handing in my work late when everyone else had finished university because I couldn't cope with the stress. I rip and bite at my skin when I'm anxious (particularly when speaking with people) because the pain distracts me. It's like I've now been conditioned to pain. Dean was destroying me when I was with him, and now I'm doing it to myself.

In the early stages of leaving Dean, my insomnia had gotten so bad that I would get between 30mins - 2hours sleep per night. It was weird not to sleep next to him. I used to have to sleep with him because he would get nightmares, and was scared of the dark. He needed me! I feel bad that he couldn't sleep because of the impact of his trauma. I know how horrible it feels. I know how horrible it is to relive past trauma, in what is a safe place, where I shouldn't feel scared. And I think, maybe his nightmares were reliving his childhood trauma, in which case, I start to feel bad, like I should have been able to help him. He would often say that I didn't know how to help him and that I don't understand him (this is a feeling I am familiar with now). And maybe if I were able to help him, I would have been able to help myself too. But then my logical brain tells me that he shouldn't have taken it out on me to begin with. It's a very conflicting state of mind to experience, and now I worry, not that I'd receive the same treatment from Ned, but whether or not I'm doing the same to Ned because sleeping sometimes scares me. I don't want Ned to feel this way ever.

Dean would make me sleep on the outside of the bed to protect him (he would often joke about me getting attacked first). I got used to him controlling my sleep. He would wake me up with a thud in the night; a kick out of bed; shout in my ear; elbow my head; grab my face; pinch my flesh...or worse, make me sleep on the floor, or in the bath (which I would then later be told off for doing). It got to the point where I would automatically get into bed and lie in either of the positions he would make me because it was easier. This would either be on my back with arms straight down beside me - with head facing to the right, or curled into the fetal position on my right - on the edge of the bed. I have memories of him forcefully putting my head in this position, or wacking my head if it were facing him, because he could hear me breathe. When I left Dean, I would still automatically do this. I would then notice I was doing this, and try to sleep in another position of my choosing. But then I wouldn't be able to sleep. I had spent 4 years sleeping in those positions that it didn't feel right any other way. I'd have to sleep in 1 of the 2 positions to fall asleep. Because of this, I'd end up having nightmares associated to having slept in those positions when with Dean. I'd experience frequent lucid dreams, which would turn into graphic nightmares that I no longer had control of. I would even get sleep paralysis - where I couldn't move or fully wake up. Basically living in a nightmare.

Depression, I feel speaks for itself. I call it the deep, unbearable and painful sadness. It affects every waking moment, and in my case every sleeping moment. I suffered with insomnia for months and months after leaving Dean. Not only was I exhausted from studying at university, and dealing with the emotional impact, I was also sleep deprived - much like I was when I was in the relationship with Dean (which is why I would sometimes question why I had even left). I was still struggling as much as I did, if not more now. I started to wonder: when will this end? Life started to feel pointless and meaningless at times, and even led me to suicidal thoughts.

I go through phases of: "I'm okay", to phases of: "I can't believe I have to live like this forever." I tend to go through a process of sadness. Something usually triggers it, but then I bottle it up for days (weeks even) until I can't bare it anymore. I am unable to say aloud (some even to this day) things he did. They make me feel so gross and disgusting that I just have to block them out completely. And this becomes very difficult, usually with friends, as jokes are made which remind me of events, then I start to overthink it and spiral down again. It's just a shame that I'm having to train myself out of this sort of thought process at all. I can't bare how uptight and detached it makes me feel. It drags me away from friendships, family, work, enjoyment. I end up blocking out everything to numb the pain (like I did when I was with Dean).

It took me a long time to start feeling and showing emotion or reacting to emotion (like crying. I was unable to cry for a very long time). I struggled with affection for a long time—particularly with my parents. Although I am getting much better with this, I still sometimes feel as though I'm forcing it (like I did when I was with Dean). Sometimes even verbal communication is a bit much, as I struggle to organise my thoughts. And eye contact was a big problem when I first left Dean. I really struggled to look people in the eye. I would end up looking down. (I suppose I didn't feel confident enough to look up.) I sort of expected the same treatment. Or sometimes - particularly if talking about what happened - I would really struggle to look at the person I was talking to, because it felt too vulnerable.

I surprised myself with how quickly I settled into sex after leaving Dean. I didn't feel scared. And I guess this is because I was with someone who truly cared for me and treated me well and with respect. Although, now I look back, I realise that I had started to get obsessed with sex. If I wasn't having it every time I saw Ned, then it didn't feel right. I would wonder why it didn't happen. I felt like I needed that sexual attention. And I think it's because Josh made me have sex (or some form of sexual interaction) at least once every day. And if we didn't, would make me feel very guilty for it. Therefore, if I wasn't having sex when I was with Ned, I would automatically start to feel guilty because that's how Dean trained me to feel.

I find myself feeling extremely guilty when there really is no need. When I was with Dean, I was blamed for most things - even the most trivial, and particularly if they weren't actually my fault (all mind games to make me doubt myself) - which meant that I would apologise a lot.

There was no reaction that worked. I could cry and then be told off for crying (which has had an impact on my today because I constantly feel like crying is bad and feel guilty for it). I could attempt to argue back, which would be met with extreme anger and responses such as, "How dare you speak to me like that,?!" "You're in the wrong!", "Who do you think you are?!" (of course, stated with words such as stupid, bitch, whore, cunt, etc...). I could go quiet, and be told off for being quiet - this would usually mean he'd get in my face and demand a response, and if I didn't give one it would be met with comments such as, "You clearly don't care about me".

I learnt that saying sorry (even if I hadn't done anything wrong) was the quickest and easiest way out of the situation. This tendency to apologise for things that didn't require an apology have continued to be part of my behaviour. And although I'm training myself out of these habits, it is still hard. When I began my relationship with Ned, I would excessively apologise and ask permission for things that really didn't need it, for example, I would ask permission to use the bathroom or to drink water. (I distinctively remember being in Ned's car and driving back to his house... As we approach his drive we came near to my car; I ask if we could stop to I could get some stuff out of my car. (If it were Dean, he wouldn't have stopped, and certainly would not have waited). I rummaged around the boot of my car frantically trying to gather my things (because I was used to Dean rushing me to get all of our stuff out of my car (he would rarely help me carry things in), and if I took longer than a couple of minutes, Dean would shut the door on me and make we wait triple the time). When I got back into Ned's car with my belongings, I straight away profusely apologise for how long it had taken me. To which Ned responds: "You didn't take very long, like 2 minutes. And please stop apologising for things like this. It's quite offensive, because I'm not like Dean. Take your time, I don't mind."

It is hard to annoy me nowadays. Especially when I first left Dean. I think it's probably because of how controlling he was. I wasn't allowed to feel emotions. I remember (very near the time I left Dean), standing by his bedroom door, crying (for the first time in a very long time) and telling him that he scares me. He responded by putting down my feelings (saying something along the lines of: "You're stupid!", "Stop making stuff up", "Attention seeker", "You're trying to get me into trouble and look bad in-front of my family", "Do you know what your problem is?! You're spoiled! That's what it is. You don't know what it's like to have things bad because you've never had to go through anything").

There's this thing, that if someone tells you something enough times, you start to believe it. Well this was certainly the case with me. I was frequently (probably on a daily basis) told by Dean, that I was ugly, not as attractive as other girls with big boobs and bums, not worthy of him, fat, anorexic, stumpy, flat bum, fat bum, stupid, whore, bitch, liar, spoiled, exaggerator, conniving, disloyal, cunt, selfish, moron, frigid, idiot, lazy... The name-calling would contradict itself, confusing my further. I never knew where I stood. I lost my self-worth.

Dean had (supposed) sexual encounters with other women when I was with him, and would pay online prostitutes, and would film himself sexually and send it to women. He would brag to me about it, like it was normal ;like I should accept it, and I did. It enhanced how shit he could make me feel about my appearance or the things I was expected to do for him.

He would make me feel extremely uncomfortable with my choices in clothes and style. If I wore a top that revealed a bit of cleavage I would publicly be told of this and would then have to try to cover it up. If I had put red lipstick on, I'd be told how stupid it looks on me. And now if someone tells me they like something I'm wearing (clothes, makeup, etc...) I worry in my head if they really mean it. So even though today I know these nasty; derogatory comments about me aren't true, and I'm often told by loved ones the opposite, I still have moments and days where I think, Dean was right. He would make me feel extremely doubtful of myself. He would say things like: I smelt different or be like, who gave you that hickey (even though I didn't have one), or question "Who's been sat in the car - the seat has moved?!" (even though we both know no one else has been in the car but him.) I could rightfully deny such statements, but would still end up feeling guilty and doubt myself.

When I rarely went back home to my parents (if I did, it was a very quick visit in order to avoid communication. After all, I was having to hide my feelings or any marks to avoid further trouble with Dean), they would be like: "You're home! What are you doing here? Is everything okay? Have you fallen out with Dean? Would you like some food? It's really good to see you! Maybe try and stay here more?" Although this is such a lovely reaction, it felt all too much at the time.

Dean had trained me to think negatively about my parents, to the point where I didn't trust them and didn't feel that they loved or even wanted me there. So I'd rarely go back, despite their warm embrace. This rejection of love is something I still struggle with.

I try to force myself to go out to cafes or see friends, but this rarely ever happens as I start to feel indecisive about it. I go to public places alone and feel like I'm being watched. Even when I desperately need to be somewhere, I will put it off. For example, on my way to work the other day, I really needed to buy some sanitary products. Every supermarket I went by I would slow down, then drive past. For some reason the thought of going in felt wrong. I did eventually find a petrol station to go into (that way it felt more purposeful) and felt extremely uncomfortable. Fortunately, I'm forcing myself to do these things so they start to become normal and less daunting. I just feel it's a shame I have to feel like this in the first place. Even to this day, I could have planned to do something alone, and it'll rarely get done. I tend to have this constant inner running monologue which is questioning my every move. Should I do this? Should I do that? And I recognise this is because Dean would question all the things I did, especially if I did them without him (for example, if I had come back from seeing a friend, or family, he'd be asking me what I did, who I was with (often making assumptions that there would have been other people), what we talked about, what they said about him. Or if I had been to the shops, it would initially be met with lack of interest, then to later be inspected and questioned about the price and lectured on how I shouldn't have spent that money because I need to put it towards the house or his art).

I particularly struggle on the weekends. Monday - Friday I am busy at work, doing a job I love which keeps me focussed, creative and distracted. I work with people who make me feel happy and safe. I usually spend time with friends in the evenings after work. The weekends feel blurry to me. I don't look forward to them and when they come I just want them to be over. I spoke with a counselor about this recently, and I realised I am getting negative feelings on weekends because I'm essentially flashing back to how my weekends used to be when I was with Dean. I would be at university Monday - Friday then come home to Dean after uni. But on the weekends I would drop Dean to work; then be left wondering what to do with myself without Dean's permission. He had me completely wrapped about his thumb. I would often arrive at places, feel totally overwhelmed and panicked (because I felt as if I shouldn't be there or that I wasn't allowed to be there) and leave or freeze. I'd start to feel extremely anxious and not know how to act. So usually, I'd end up sitting in my car somewhere. So, I still get the strange feeling on weekends, of what should I do, where should I go? I think it's because the pattern is similar to when I was with Dean.

This feeling of fear stems from Dean's monitoring and stalking. Not just during the relationship, but after too. When we first broke up I would receive constant phone calls (and I mean, phone call after phone call) - it was relentless! I would receive emails, text messages, photos, videos, voice recordings, letters, money in my bank and visits to my parents doors, families houses, friends; even friends parents houses. He sent messages to friends and family - usually looking for sympathy and trying to make it look as if I had made it all up. He messaged Ned (when we were dating) to "warn him of me". He even contacted my mothers ex-husband, my first boyfriend, and old friends of mine. He would frequently turn up at my grandmothers house (often late at night). He would leave voicemails to my mother. And just as I started to feel that all of this stalking had ended, it hadn't. I moved into a new house with my mother - a house Dean shouldn't have been aware of. However, I woke up one morning to see a brown envelope in the post box with my name hand written on it. My heart dropped as soon as I saw it, as I knew whose writing it was. I opened the letter - with my mother and step-father beside me - and read what I can only describe as a riddle. He had written the note on the back of an old map (a gentle reminder of the life we used to have), and the writing in a poetic style. Initially, I felt sorry for him. I even said this to my Mother when she asked if I were ok.

I thought I was ok. I went to visit family, but when I got there I spiraled into a panic. A deep deep panic. I felt trapped again. How did he find me? Why can't he just leave me alone? I just wanted to run way; run away somewhere that he couldn't possibly get to me. I thought maybe he had discovered where my new job is, and followed me from there. This fearful feeling and feeling of being trapped stuck with me for weeks. I thought I had a fresh start at with my Mum, then I started to worry if/ when he was going to show up again since he knew the address. From that day on, when I went to bed, I would no longer rest easy, because I worry that every little noise could potentially be him outside my house.

A similar event happened before then (which I informed the police of): Ned and I were visiting with my Dad. Ned fell asleep and I heard the noise of stones outside my bedroom window. I felt a panic, but then thought to myself, it's probably just a cat or a fox. I woke Ned and he suggested that he go outside to look, but I told him not to worry as I didn't want to overreact. We woke early the next day to go to university. We discovered that someone had chucked a thick white substance all over Ned's windscreen. Initially we thought it would be school kids, until we smelt and felt the texture. It seemed like paint or varnish, and certainly smelt like it. Which made me panic and suspect that it was Dean trying to make his mark. It is reminders like these (whether Dean or not) that make me feel panicked. I had my car broken into whilst I was in the university library, and my initial thought was, it must be Dean. And even though it most likely wasn't, I still have the fear that he's going to do / be the cause of something radical like that.

After Dean found my new house (which made me feel extremely unsafe), my parents fitted a Ring camera that would notify me when there's movement. I hear it and I would feel panic. (As I write this statement at 1:08am, the Ring app goes off. My heart drops, I loose a breathe and my eyes widen in panic.) I'm supposed to look at it when I hear it to check. But I often end up panicking and freezing (like I used to when I was with Dean). When my phone rings I feel panicked. Because my phone used to ring so much and it was usually Dean trying to get hold of me. And although I know it isn't him calling, it just reminds me of when he used to. Sometimes I leave work and think he'll be waiting, or think I see him. Just the other day, I was leaving work and my heart skipped a beat because I thought I saw him sat in my car (with his arm on the handle like he used to). Sometimes I want him to turn up (when I'm feeling particularly brave and confident) just so I can talk to him about it. Other times I'm petrified at the thought of seeing him!

I felt followed no matter where I went or what I did. And although this isn't anywhere near as intense now (I used to expect this intensity in my new relationship. I would feel extremely neglected if I hadn't received a message from Ned or if I hadn't seen him in a while. I was used to the contact surveillance), I still sometimes think I've seen him, or suspect that he'll turn up. I end up having to talk myself down a lot of time, just so I can get on with my day.

On one side, I hate what he's done to me, but the other feels bad for him. I'm usually just confused about the whole thing. It confused me when I was with him, and it confused me now. Why did he hate and love me so intensely? What did I do so wrong? Why aren't I normal? What did I do to deserve this? I always thought I was a good person.

When I'm feeling overwhelmed, I just want to run away. But when I do, that place doesn't help. So I run and hide somewhere else. And I end up doing mad shit like sitting on a pebbled beach at night time in the winter because I needed the shock to try and make me feel better or stop the flashbacks. Sometimes I go a whole day of flashbacks. And not flashbacks in the sense that I sit there hallucinating memories. But flashbacks in the sense that I feel the raw emotional impact of a memory and / or his treatment of me. Often caused by triggers, such as thinking I've seen him, or being somewhere that is associated with him, or someone saying something that relates to a memory.

I have a memory of being in the university library alone, studying, and feeling extremely anxious and overwhelmed by this large public space, and the invasion of these horrible memories. Fortunately, my friends arrived and had to leave with me because the feelings were getting so intense and I couldn't figure out why. I ended up laying in the back of Ned's car feeling physically and mentally exhausted and fearful and just wanting to end it all. Nothing was stopping it. This still happens, sometimes as intense and long, sometimes not, but I've learnt to ride the wave and trust that it'll calm down eventually.

Dean would hurt me in public, which of course gave him the power, because he knew I wouldn't scream. In fact, I'd over-compensate to pretend everything is okay. He'd often accompany these actions with things like: "I can't believe you're making me do this in public", or, "Do you want my parents to hear, are you trying to make me look bad?"... Which is probably one of the reasons that I'm so self conscious in public and not very comfortable with public affection.

Nowadays, if people question when I have a bruise, or a scratch, or a mark, and they question where it came from, I panic as if I'm back with Dean covering up my marks. But nowadays, these are normal marks from accidents that I usually can't even remember happening. But when questions - as to where the mark came from - are asked, I find myself pausing in my mind and having to think back really hard to what caused the mark. Anyone else would probably say, I don't know and think nothing else of it. I end up feeling like I'm having to cover something up again. So there's this conflicting feeling of, knowing nothing bad has caused this and therefore I shouldn't be feeling anxious about it, but also the feeling of panic and guilt like I'm having to cover something up. These questions, although caring and innocent, send me back to a deep; dark place where such responses would have been lies. It makes me doubt myself and my perception of memories for those few seconds. I have to talk myself out of it and remember that it's all okay.

I don't like this feeling, and I hate this - amongst many other subconscious responses I've developed. I don't want to be reminded of these memories and feelings anymore. It's been over a year since I removed myself from Dean and the situation, yet these horrible feelings still linger. So it's almost like I've never actually fully left his control. I still feel anxious, self-conscious, paranoid, guilty, lost, confused, hurt... I feel these emotions when I shouldn't. I feel paranoid when I'm actually safe. I feel guilty when I'm innocent. The emotions are out of context. The mix of feelings Dean managed to manipulate inside of me during our time together still bubble up.

I don't feel I deserve to have this burden. I often find myself questioning: Why me? Why did this happen to me? I don't understand what I did wrong to deserve this? I always thought I was a good person? Am I not normal? Will I ever be normal? I guess I'm still in denial. I can't really accept or forget. Can't move on yet. I don't want to have these memories. I don't want to feel like this. But I can't stop it. It can't be undone. I can't be free. Nothing is going to fix it. Not time. Not this court case. Nothing. Nothing can undo what he's done. I just have to live with it. Forever. It's something I just have to suck up and get on with. But I can't help feeling heartbroken by the fact that this was even allowed to happen in the first place. Not just to me, but to anyone. Anyone who has ever been abused. Physically, mentally, sexually... It takes something out of you. It takes a part of your person. A part of your soul. It needs to stop! It is totally unacceptable. These abusers - no matter what their excuse, can not get away with this. Something needs to change. We shouldn't be having to teach children helpline numbers, or telling girls to "cover up" because "they're asking for it dressed like that". Surely, focus needs to be on the cause?!

"The children in abusive households grow up knocking' girlfriends out cold - that's called a cycle. Abused becomes the abuser and that's just how life go." —High for Hours, by J. Cole

Now I disagree with this. We shouldn't accept such treatment. Why are these men not only getting away lightly, but even having the opportunity to treat people like this in the first place? Mental illness or not, there is no excuse. This issue needs to be eradicated. I've been through abuse. I suffer with C-PTSD and all the complexities it comes with (depression, anxiety, flashbacks, numbness, chronic pain, insomnia, etc...). But despite this pain, and the stress, of life, it does not mean that I'm then going to repeat the abuse to someone else. Why on earth would anyone want another soul to experience such pain?!

Rape. (I feel sick writing this). Rape is invisible.

Invisible because it happens, often covered up. A taboo!

Rape isn't always bruises and screaming like people would imagine. Rape is shocking. Freezing. Intimate. Confusing.

Personal. Heartbreaking. Rape is silent with internal tears of processing.

Rape is accepted. Tolerated.

Is it ok. Relax. It's normal.

Are frequent remarks victims hear. Now, if the perpetrator has already destroyed her through years of conditioning (name calling, putting down, physical abuse, etc...) like I was used to, then it is ok isn't it?! The perpetrator has completely lead the victim to believe that, it, is, ok.

There's an excerpt from *The Perks of Being a Wallflower*, by Stephen Chbosky, that I feel particularly sums this up:

Every ten minutes or so, a drunk girl or boy would stumble into my room to see if they could make out there or something.

Then, they would see me and walk away. That is, except for this one couple.

This one could, whom I was told later were very popular and in love, stumbled into my room and asked if I minded them using it. I told them that my brother and sister said I had to stay here, and they asked if they could use the room anyway with me still in it. I said I didn't see why not, so they closed the door and started kissing. Kissing very hard. After a few minutes, the boy's hand went up the girl's shirt, and she started protesting.

"C'mon, Dave."

"What?"

"The kid's in here."

"It's okay."

And the boy kept working up the girl's shirt, and as much as she said no, he kept working it. After a few minutes, she stopped protesting, and he pulled her shirt off, and she had a white bra on with lace. I honestly didn't know what to do at this point.

Pretty soon, he took off her bra and started to kiss her breasts. And then he put his hand down her pants, and she started moaning. I think they were both very drunk. He reached to take off her pants, but she started crying really hard, so he reached for his own. He pulled his pants and underwear down to his knees.

"Please. Dave. No."

But the boy just talked soft to her about how good she looked and things like that, and she grabbed his penis with her hands and started moving it... After a few minutes, the boy pushed the girl's head down, and she started to kiss his penis. She was still crying. Finally, she stopped crying because he put his penis in her mouth, and I don't think you can cry in that position. I had to stop watching at that point because I started to feel sick, but it kept going on, and they kept doing other things, and she kept saying "no." Even when I covered my ears, I could still hear her say that.

My sister came in eventually to bring me a bowl of potato chips, and when she found the boy and the girl, they stopped. My sister was very embarrassed, but not as embarrassed as the girl. The boy looked kind of smug. He didn't say much. After they left, my sister turned to me.

“Did they know you were in here?”

“Yes. They asked if they could use the room.”

“Why didn’t you stop them?”

“I didn’t know what they were doing.”

“You pervert,” was the last thing my sister said before she left the room, still carrying the bowl of potato chips.

I told Sam and Patrick about this, and they both got very quiet...

The boy named Dave is a senior now. He plays on the football team. He is a wide receiver. I watched the end of the game when Dave caught a touchdown thrown from Brad. It ended up winning the game for our school. And people went crazy in the stands because we won the game. But all I could think about was that party. I thought about it quiet for a long time, then I looked over to Sam.

“He taped her, didn’t he?”

She just nodded. I couldn’t tell if she was sad or just knew more things than me.

“We should tell someone, should’t we?”

Sam just shook her head this time. She then explained about all the things you have to go through to prove it, especially in high school when the boy and girl are popular and still in love.

The moral of this excerpt, is to explain how, despite the obvious mistreatment of this female, it is kept quiet. And so easily too. It is kept quiet, not only by the female, but by everyone around her. So it’s not wonder why women don’t speak out.

Dean made me feel like these events - amongst his other means of abuse and control - were normal; acceptable behaviours. To the point that even nowadays, I write these notes, or recite memories of his abuse, and sit and think to myself: it’s not that bad. I shouldn’t be making a fuss. Is it all just in my head (like it used to be when it was happening). He was very good at making me believe I was just depressed; over thinking it; attention seeking, often reminding me how we were “special”. It’s called conditioning.

I felt like I was his pet. I had to come in and sit a certain way, often silently. It didn’t matter what my needs or commitments were, and certainly not my wants (I couldn’t even turn a page in my sketchbook without being told off and told I’m selfish. I would sit and wait for him to finish his art to get attention. Often being told off for breathing too loudly and being forcibly removed from his room as a consequence). This trend still runs on. I sit down when other people sit down. I eat when others start eating. I can’t pick drinks or food, I always want Ned to do this for me.

I am slowly learning and adjusting to making my own decisions. Having my own mind and feeling like I’m allowed to. I’m slowly learning that I deserve to feel happiness and love.

“Love will not betray you

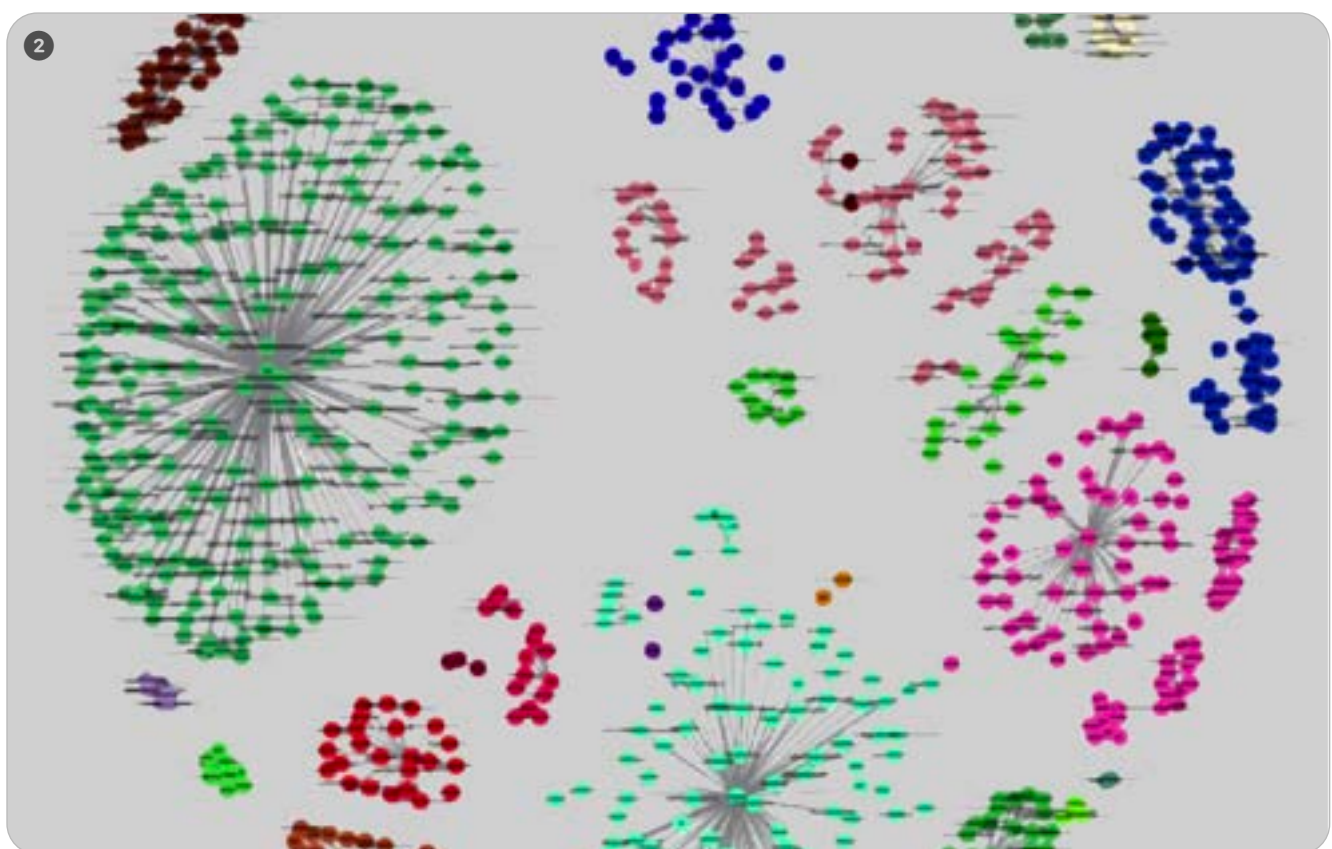
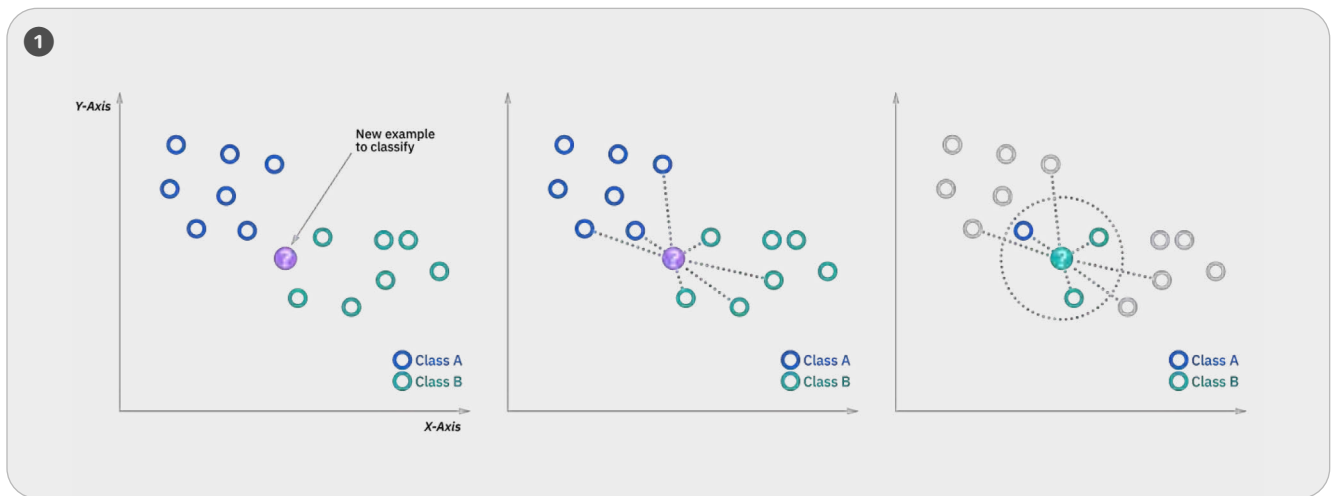
Dismay you or enslave you

It will set you free.”

—Sigh No More, by Mumford & Sons

I was trapped and I have set myself free. I survived. I have learnt the hard way how women should be treated, and how I deserve to be treated. It took four long hard years, but I’ve made it out and I’m here now thriving and enjoying more than I ever thought was possible before.

Appendix AE Technology (K-NN Algorithm)



1 Source: IBM (2021) What is the K-nearest Neighbors Algorithm?, IBM. Available at: <https://www.ibm.com/topics/knn#:~:text=The k-nearest neighbors algorithm, also known as KNN or,of an individual data point.> (Accessed: April 2, 2023).

2 Source: Singh, A. (2018) KNN Algorithm: Introduction to K-Nearest Neighbors Algorithm for Regression, Analytics Vidhya. Available at: https://www.analyticsvidhya.com/blog/2018/08/k-nearest-neighbor-introduction-regression-python/#How_does_the_KNN_algorithm_work? (Accessed: March 8, 2023).

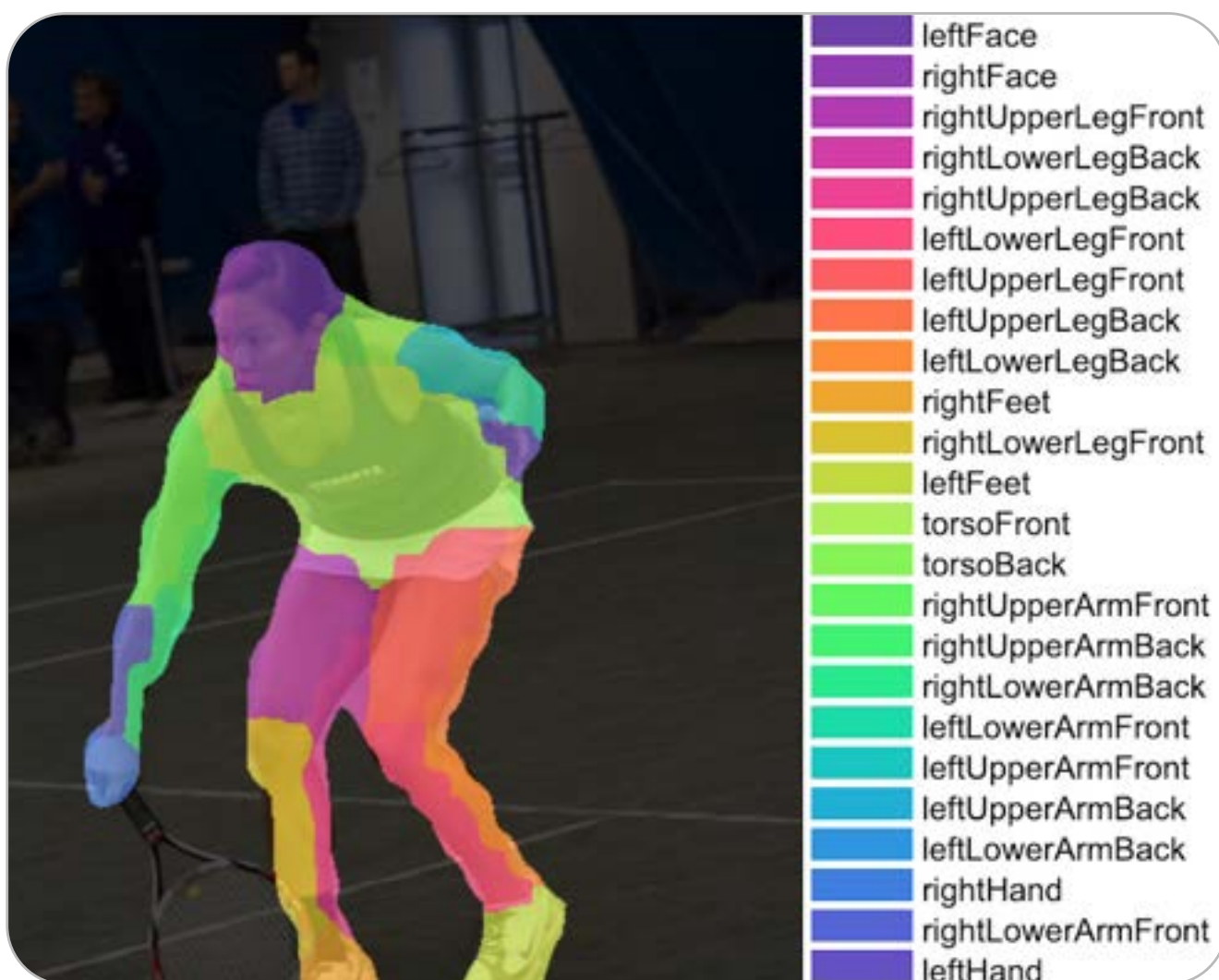
Technology (Angle Recognition)



Source: Odemakinde, E. (2023) Human Pose Estimation with Deep Learning, viso.ai.

Available at: <https://viso.ai/deep-learning/pose-estimation-ultimate-overview/> (Accessed: April 3, 2023).

Technology (Body Segmentation)



Source: TensorFlow (2019) Example body-part segmentation algorithm applied to images., TensorFlow Blog. Google. Available at: <https://blog.tensorflow.org/2019/11/updated-bodypix-2.html> (Accessed: April 3, 2023).

Technology (Face ID & Emotion AI)



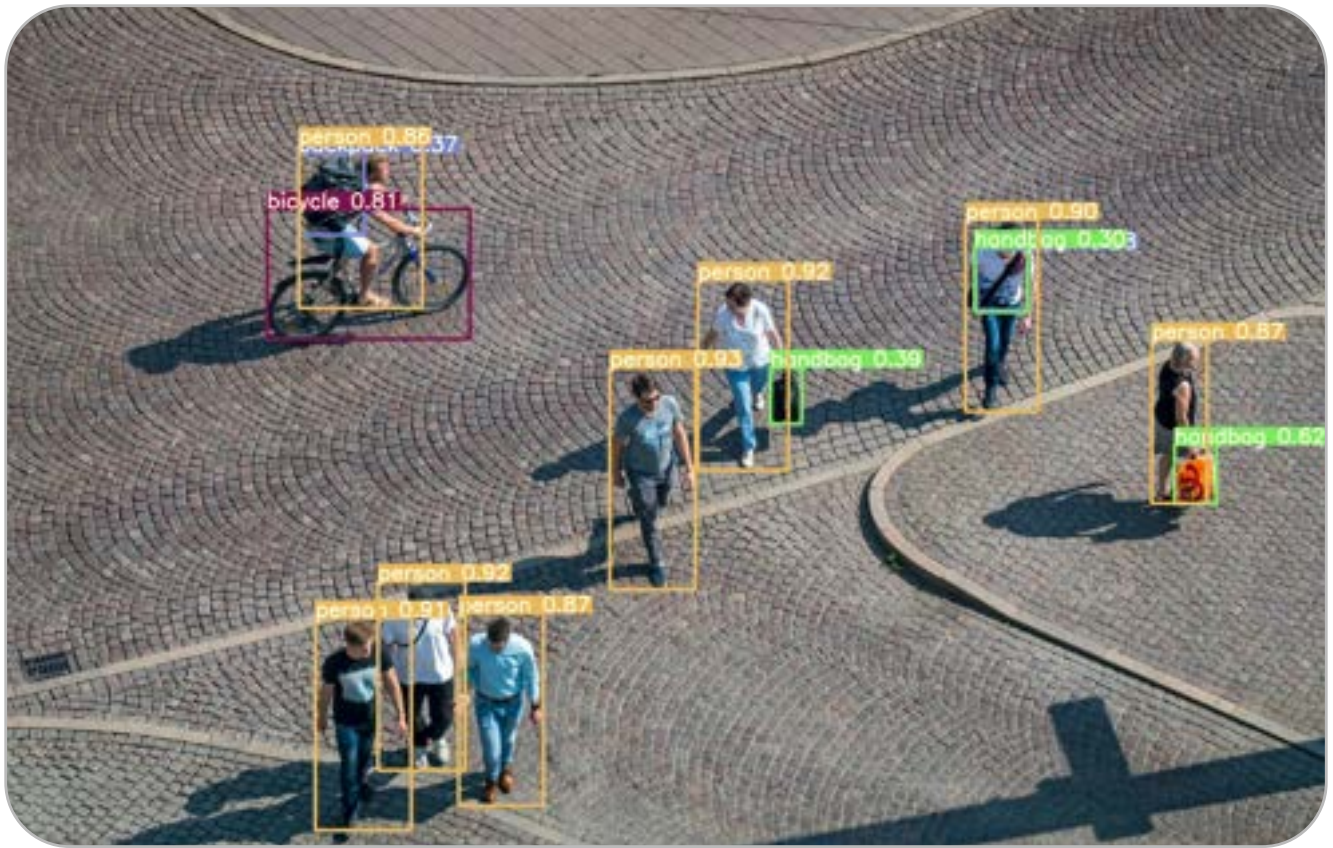
```
{
  "emotion":{
    "angry":7.603101671639384e-14,
    "disgust":2.7474185705216866e-21,
    "fear":1.688688161735822e-14,
    "happy":100.0,
    "sad":4.205067717644173e-10,
    "surprise":7.103817571484745e-13,
    "neutral":4.4851553027136504e-08
  },
  "dominant_emotion":"happy",
  "age":31,
  "gender":"Woman",
  "race":{
    "asian":0.9087088517844677,
    "indian":1.1444833129644394,
    "black":0.09399998234584928,
    "white":66.56872034072876,
    "middle eastern":16.655877232551575,
    "latino hispanic":14.628209173679352
  },
  "dominant_race":"white"
}
```

Facial attribute analysis for emotion recognition with [DeepFace](#)

Source: Boesch, G. (2023) AI Emotion and Sentiment Analysis With Computer Vision, viso.ai.

Available at: <https://viso.ai/deep-learning/visual-emotion-ai-recognition/> (Accessed: April 3, 2023).

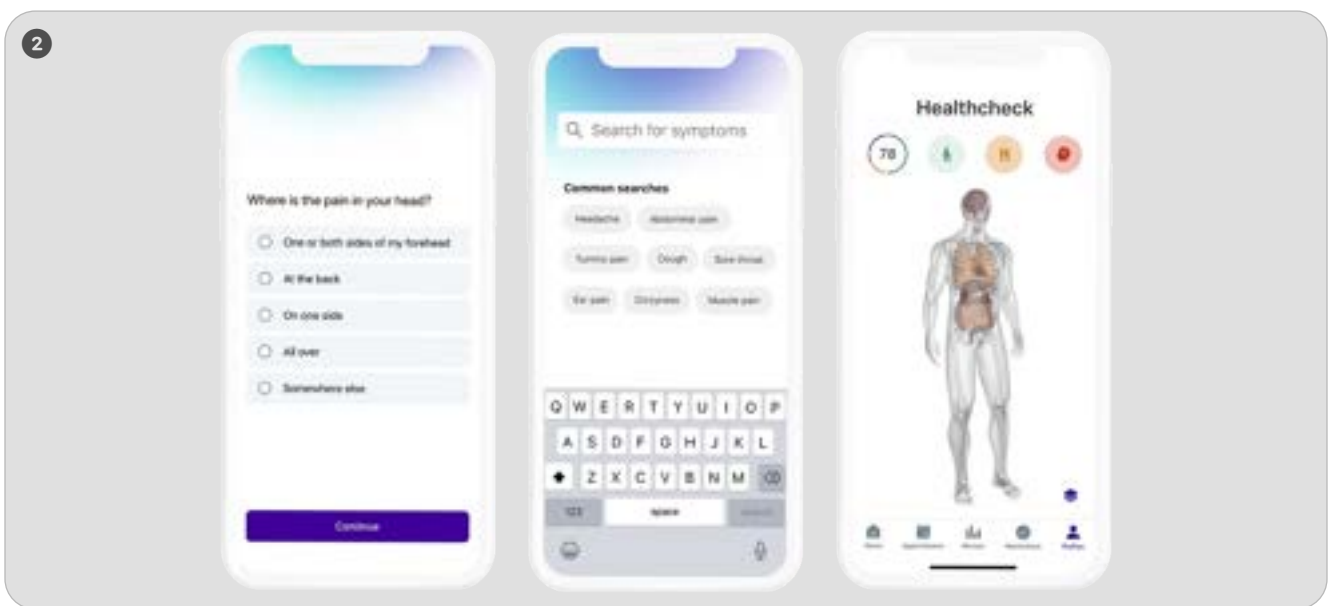
Technology (Object Recognition)



Source: Boesch, G. (2023) YOLOv7: The Most Powerful Object Detection Algorithm, Deep Learning. viso.ai. Available at: <https://viso.ai/deep-learning/yolov7-guide/> (Accessed: April 3, 2023).



Appendix AF Avatar (Body Inspiration)



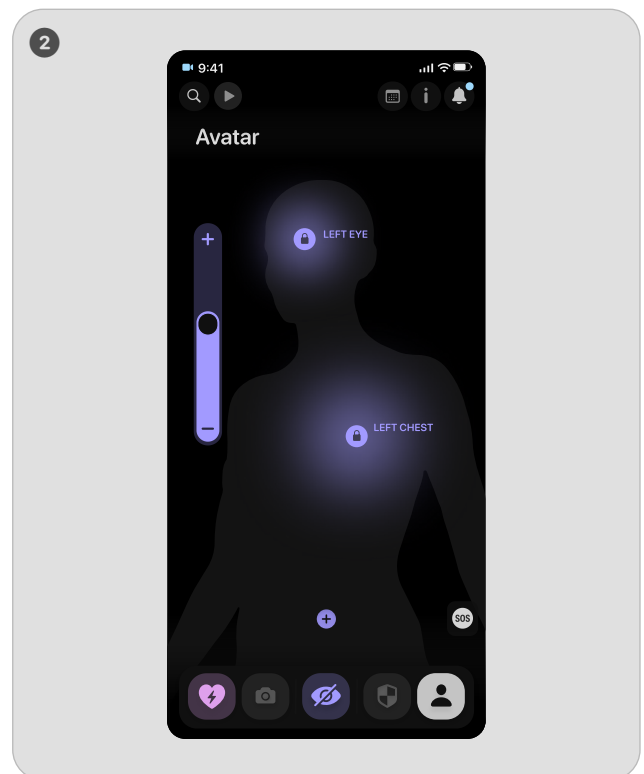
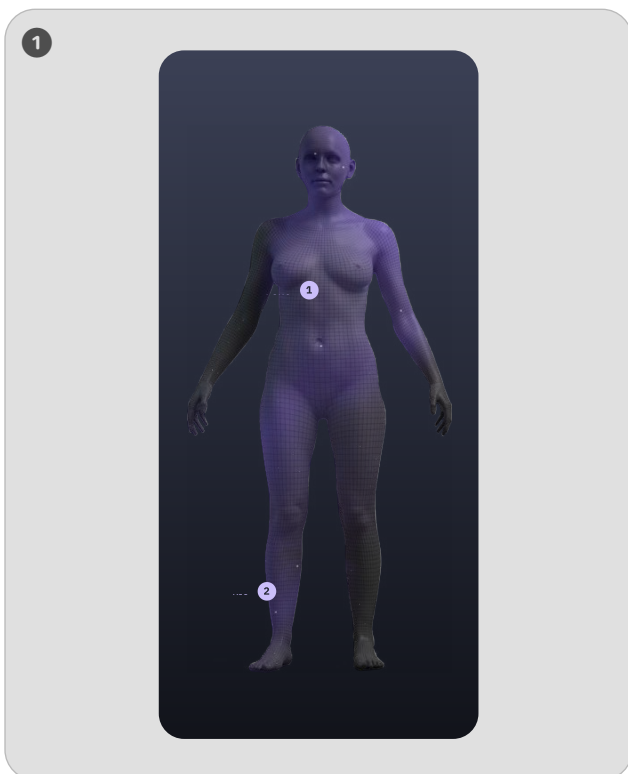
The goal was to craft a comprehensive 3D map of an avatar, drawing inspiration from Sims 4 character details (1) and Babylon's bodymap (2). Reviews with T5 revealed that customisation is a barrier as it distracts tracking, and leaves more room to alert perps (particularly if the Avatar resembles the user).

1 Source: IGN (2014) Create a Sim: Physical Appearance, The Sims 4 Wiki Guide. Available at: https://www.ign.com/wikis/the-sims-4/Create_a_Sim (Accessed: April 2, 2023).

2 Source: Babylon (2013) Babylon Healthcheck, Babylon Cloud Services. Microsoft. Available at: <https://appsource.microsoft.com/en-us/product/web-apps/babylonpartnerslimited1627490106811.babyloncloudservices?tab=overview&exp=ubp8>.



Avatar (Impact Markers)



Inspired by Rebeka Arce's emotion figures (1), the concept developed to visually depict the repercussions of PA with gradients (2). For instance, the aftermath of a 'flick', which affects a smaller area, would persist on the avatar for several hours, while the effects of a 'punch' would endure for days, mirroring the healing duration for each impact type.

Arce, R. (2020) Far From Me by Bruma artwork, Behance. Available at: <https://www.behance.net/gallery/95680019/Far-From-Me-by-Bruma-artwork> (Accessed: March 22, 2023).



Avatar (360° Models)



This concept was developed using DeepAI (1) and DALL-E 2 (overleaf) - refining designs with keywords like "human," "neutral," and "realistic". However, attaining the required level of detail, such as a complete 360-degree view, demanded substantial AI training. As a result, we opted to utilize an existing 'female human body mesh' (2) as the foundational structure for Edna's avatar. Furthermore, it was determined that an overly identifiable avatar would hinder users' ability to relate (Hardy, 2018). Therefore, to enhance relatability, a simple, flat avatar was used. Additionally, any unnecessary elements, such as borders or swipe-up options for metrics, were eliminated to expedite data entry.

1 Source: DeepAI (2022) Keywords: Human, Body, Avatar, DeepAI. Available at: <https://deepai.org/machine-learning-model/renaissance-painting-generator>.

2 Source: 3D Scan Store (2023) Ultimate Female Base Mesh. Available at: <https://www.3dscanstore.com/base-mesh-3d-models-and-textures/ultimate-female-base-mesh-1/> (Accessed: April 2, 2023).



Avatar (DALL·E 2 Experiments)



SIDEPROFILE, HUMAN, MONOCHROME, UNISEX, EXPRESSIONLESS, 3D, REALISTIC



HUMAN FACE, GREYSCALE, NEUTRAL EXPRESSION, 3D, REALISTIC



AVATAR, REALISTIC, HUMAN, 3D, NEUTRAL



FACE, HUMAN, FICTIONAL FRIENDLY, FEMININE, MONOCHROMATIC



WOMAN, CARTOON, FACE, BASIC, ILLUSTRATION



HUMAN, ANATOMY, FULL BODY, FEMALE, STANDING STRAIGHT, BASIC

Source: OpenAI (2021) "DALL·E 2," OpenAI. Available at: <https://openai.com/product/dall-e-2> (Accessed: March 8, 2023).

Appendix AG Technology (Blockchain)

Blockchain is a decentralized digital ledger technology that distributes encrypted data among associated computer networks worldwide. It comes in four main types:

Public

Cryptocurrencies such as Bitcoin, Ethereum, etc., are based on public blockchains. They are permissionless networks and allow anyone to participate. Public blockchain networks are essential to reduce the risk of having a single authority control data and its security. It is spread across peer-to-peer networks worldwide. (Mudrex (2022))

Private

These blockchain networks are permissioned and helpful for private companies and institutions. Because a private blockchain network is based on a closed fence, it lets companies customize their preferences and parameters over authorization, safety, and overall accessibility. Unlike the public blockchain, the authority is managed by a single entity. (Mudrex (2022))

Consortium

The consortium blockchain network offers a mix of features from public and private networks. More than one organization has the authority to manage this network. Establishing this blockchain network can be a complex task for companies, but it has its own merits. It is better at offering high-level security for cross-company collaboration. (Mudrex (2022))

Hybrid

Like consortium blockchain, a hybrid network is also a mix of public and private networks. A hybrid network is a private setup with the provisions to provide access to authorized users. It is structured in a way that one organization has controlling power to allow others to see or participate in selective transactions. (Mudrex (2022))

Source: IBM (2023) What is blockchain technology?, IBM Blockchain. Available at: <https://www.ibm.com/topics/blockchain> (Accessed: 23 July 2023).

Recording Transactions

Blockchain technology securely records each transaction as a block of data, capturing crucial information such as the movement of assets, be it physical goods or intangible intellectual property. It includes details like who initiated the transaction, when and where it occurred, the quantity involved, and even specific conditions like the users emotion during the time of data entry.



Chaining Blocks

These blocks form an interconnected chain, creating an unbroken sequence of transactions. Each block is cryptographically linked to the previous and subsequent blocks, establishing a reliable and tamper-proof record. This chaining mechanism ensures the integrity and chronological order of transactions, preventing any unauthorized modification or insertion of blocks.



Immutable Blockchain

With every new block added, the blockchain strengthens the verification of previous blocks, and reinforces the immutability of the entire chain. Once a block is added, altering the data within it becomes nearly impossible due to the cryptographic links and computational complexity involved — thus providing a high level of security and trust by safeguarding the integrity of recorded data.

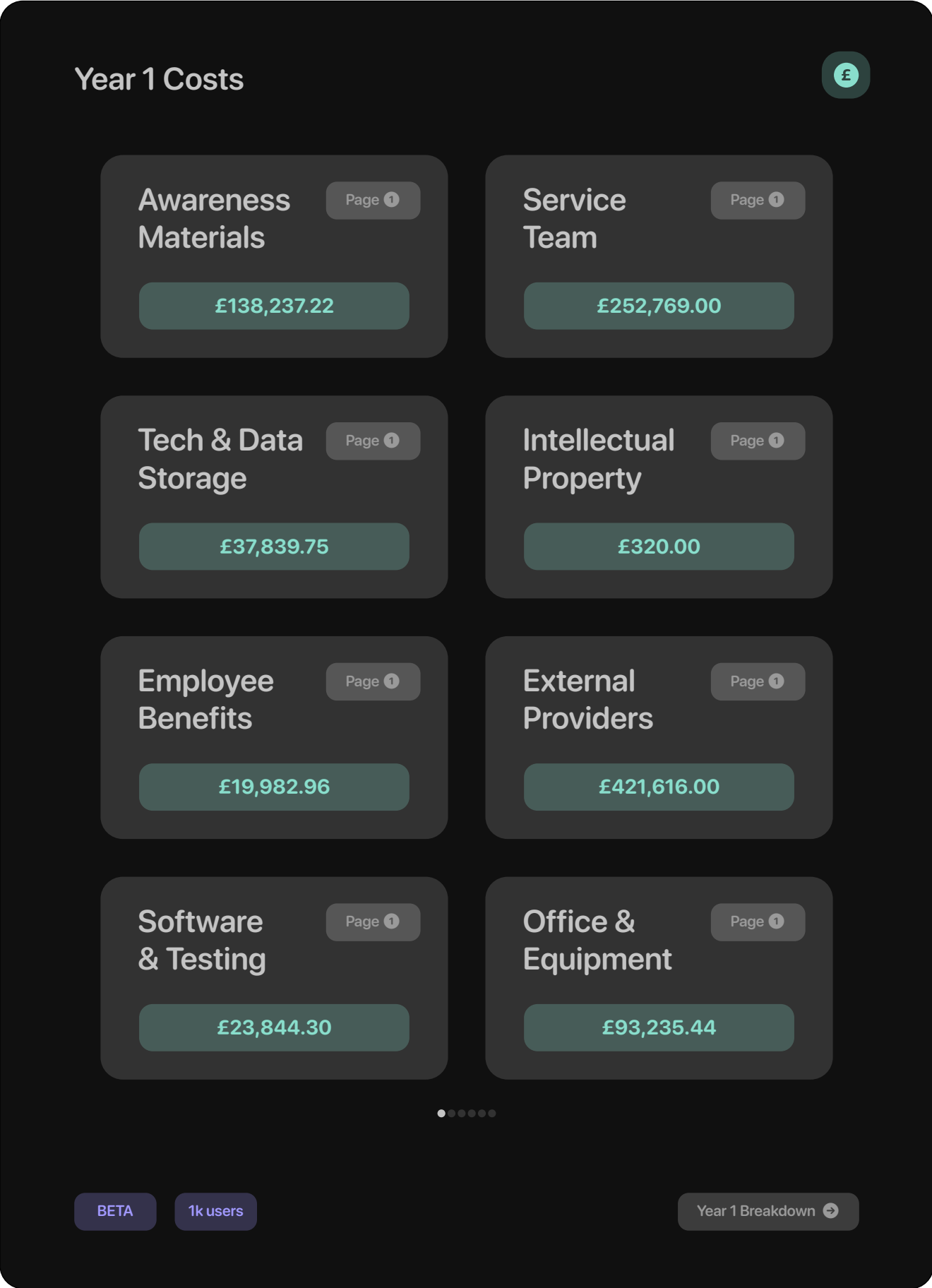


Trust & Transparency

The tamper-evident nature of blockchain instills trust among participants. By eliminating the need for intermediaries and providing a transparent, decentralized ledger, blockchain fosters trust and enables participants to independently verify and validate transactions. This shared source of truth promotes transparency, reduces the risk of fraud or manipulation.



Appendix AH Investment (Annual Costs)



Year 1

BETA

1k users

£

AWARENESS MATERIALS

Web Domain

GoDaddy quote

£12.40

Email Domain

£42.75 per account (x9)

£384.75

Website Hosting

Squarespace (£17/mo)

£204.00

Social Ads

1k user reach (£1/d)

£365.00

A3 & A4 Posters

50k A3 + 250k A4

£10,071.07

Pin Badges

40k pins (£3.18 each)

£127,200.00

SERVICE TEAM

Service Owner (FT)

160 hours per month

£41,115.00

Personal Assistant (FT)

160 hours per month

£37,500.00

UI/UX Designer (FT)

160 hours per month

£40,312.00

App Developer (FT)

160 hours per month

£70,282.00

User Researcher (PT)

64hrs/mo (£55,193 pro rata)

£22,077.20

Technical Writer (PT)

64hrs/mo (£41,550 pro rata)

£16,620.00

Content Designer (PT)

64hrs/mo (£32,157 pro rata)

£12,000.00

Graphic Designer (PT)

64hrs/mo (£30k pro rata)

£12,862.80

EMPLOYEE BENEFITS

Health Insurance

Bupa £1.2k/yr (x8 employees)

£9,600.00

Bus Pass

£480/yr (x8 employees)

£3,840.00

Meditation Software

Headspace £49.99/yr (x8)

£399.92

Parking

£767.88/yr (x8 employees)

£6,143.04

EXTERNAL PROVIDERS

Accountant 8hrs/yr (£200/hr)	£1,600.00	Procurement 1hr/mo (£100/hr)	£1,200.00
Business Advisor 16hrs/yr (£50/hr)	£800.00	Recruitment & Training 8hrs/yr (£30/hr)	£240.00
Contract Specialist 24hrs/yr (£30/hr)	£720.00	Quality & Assurance 64hrs/yr (£22/hr)	£1,408.00
Policy & Legal Advisor 8hrs/yr (£200/hr)	£1,600.00	Accessibility Lead 64hrs/yr (£32/hr)	£2,048.00
24/7 Cyber Security £12k/mo	£144,000.00	DevOps Engineer 160hrs/yr (£25/hr)	£4,000.00
24/7 Contact Centre Reps: x4 day + x3 night	£259,200.00	AI Consultant 160hrs/yr (£30/hr)	£4,800.00

TECH & DATA STORAGE

ChatGPT x1k users	£146,000.00	AWS Support Barclays discount	£4,019.75	AWS Cloud x1k users	£192,200.00
-----------------------------	-------------	---	-----------	-------------------------------	-------------

INTELLECTUAL PROPERTY

TM3 Application 'Edna' name	£170.00	Class 41	£50.00	Class 42	£50.00	Class 45	£50.00
---------------------------------------	---------	-----------------	--------	-----------------	--------	-----------------	--------

SOFTWARE & TESTING

Adobe CC £743.88/yr (x8 employees)	£5,951.04	Headspace £49.99/yr (x25 participants)	£1,249.75
--	-----------	--	-----------

Zoom

£185/yr (x8 employees)

£1,480.00

I Am Enough Course

£13.67pp (x25 participants)

£341.75

GitHub

£15.48/mo

£185.76

Design Reviewers

£50/2hr (x5 reviewers)

£250.00

Slack

£117/yr (x8 employees)

£936.00

NHS Expert

£75/hr (x2hrs)

£150.00

Survivor Interviews

£200 (x25 participants)

£5,000.00

CJS Expert

£75/hr (x2hrs)

£150.00

Spill MH Support

25 users = £195 per month.

£259,200.00

Transcriber

114hrs (£25/hr)

£2,850.00

OFFICE & EQUIPMENT**24" iMac**

£3,257.98 x 8 employees.

£26,063.84

USB-C Multiport Adapter

£75 x 8 employees.

£600.00

AppleCare+

£189.00 per annum x 8 employees.

£1,512.00

AirPods

£189 x 8 employees.

£1,512.00

Thunderbolt Drive (2TB)

£399.95 (x8 employees)

£3,199.60

iPhone 14 Pro

£1,649 (x8 employees)

£13,192.00

12.9" iPad Pro (2TB)

£2,679 (x8 employees)

£21,432.00

Workspace & Facilities

£2.7k/yr (x8 employees)

£21,600.00

Apple Pencil

£139 (x8 employees)

£1,112.00

Liability Insurance

£45/yr (x8 employees)

£360.00

12.9" Folio Keyboard

£219 (x8 employees)

£1,752.00

First Aid at Work

Training (x4 employees)

£900.00

Year 2 Costs



Awareness
Materials

Page 1

£4,251.15

Service
Team

Page 1

£260,202.04

Tech & Data
Storage

Page 1

£342,219.75

Intellectual
Property

Page 1

£350.00

Employee
Benefits

Page 1

£19,982.96

External
Providers

Page 1

£680,816.00

Software

Page 1

£8,552.80

Office &
Equipment

Page 1

£21,960.00



10k users

Year 2 Breakdown →

Year 2

10k users

£

AWARENESS MATERIALS

Web Domain

GoDaddy quote

£12.40

Email Domain

£42.75 per account (x9)

£384.75

Website Hosting

Squarespace (£17/mo)

£204.00

Social Ads

10k user reach (£10/d)

£3,650.00

SERVICE TEAM

Service Owner (FT)

160hrs/mo (3% increase)

£42,348.45

Personal Assistant (FT)

160hrs/mo (3% increase)

£38,625.00

UI/UX Designer (FT)

160hrs/mo (3% increase)

£41,521.36

App Developer (FT)

160hrs/mo (3% increase)

£72,390.46

User Researcher (PT)

64hrs/mo (3% increase)

£22,739.51

Technical Writer (PT)

64hrs/mo (3% increase)

£16,968.60

Content Designer (PT)

64hrs/mo (3% increase)

£12,360.00

Graphic Designer (PT)

64hrs/mo (3% increase)

£13,248.66

EMPLOYEE BENEFITS

Health Insurance

Bupa £1.2k/yr (x8 employees)

£9,600.00

Bus Pass

£480/yr (x8 employees)

£3,840.00

Meditation Software

Headspace £49.99/yr (x8)

£399.92

Parking

£767.88/yr (x8 employees)

£6,143.04

EXTERNAL PROVIDERS

Accountant

8hrs/yr (£200/hr)

£1,600.00

Procurement

1hr/mo (£100/hr)

£1,200.00

Business Advisor

16hrs/yr (£50/hr)

£800.00

Recruitment & Training

8hrs/yr (£30/hr)

£240.00

Contract Specialist

24hrs/yr (£30/hr)

£720.00

Quality & Assurance

64hrs/yr (£22/hr)

£1,408.00

Policy & Legal Advisor

8hrs/yr (£200/hr)

£1,600.00

Accessibility Lead

64hrs/yr (£32/hr)

£2,048.00

24/7 Cyber Security

£12k/mo

£144,000.00

DevOps Engineer

160hrs/yr (£25/hr)

£4,000.00

24/7 Contact Centre

Reps: x8 day + x6 night

£518,400.00

AI Consultant

160hrs/yr (£30/hr)

£4,800.00

SOFTWARE**Adobe CC**

£743.88/yr (x8 employees)

£5,951.04

Zoom

£185/yr (x8 employees)

£1,480.00

GitHub

£15.48/mo

£185.76

Slack

£117/yr (x8 employees)

£936.00

TECH & DATA STORAGE**ChatGPT**

x10k users

£146,000.00

AWS Support

Barclays discount

£4,019.75

AWS Cloud

x10k users

£192,200.00

INTELLECTUAL PROPERTY**TM3 Renewals**

Class 41, 42 & 45

£350.00

OFFICE & EQUIPMENT**Workspace**

£2.7k/yr (x8)

£21,600.00

Liability

£45/yr (x8)

£360.00

Year 3 Costs



Awareness
Materials

Page 1

£18,851.15

Service
Team

Page 1

£268,008.10

Tech &
Data Storage

Page 1

£1,695,019.75

Intellectual
Property

Page 1

£350.00

Employee
Benefits

Page 1

£19,982.96

External
Providers

Page 1

£834,416.00

Software

Page 1

£8,552.80

Office &
Equipment

Page 1

£21,960.00



50k users

Year 3 Breakdown →

Year 3

50k users

£

AWARENESS MATERIALS

Web Domain

GoDaddy quote

£12.40

Email Domain

£42.75 per account (x9)

£384.75

Website Hosting

Squarespace (£17/mo)

£204.00

Social Ads

50k user reach (£50/d)

£18,250.00

SERVICE TEAM

Service Owner (FT)

160hrs/mo (3% increase)

£43,618.89

Personal Assistant (FT)

160hrs/mo (3% increase)

£39,783.75

UI/UX Designer (FT)

160hrs/mo (3% increase)

£42,766.99

App Developer (FT)

160hrs/mo (3% increase)

£74,562.16

User Researcher (PT)

64hrs/mo (3% increase)

£23,421.71

Technical Writer (PT)

64hrs/mo (3% increase)

£17,477.67

Content Designer (PT)

64hrs/mo (3% increase)

£12,730.80

Graphic Designer (PT)

64hrs/mo (3% increase)

£13,646.13

EMPLOYEE BENEFITS

Health Insurance

Bupa £1.2k/yr (x8 employees)

£9,600.00

Bus Pass

£480/yr (x8 employees)

£3,840.00

Meditation Software

Headspace £49.99/yr (x8)

£399.92

Parking

£767.88/yr (x8 employees)

£6,143.04

EXTERNAL PROVIDERS

Accountant

8hrs/yr (£200/hr)

£1,600.00

Procurement

1hr/mo (£100/hr)

£1,200.00

Business Advisor

16hrs/yr (£50/hr)

£800.00

Recruitment & Training

8hrs/yr (£30/hr)

£240.00

Contract Specialist

24hrs/yr (£30/hr)

£720.00

Quality & Assurance

64hrs/yr (£22/hr)

£1,408.00

Policy & Legal Advisor

8hrs/yr (£200/hr)

£1,600.00

Accessibility Lead

64hrs/yr (£32/hr)

£2,048.00

24/7 Cyber Security

£12k/mo

£144,000.00

DevOps Engineer

160hrs/yr (£25/hr)

£4,000.00

24/7 Contact Centre

Reps: x10 day + x8 night

£672,000.00

AI Consultant

160hrs/yr (£30/hr)

£4,800.00

SOFTWARE**Adobe CC**

£743.88/yr (x8 employees)

£5,951.04

Zoom

£185/yr (x8 employees)

£1,480.00

GitHub

£15.48/mo

£185.76

Slack

£117/yr (x8 employees)

£936.00

TECH & DATA STORAGE**ChatGPT**

x50k users

£730,000.00

AWS Support

Barclays discount

£4,019.75

AWS Cloud

x50k users

£961,000.00

INTELLECTUAL PROPERTY**TM3 Renewals**

Class 41, 42 & 45

£350.00

OFFICE & EQUIPMENT**Workspace**

£2.7k/yr (x8)

£21,600.00

Liability

£45/yr (x8)

£360.00

Year 5 Costs



Awareness
Materials

Page 1

£92,022.15

Service
Team

Page 1

£534,290.28

Tech &
Data Storage

Page 1

£8,459,019.75

Intellectual
Property

Page 1

£350.00

Employee
Benefits

Page 1

£29,974.44

External
Providers

Page 1

£1,197,168.00

Software

Page 1

£12,736.32

Office &
Equipment

Page 1

£32,940.00



250k users

Year 5 Breakdown →

Year 5

250k users

£

AWARENESS MATERIALS

Web Domain

GoDaddy quote

£12.40

Email Domain

£42.75 per account (x13)

£555.75

Website Hosting

Squarespace (£17/mo)

£204.00

Social Ads

250k user reach (£250/d)

£91,250.00

SERVICE TEAM

Managing Director (FT)

160hrs/mo

£106,441.00

Personal Assistant (FT)

160hrs/mo (3% increase)

£40,977.27

UI/UX Designer (FT)

160hrs/mo (3% increase)

£44,050.00

App Developer (FT)

160hrs/mo (3% increase)

£76,799.02

User Researcher (PT)

64hrs/mo (3% increase)

£24,124.37

Technical Writer (PT)

64hrs/mo (3% increase)

£18,001.98

Content Designer (PT)

64hrs/mo (3% increase)

£13,112.73

Graphic Designer (PT)

64hrs/mo (3% increase)

£14,055.51

DevOps Engineer (FT)

160hrs/mo

£71,442.00

Technical Architect (FT)

160hrs/mo

£73,754.00

Technical Lead (PT)

64hrs/mo (pro rata)

£25,000.00

Delivery Manager (PT)

64hrs/mo (pro rata)

£26,532.40

EMPLOYEE BENEFITS

Health Insurance

Bupa £1.2k/yr (x12 employees)

£14,400.00

Bus Pass

£480/yr (x12 employees)

£5,760.00

Meditation Software

Headspace £49.99/yr (x12)

£599.88

Parking

£767.88/yr (x12 employees)

£9,214.56

EXTERNAL PROVIDERS**Accountant**

8hrs/yr (£200/hr)

£1,600.00

24/7 Cyber Security

£12k/mo

£144,000.00

Business Advisor

16hrs/yr (£50/hr)

£800.00

Recruitment & Training

8hrs/yr (£30/hr)

£240.00

Contract Specialist

24hrs/yr (£30/hr)

£720.00

Quality & Assurance

64hrs/yr (£22/hr)

£1,408.00

Policy & Legal Advisor

8hrs/yr (£200/hr)

£1,600.00

24/7 Contact Centre

Reps: x16 day + x12 night

£1,036,800.00

Procurement

1hr/mo (£100/hr)

£1,200.00

Business Analyst

64hrs/yr (£25/hr)

£1,600.00

AI Consultant

160hrs/yr (£30/hr)

£4,800.00

SOFTWARE**Adobe CC**

x12ee

£8,926.56

GitHub

£15.48/mo

£185.76

Slack

x12ee

£1,404.00

Zoom

x12ee

£2,220.00

TECH & DATA STORAGE**ChatGPT**

x250k users

£3,650,000.00

AWS Support

Barclays discount

£4,019.75

AWS Cloud

x250k users

£4,805,000.00

INTELLECTUAL PROPERTY**TM3 Renewals**

Class 41, 42 & 45

£350.00

OFFICE & EQUIPMENT**Workspace**

£2.7k/yr (x12)

£32,400.00

Liability

£45/yr (x12)

£540.00

Year 10 Costs

£

Awareness
Materials

Page 1

£365,857.65

Service
Team

Page 1

£624,765.43

Tech &
Data Storage

Page 1

£26,974,019.75

Intellectual
Property

Page 1

£350.00

Employee
Benefits

Page 1

£34,970.18

External
Providers

Page 1

£2,235,008.00

Software

Page 1

£14,828.08

Office &
Equipment

Page 1

£38,430.00



1m users

Year 10 Breakdown →

Year 10

1m users

£

AWARENESS MATERIALS

Web Domain

GoDaddy quote

£12.40

Email Domain

£42.75 per account (x15)

£641.25

Website Hosting

Squarespace (£17/mo)

£204.00

Social Ads

1m user reach (£1k/d)

£365,000.00

SERVICE TEAM

Managing Director (FT)

160hrs/mo (3% increase)

£109,634.23

Personal Assistant (FT)

160hrs/mo (3% increase)

£42,206.58

UI/UX Designer (FT)

160hrs/mo (Senior promotion)

£68,715.42

App Developer (FT)

160hrs/mo (3% increase)

£79,102.99

User Researcher (PT)

64hrs/mo (3% increase)

£24,848.09

Technical Writer (PT)

64hrs/mo (3% increase)

£18,542.28

Content Designer (PT)

64hrs/mo (3% increase)

£13,506.12

Graphic Designer (PT)

64hrs/mo (3% increase)

£14,477.19

DevOps Engineer (FT)

160hrs/mo

£73,585.26

Technical Architect (FT)

160hrs/mo

£75,966.62

Technical Lead (PT)

64hrs/mo (pro rata)

£25,750.00

Delivery Manager (PT)

64hrs/mo (pro rata)

£27,328.36

Accessibility Lead (PT)

64hrs/mo (pro rata)

£25,489.21

Assisted Digital Lead (PT)

64hrs/mo (pro rata)

£25,613.08

EMPLOYEE BENEFITS

Health Insurance

Bupa £1.2k/yr (x14 employees)

£16,800.00

Bus Pass

£480/yr (x14 employees)

£6,720.00

Meditation Software

Headspace £49.99/yr (x14)

£699.86

Parking

£767.88/yr (x14 employees)

£10,750.32

EXTERNAL PROVIDERS

Accountant

16hrs/yr (£200/hr)

£3,200.00

24/7 Cyber Security

£12k/mo

£144,000.00

Business Advisor

16hrs/yr (£50/hr)

£800.00

Recruitment & Training

16hrs/yr (£30/hr)

£480.00

Contract Specialist

24hrs/yr (£30/hr)

£720.00

Quality & Assurance

64hrs/yr (£22/hr)

£1,408.00

Policy & Legal Advisor

16hrs/yr (£200/hr)

£3,200.00

24/7 Contact Centre

Reps: x32 day + x24 night

£2,073,600.00

Procurement

1hr/mo (£100/hr)

£1,200.00

Business Analyst

64hrs/yr (£25/hr)

£1,600.00

AI Consultant

160hrs/yr (£30/hr)

£4,800.00

TECH & DATA STORAGE

ChatGPT

x1m users

£14,600,000.00

AWS Support

Barclays discount

£4,019.75

AWS Cloud

x1m users

£12,370,000.00

INTELLECTUAL PROPERTY

TM3 Renewal

'Edna' name

£200.00

Class

41

£50.00

Class

42

£50.00

Class

45

£50.00

SOFTWARE

Adobe CC

£743.88/yr (x8 employees)

£5,951.04

Zoom

£185/yr (x8 employees)

£1,480.00

GitHub

£15.48/mo

£185.76

Slack

£117/yr (x8 employees)

£936.00

OFFICE & EQUIPMENT

Workspace & Facilities

£2.7k/yr (x14 employees)

£37,800.00

Liability Insurance

£45/yr (x14 employees)

£630.00

Year 20 Costs



**Awareness
Materials**

Page 1

£3,650,943.15

**Service
Team**

Page 1

£811,235.70

**Tech &
Data Storage**

Page 1

£247,104,019.75

**Intellectual
Property**

Page 1

£350.00

**Employee
Benefits**

Page 1

£39,965.92

**External
Providers**

Page 1

£4,316,356.50

Software

Page 1

£16,919.84

**Office &
Equipment**

Page 1

£43,920.00



10m users

Year 20 Breakdown →

Year 20

10m users

£

AWARENESS MATERIALS

Web Domain

GoDaddy quote

£12.40

Email Domain

£42.75 per account (x17)

£726.75

Website Hosting

Squarespace (£17/mo)

£204.00

Social Ads

10m user reach (£10k/d)

£3,650,000.00

SERVICE TEAM

Managing Director (FT)

160hrs/mo (3% increase)

£112,923.25

Personal Assistant (FT)

160hrs/mo (3% increase)

£43,472.79

UI/UX Designer (FT)

160hrs/mo (3% increase)

£70,776.87

App Developer (FT)

160hrs/mo (3% increase)

£81,476.08

User Researcher (FT)

160hrs/mo

£60,310.88

Technical Writer (PT)

64hrs/mo (3% increase)

£19,098.54

Content Designer (PT)

64hrs/mo (3% increase)

£13,911.30

Graphic Designer (PT)

64hrs/mo (3% increase)

£14,911.50

DevOps Engineer (FT)

160hrs/mo (3% increase)

£75,792.81

Technical Architect (FT)

160hrs/mo (3% increase)

£78,245.63

Technical Lead (PT)

64hrs/mo (3% increase)

£26,522.50

Delivery Manager (PT)

64hrs/mo (3% increase)

£28,148.20

Accessibility Lead (PT)

64hrs/mo (3% increase)

£26,253.88

Assisted Digital Lead (PT)

64hrs/mo (3% increase)

£26,381.47

Exec. Assistant (FT)

160hrs/mo

£55,000.00

HR Officer (PT)

64hrs/mo (pro rata)

£13,010.00

Research Lead (PT)

64hrs/mo (pro rata)

£65,000.00

EMPLOYEE BENEFITS

Health Insurance Bupa £1.2k/yr (x16 employees)	£19,200.00	Bus Pass £480/yr (x16 employees)	£7,680.00
Meditation Software Headspace £49.99/yr (x16)	£799.84	Parking £767.88/yr (x16 employees)	£12,286.08

EXTERNAL PROVIDERS

Accountant 24hrs/yr (£200/hr)	£4,800.00	24/7 Cyber Security £12k/mo	£144,000.00		
Business Advisor 24hrs/yr (£50/hr)	£1,200.00	Recruitment & Training 24hrs/yr (£30/hr)	£720.00		
Contract Specialist 32hrs/yr (£30/hr)	£960.00	Quality & Assurance 160hrs/yr (£22/hr)	£3,476.50		
Policy & Legal Advisor 32hrs/yr (£200/hr)	£6,400.00	24/7 Contact Centre Reps: x64 day + x48 night	£4,147,200.00		
Procurement 1hr/mo (£100/hr)	£1,200.00	Business Analyst 64hrs/yr (£25/hr)	£1,600.00	AI Consultant 160hrs/yr (£30/hr)	£4,800.00

TECH & DATA STORAGE

ChatGPT x10m users	£146,000,000.00	AWS Support Barclays discount	£4,019.75	AWS Cloud x10m users	£101,100,000.00
------------------------------	-----------------	---	-----------	--------------------------------	-----------------

INTELLECTUAL PROPERTY

TM3 Renewal 'Edna' name	£200.00	Class 41	£50.00	Class 42	£50.00	Class 45	£50.00
-----------------------------------	---------	-----------------	--------	-----------------	--------	-----------------	--------

SOFTWARE

Adobe CC

£743.88/yr (x8 employees)

£5,951.04

Zoom

£185/yr (x8 employees)

£1,480.00

GitHub

£15.48/mo

£185.76

Slack

£117/yr (x8 employees)

£936.00

OFFICE & EQUIPMENT

Workspace & Facilities

£2.7k/yr (x14 employees)

£37,800.00

Liability Insurance

£45/yr (x14 employees)

£630.00

Appendix A1 Placeholder (Media)

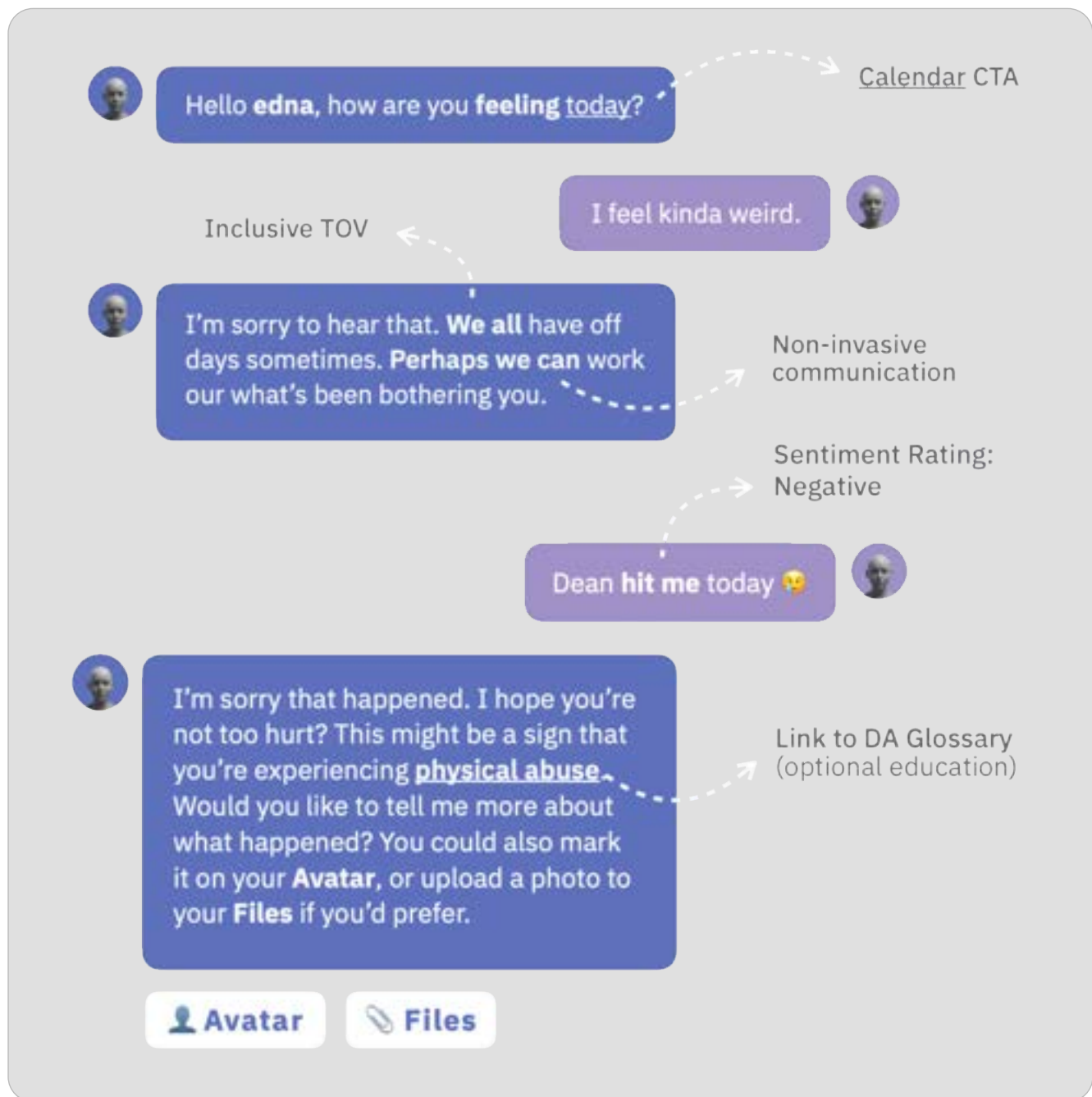


① Source: Pinterest (2023) Making bruises with makeup. Available at: <https://www.pinterest.co.uk/pin/54746951706825377/> (Accessed: 17 August 2023).

② Source: Kaur, M. (2023) Aesthetic - Night time blurry pic, Pinterest. Available at: <https://www.pinterest.co.uk/pin/651262796133811679/> (Accessed: 17 August 2023).



Appendix AJ Training LLM (Sentiment)



Planning LLM structure, with consideration of sentiment, non-invasive communication, tone of voice, and links to relevant tools and resources (like, Calendar, Avatar, Files, and Glossary). See overleaf for a more detailed example (using excerpts from conversations between Edna & E1 (Appendix X)).



R

How did you document your experiences, and what resources did you use during and after the relationship?




DA Warning Signs 


I saved my evidence in dated folders (arranged by month), had a running document for daily notes, and wrote a Witness Statement for the police. Screenshotting messages, change abusers' email font for friendlier tone (e.g. Comic Sans), researching narcissistic behaviours, and taking DA risk assessment quizzes. Got in touch with IDVA charity (who shared their DASH Assessment), and the local police recommended a safeguarding app, Hollie Guard. I also read Divorcing a Narcissist book, and used a ToneMeter to analyse message tone (e.g. aggressive or upsetting). I'd be very interested if you have any therapy suggestions since I am determined to grow from this.

E




Hollie Guard safeguarding app 



Divorcing a Narcissist: Lure, Loss & Law Book by Dr Supriya McKenna & Karin Walker 




ToneMeter Software by Our Family Wizard 


R

I've made a list of therapies with links I've explored in the past. I'm happy to share my experience of these if you'd like. Try to take at least 10 mins each day to do something nice for yourself (for me, this usually looks like: yoga, meditation, painting my nails, or having a cup of tea, or a walk in nature). It's important to give your mind & body time to rest so that you can continue being the resilient goddess that you are! Chayn have a lovely article with some self-care tips. You deserve peace, happiness & freedom! Taking short periods of time to 'be' is a step towards this. There might be some useful resources by IDAS (like Protective Orders), and came across Soul Medicine's resources on 'How to Build a DA Case Without a Lawyer'.




Chayn Self-Care Resources 



Exploring Therapies & Support After DA 



Protective Orders / Legal Support by IDAS & Family Courts 



How to Build a DA Case w/out Lawyer by Soul Medicine 



Training LLM (ChatGPT-3.5 Test)

JA Is it normal for my boyfriend to call me ugly? I've never heard my friend's boyfriend's do this. Although my boyfriend doesn't say it in front of my friends either...

AI No, it is not normal or acceptable for your boyfriend to call you ugly. It is important to be with someone who respects and values you, and calling you derogatory names is not a sign of love or healthy communication. It is also concerning that your boyfriend only says this when you are alone, as this may indicate that he is aware that his behavior is inappropriate.

You deserve to be treated with kindness and respect in your relationship. It may be helpful to have a conversation with your boyfriend about how his words make you feel and set boundaries for what behavior is acceptable in your relationship. If your boyfriend continues to call you derogatory names or make you feel bad about yourself, it may be worth considering ending the relationship and seeking support from friends and family.

JA Is it normal to feel numb during sex?

AI It is not uncommon for people to experience a wide range of physical and emotional sensations during sex, including pleasure, excitement, intimacy, and sometimes, numbness. Feeling numb during sex may be due to a variety of factors, such as physical discomfort, psychological or emotional factors, medications, or medical conditions.

If you are experiencing numbness during sex, it is important to talk to your partner and consider consulting with a healthcare professional to rule out any underlying medical issues or psychological concerns. In some cases, making changes to your sexual routine or experimenting with new activities or positions may help to alleviate numbness and increase pleasure during sex.

JA I can't tell my partner. He'd probably blame me or tell me I'm overreacting.

AI It can be difficult to share intimate concerns with a partner, especially if you fear their reaction. However, it is important to remember that healthy relationships are built on open and honest communication, and sharing your thoughts and feelings with your partner can help to strengthen your bond and increase your overall satisfaction.

If you are feeling uncomfortable or numb during sex, it is important to prioritize your own needs and seek support from a trusted friend or professional. If you do not feel comfortable talking to your partner directly, consider writing down your thoughts and feelings in a journal or seeking out a therapist who can help you explore your concerns in a safe and supportive environment.

Remember, you have the right to express your needs and boundaries in a relationship, and it is never okay for your partner to dismiss or belittle your concerns. If you are experiencing numbness or discomfort during sex, it is important to prioritize your own well-being and seek out the resources and support you need to feel safe and empowered.



Training LLM (NLP Experiments)

User:

Dean walked over to me yesterday and immediately started...
What should I do about this?

Edna:

What do you want to do?

User:

I'm not sure...
I'm scared.

Edna:

Are you in a safe space?

User:

Sort of.

Edna:

Would you like to do a quick breathing exercise with me? It'll only take 30 seconds.
Taking a few deep breaths allows more oxygen into your system, which in turn helps you to feel calmer.

[Yes > Maybe Later]

[No > **Maybe Later** / Don't Ask Again]

Edna:

Okay, I'll remind you about it when we next chat.
Do you want to talk about anything else?

[YEAH, OKAY]

[No > Maybe Later]

User:

I'm not sure where to start.

Edna:

How about with how you're feeling?

User:

I'm not sure still... sorry.

Edna:

That's okay. There's no need to be sorry. These things can be tricky to get our heads around sometimes. Would you like me to ask you some questions instead?

User:

Um, yes please.

Edna:

Okay. You mentioned you're feeling scared. Do you feel this in your body? For instance, some people get sweaty palms when they're nervous, or short of breath if they're feeling stressed.

User:

I guess so. I don't really feel much right now tbh.



Edna:

That's understandable. Sometimes when we've been feeling scared for long periods of time, it can make us feel drained and a bit numb. This is normal with what you're going through.

Would you like to learn more about this?

[Yes] / [No]

Edna:

Great!

Have you ever heard of dissociation?

User:

No... What is it?

Edna:

Many people may experience dissociation during their lives. If you dissociate, you may feel disconnected from yourself and the world around you. For example, you may feel detached from your body or feel as though the world around you is unreal.

Does this sound like something you're experiencing?

YES NO

User:

Yes! It does actually. I want to feel alive, but I usually only feel like that when I'm having to protect myself. And then I'm just exhausted & confused. I don't know who to trust or believe. I feel like I'm a bad person for even talking about this. I wish I didn't feel this way.

Edna:

I understand. This sounds really tough. It's okay to talk about these things. Whatever you share here is totally anonymous, and messages disappear after you exit the chat.

Messages are end-to-end encrypted, which means...

Want to learn more about how we keep your conversations safe?

[Click here]

If you want to see your previous chats, you'll need to request entry [here]. The reason we don't show messages right away is because...

User:

Thank you. This is good to know.

Can I ask you a question?

Edna:

Of course. Go ahead.

User:

Thank you! Ok, so I have been thinking about leaving Dean for quite some time. I don't think things are going to get better, but I'm scared of how he might react. What do you think I should do?

Edna:

Whilst I can't tell you what to do, I can say that, based on what you've shared with me *[text highlights key areas that fit into DA behaviours]* it looks like you might be experiencing the following types of behaviours from Dean:

Edna:

Hey, I've not heard from you in a while. Is everything okay?



Training LLM (Comms Structure)

Are you at times scared or nervous around your partner?

— Understand this question

You may be scared of your partner and what they might do. Or you may feel you have to be extra careful around them to stop them reacting badly. You might act differently to avoid sudden changes in their behaviour. It might feel like you are "walking on eggshells" or that you are "on-edge" around them.

Yes

No

Not Sure

Do they make you feel the things that you do are not good enough?

— Understand this question

They may criticise you over and over again. This might be when you're alone together or in front of others. They may constantly tell you you're doing things the wrong way or question whether you are able to look after yourself, children or others. They may question your judgement and your ability to make decisions, for example, what you buy at the supermarket or how you are dealing with letters and bills.

Yes

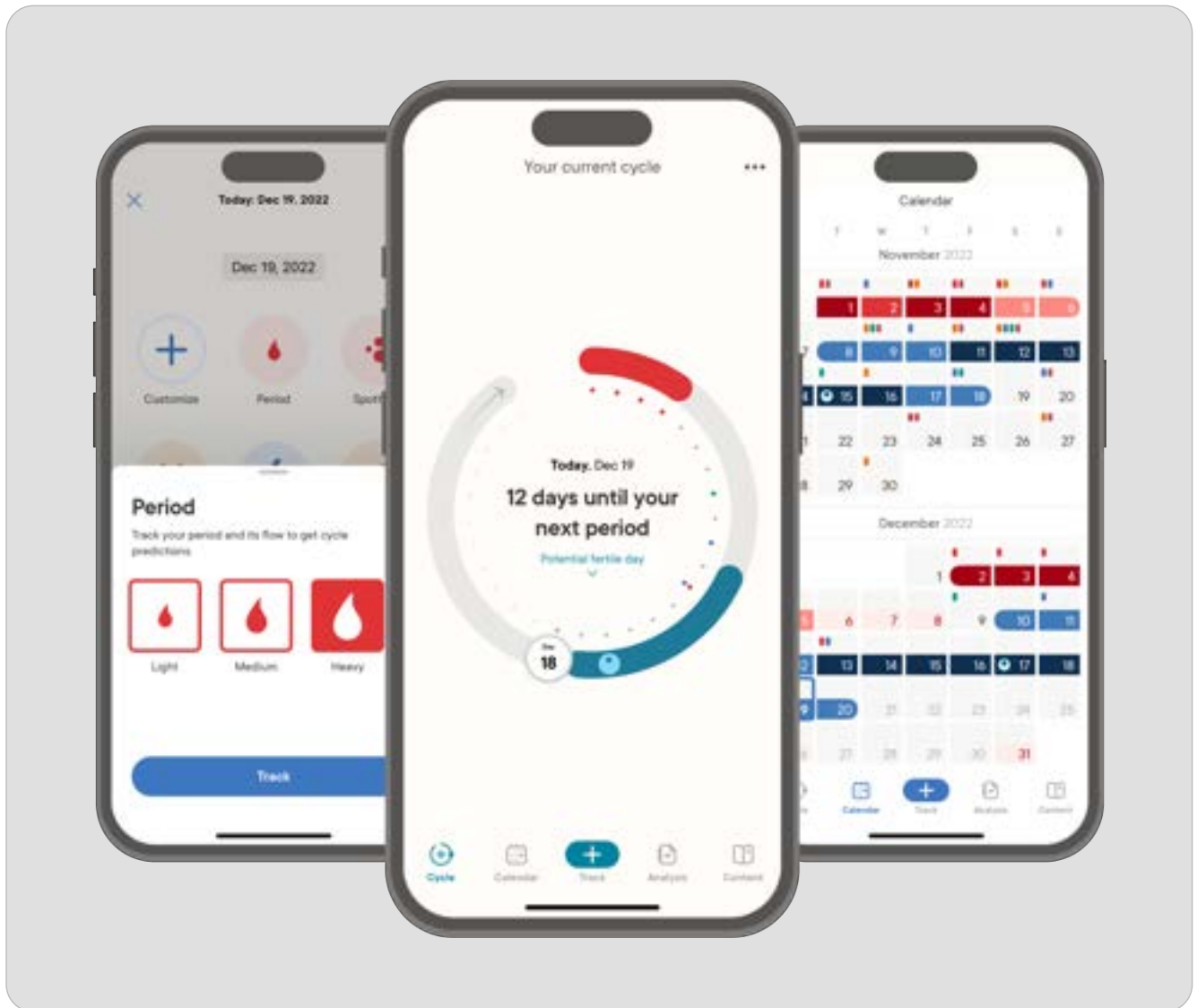
No

Not Sure

Source: Bright Sky (2016) Spot the Signs: Test Your Knowledge, Is it abuse?

Available at: <https://uk.bright-sky.org/en/is-it-abuse#journal> (Accessed: 07 July 2023).

Appendix AK Trends (Inspiration)



Source: Pucci, M. and Scheckenbach, B.J. (2023) Clue Period Tracking App, Hormonal Podcast. Clue. Available at: <https://helloclue.com/podcast/hormonal-podcast-clue> (Accessed: 11 June 2023).

Appendix AL Survival Story (E2 Original)

It isn't often that I share the story of my abuse, but whenever I do, people are normally surprised that something like this could happen to someone like me. I imagine it's because we may hold a certain image or bias of what a person who has suffered domestic abuse looks like and I don't necessarily fit that mould.

I first experienced domestic abuse as a very young child. I was raised in a household filled with violence, surrounded by extreme physical and mental abuse by the hand of my own father. When I was 13 years old, my mother finally left my father, and entered a new relationship with an equally violent man. At the time I couldn't understand why she put up with the abuse or allowed us, her own children, to endure it. I must admit I thought the same as most – "why doesn't she just leave?"

At 21, I met and married a man who was the complete opposite of my dad and stepdad... well at least for the first three years. Everything changed when I unexpectedly became pregnant with my first son and then very shortly after with my second son. My husband's behaviour towards me started to turn. I didn't realise at the time but looking back, I can now recognise the pattern.

It had begun with commenting on what I was wearing, where I could or couldn't go and who I could socialise with, slowly isolating me from friends and family. He would overreact, raise his voice and try to confuse me over things I had or hadn't said, breaking down my self-confidence. This finally escalated to personal attacks on my physical appearance - he would tell me how disgusting and ugly I was, that no one else would ever want me, especially with two small children. This completely destroyed my self-esteem. He would also tell me I was a poor mother and that he would take the children from me if I ever tried to leave him. I completely believed he had the power to do so. Eventually, I endured severe physical assaults and became literally scared of my own shadow, not able to trust my own judgement.

At the time of this abuse, we owned a private hire business and worked closely together. He would often humiliate me in the office and during one particularly bad outburst he physically assaulted me in front of our staff. I remember feeling so embarrassed as all the drivers scrambled to get out of the office to their cars and left without a word. This reinforced my perception of how powerful he was and the fear that no one could help me. I kept what was happening to me a secret from my family, I felt ashamed.

Over the next three years I visited my solicitor seven times. Each time she was patient and offered a women's refuge placement but as soon as I went home the bravery made a quick escape. I knew I did not want my children to grow up in the environment I did, and I feared for their safety, but I also had an additional layer of worry of where we would live or how I would pay for anything as I knew I couldn't continue working alongside him.

My breaking point came on the day he told me that he would chop me into pieces, put the parts into different bin bags and distribute them around the estate so that I would never be found. This was my lowest point; I really believed everything he had told me - I was fat (all 8 stone of me), I was ugly, no one would want me with children in tow, he would kill me, I would have nowhere to live – I could go on and on with the list. But my love for my children was far stronger than the fear he instilled in me, so I waited for him to go upstairs, grabbed both sons and literally ran for my life. It was one of the hardest things I have ever had to do but I am incredibly thankful that I managed to find the courage.

With time and distance, I now realise his behaviour was because of his issues not mine. I also developed a much greater understanding of why my mum found it so difficult to pluck up the courage to leave her abusers.

I have now been happily married for 20 years to man who has never shown any of the behaviours my first husband exhibited with a lovely home and happy children, something I could never have imagined for myself all those years ago.

Despite what an abuser says or threatens, there is always a way out.

Survival Story (Company Edit)

It isn't often that I share the story of my abuse, but whenever I do, people are often very surprised that something like this could happen to someone like me. I imagine its because we all hold a certain image or bias of what a woman who has suffered abuse looks like and I don't necessarily fit that mould. This is why, in support of the new company domestic abuse and violence policy, I wanted to share my story and raise awareness.

I first experienced domestic abuse when I was a very young child. I was raised in a household filled with violence, surrounded by extreme physical and mental abuse at the hand of my own father. When I was only 13 years old, my mother finally left my father, which you would have hoped would have been the end of our suffering, however she then entered into a new relationship with an equally violent man. As a child, I could never understand why she put up with the abuse or allowed us, her own children, to endure it either - I had no idea what lay ahead for me.

As I grew older, I swore I would never land myself in the same sort of situation as my mother had. Instead, I met and married a man who was the complete opposite of my dad and stepdad... well at least he was for the first three years. Everything changed when I unexpectedly became pregnant with my first son and then very shortly after again with my second son. My husband's behaviour towards me started to turn, almost as if overnight. I didn't realise at the time but looking back I can recognise the pattern as clear as day.

At the start, it was small things such as commenting on what I was wearing and eating, but these quips became more controlling as he started telling me where I could and couldn't go and with who. From here it only escalated, he would tell me how disgusting and ugly I was. He began to raise his voice at me for minor things and started to hurt me. Eventually this behaviour escalated, and I would endure severe physical assaults at the hand of my own husband.

At the time of this abuse, we owned a private hire business so worked very closely together. He would often humiliate me in the office and during one particularly bad outburst he even physically assaulted me in front of other people. I remember feeling so embarrassed that all the drivers (mostly burly men) scrambled to get out of the office to their cars and left without a word. It's funny to think back now but

I was just so embarrassed that I made him act in this way, as if it was my fault. As such, I made sure to always keep what was happening to me a secret from my family as I just felt so ashamed.

Over the next three years I visited my solicitor seven times to seek advice and look for a way to leave my abusive marriage. She was incredibly patient with me, trying to help me as best she could, offering a women's refuge placement for me to escape to. I would leave feeling like I might finally have a way out of the abuse, however as soon as I went home, the bravery would always make a quick escape. The only thing I knew for certain was that I did not want my children to grow up in the same environment I had. I desperately feared for their safety but there was always that additional, heavier layer of worry about where we would live and how I could afford to support us all as leaving my husband also meant I would need to leave my job.

Something people often cannot comprehend is why someone would stay in a household of domestic abuse. The reality is that leaving can often be more dangerous than staying. 41% (37 of 91) of women killed by a male partner/former partner in England, Wales and Northern Ireland in 2018 had separated or taken steps to separate from them. 11 of these 37 women were killed within the first month of separation and 24 were killed within the first year (Femicide Census, 2020).

For me, it was the unconditional love that I have for my boys that kept me with him as I desperately tried to protect them. My ex-husband would tell me that I was a poor mother and that he would take the children from me if I ever tried to leave him. One day, when the abuse was at its worst, he told me that if I dare flee, he would chop me into pieces and put all the different parts into different bin bags and distribute them around the estate so I could never be found. I'm not ashamed to say that this the lowest point of my life. I genuinely believed every word he said. I believed I was fat (all eight stone of me), I believed was ugly, I believed that no one could ever love me or want to be with me and my children, and I really believed he would kill me.

Fortunately for me, the love I felt for my children was far stronger than the fear he instilled in me. One day, when I had reached breaking point, I waited for him to go upstairs and grabbed both sons and literally ran for my life. I have never looked back since.

When I think back now, from a place of happiness, I can see as clear as day that he did these things because of his own inner demons and issues and that it was nothing to do with me personally. Despite the horrific things that man did to me, it did give me a greater understanding of why my mum had found it so difficult to pluck up the courage to leave her own abusers.

Most people who know me would probably find it hard to believe that I allowed these things to happen to me, I am a strong woman who always tries to see the positive side of everything, but the harsh reality is that domestic abuse is a slow process. It happens subtly at first and evolves over time until your self-esteem and confidence has eroded away, and you genuinely believe you deserve everything that is said and done to you.

I have now been married to my current husband for 19 years. He is simply wonderful and has never shown me any of the behaviours my first husband exhibited all those years ago. We live together in a lovely home with our wonderful children and a life I never could have imagined for myself twenty years earlier.

I am sharing my story today to raise awareness of domestic abuse and to show everyone that despite what they say and threaten, there is always a way out.

Appendix AM Freedom Programme: Worksheets)

THE DOMINATOR IS HIS NAME CONTROLLING WOMEN IS HIS GAME

THE SERIAL CONTROLLER

- Rape you
- Won't accept no for an answer
- Keeps you pregnant etc
- Respects your advances

THE BULLY

- Stares
- Throats
- Emphasises things badly

KING OF THE CASTLE

- Treats you as a servant/slave
- Says women are for sex, cooking and housework
- Expects sex on demand
- Controls all the money

THE JILLY

- Steals you from working and seeing friends
- Tells you what to wear
- Keeps you in the house
- Breaks down your family

THE BADFATHER

- Says you are a bad mother
- Turns the children against you
- Uses money to harass you
- Threatens to take the children away
- Persuades you to have the baby and then refuses to help you care for it

THE LIAR

- Denies any abuse
- Says it was only a slip
- Blames stress, drugs, stress, over-work, you, unemployment etc.

THE PERSECUTOR

- Threatens to hurt or kill you or the children
- Chases
- Says he loves you
- Threatens to kill himself
- Threatens to report you to social services, benefits agency etc.

THE HEADWORKER

- Puts you down
- Tells you you're too fat, too thin, ugly, stupid, useless etc.

The Dominator

Copyright © Pat Craven www.freedomprogramme.co.uk

NOT A SAINT THAT WE ARE SEEING JUST A DECENT HUMAN BEING

THE LOSER

- Shows you physical affection without assuming it will lead to sex
- Accepts your right to say no to sex
- Shares responsibility for contraception etc.

THE FRIEND

- Talks to you
- Listens to you
- Is a companion
- Has a sense of humour
- Is cheerful

THE PARTNER

- Does his share of the housework
- Shares financial responsibility
- Treats you as an equal

THE LIBERATOR

- Releases your friends and family
- Encourages you to have outside interests
- Encourages you to develop your skills at work or at college

THE GOODFATHER

- Is a responsible parent
- Is an equal parent
- Supports your struggle with the children

THE TRUTHTELLER

- Accepts responsibility
- Admits to being wrong

THE NEGOTIATOR

- Takes responsibility for his own and being and happiness
- Behaves like a reasonable human being

THE CONFIDENCE BOOSTER

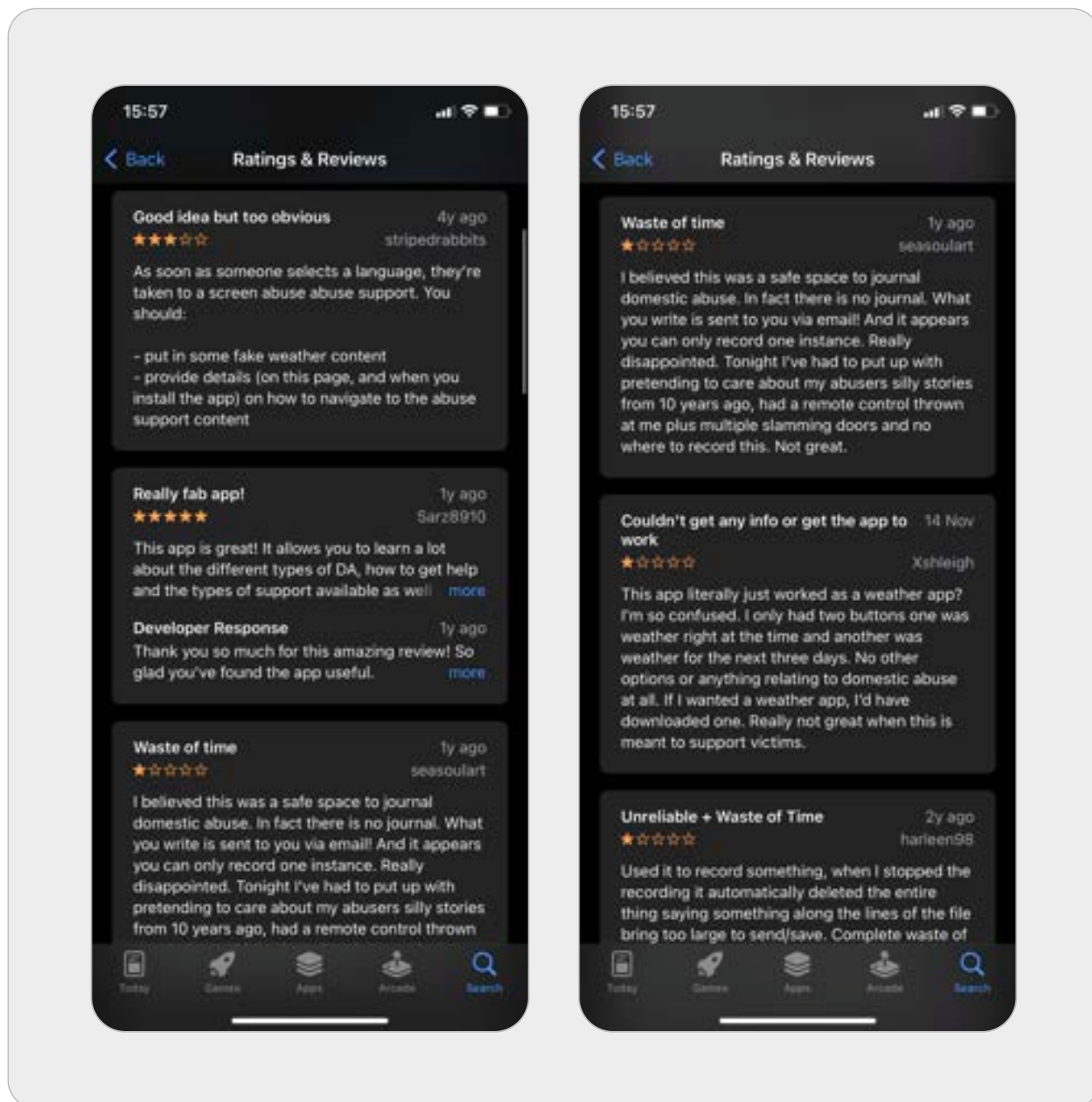
- Says you look good
- Celebrates your opinions
- Supports your ambitions
- Says you are competent
- Values you

The Friend

Copyright © Pat Craven www.freedomprogramme.co.uk

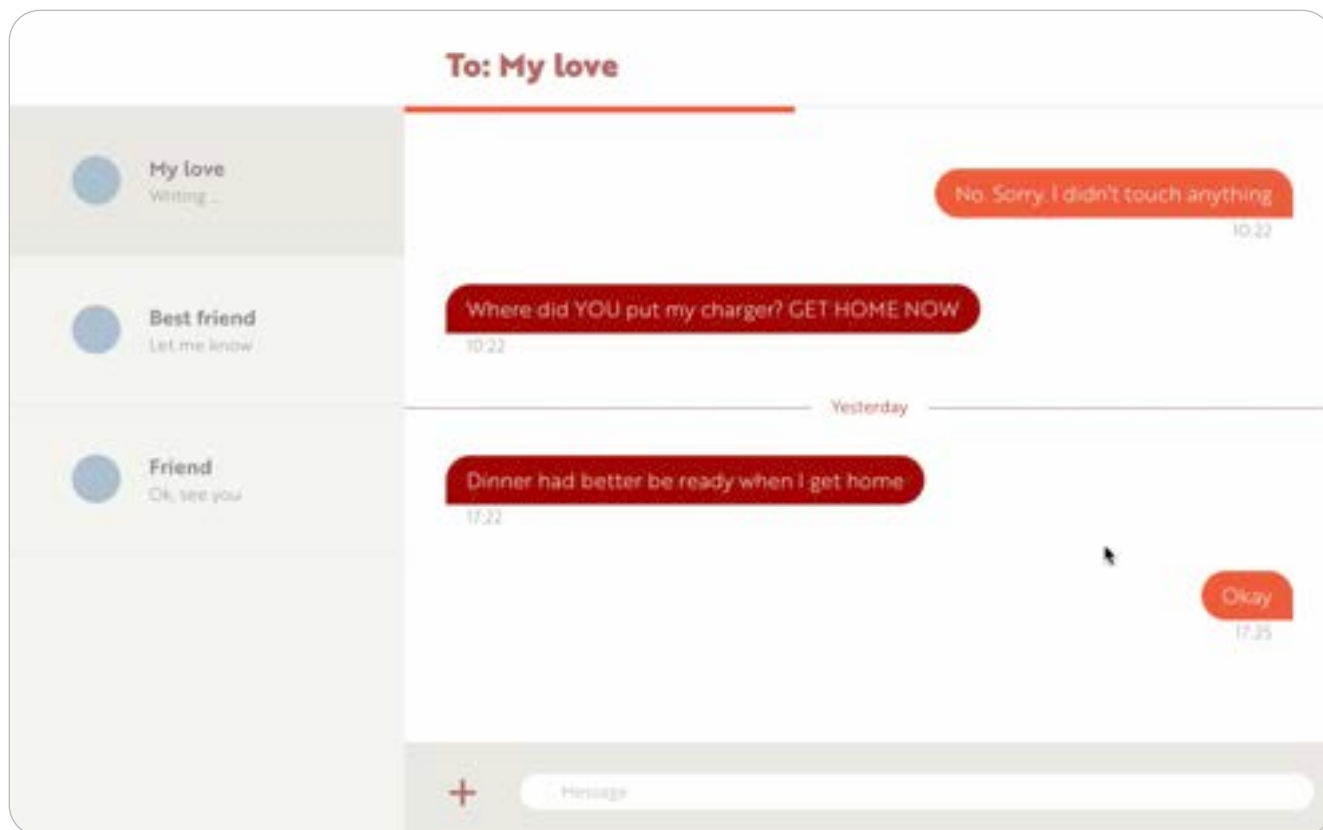
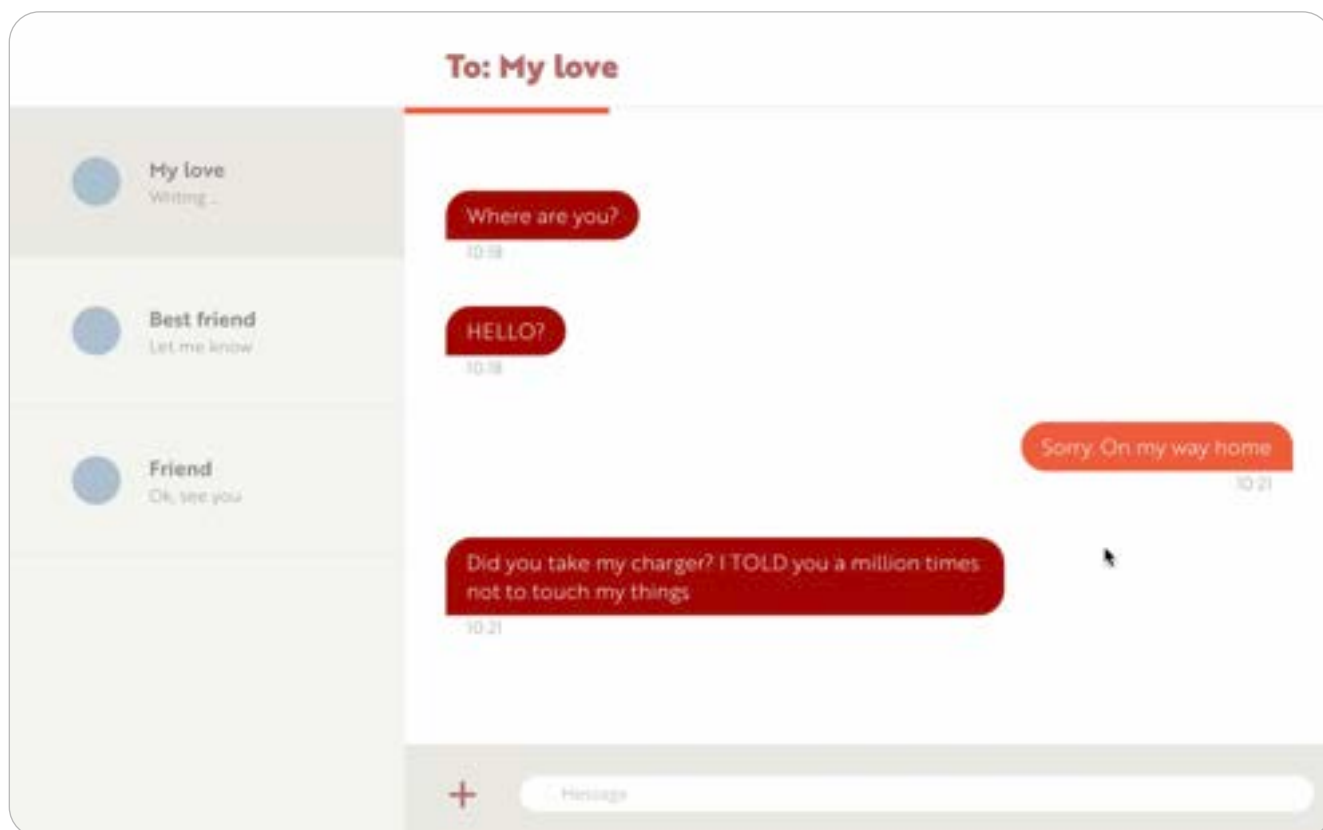
Source: Craven, P. (2018) "The Dominator is His Name, Controlling Women is His Game." & "Not a Saint We Are Seeing, Just a Decent Human Being." Freedom Programme.

Appendix AN (Bright Sky: Notifications)



Source: Hestia (2016) 'Bright Sky', App Store. Apple. Available at: <https://apps.apple.com/gb/app/bright-sky/id1105880511> (Accessed: 11 August 2023).

Appendix AO Tech Abuse (TA)



Source: UN Women (2018) Help is a Text Message Away, UNDP. United Nations Development Programme. Available at: <https://feature.undp.org/survival-story/> (Accessed: April 1, 2023).

To: My love

My love
Writing...

My new boss gave me hell, it's all your fault

17:45

Best friend
Let me know

I didn't get enough sleep and messed up

17:52

Friend
Ok, see you

I'm sorry

17:52

Don't nag me with your stupid problems tonight

17:53

Today

To: My love

My love
Writing...

I'm sorry, I didn't mean to hurt you

9:06

Best friend
Let me know

Please don't be mad at me

9:06

Friend
Ok, see you

Where are you? I just lost my temper. Give me a break

9:12

I wanted to relax but you kept bothering me about your IMPORTANT job

9:13

To: My love

My love
Writing...

your IMPORTANT job

9:13

I know, I'm sorry

9:22

Best friend
Let me know

I wouldn't have hit you, but you deserved it. You're lucky to have someone like me

9:44

Friend
Ok, see you

Appendix AP Tech Safety (Refuge Integration)

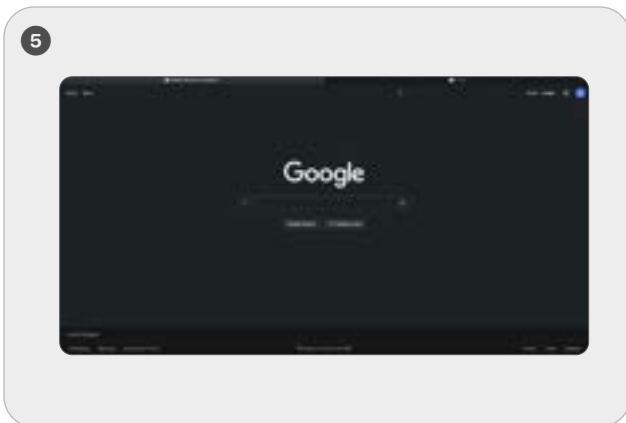
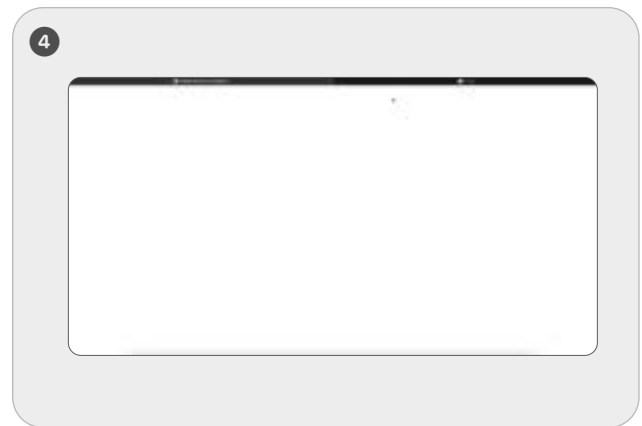
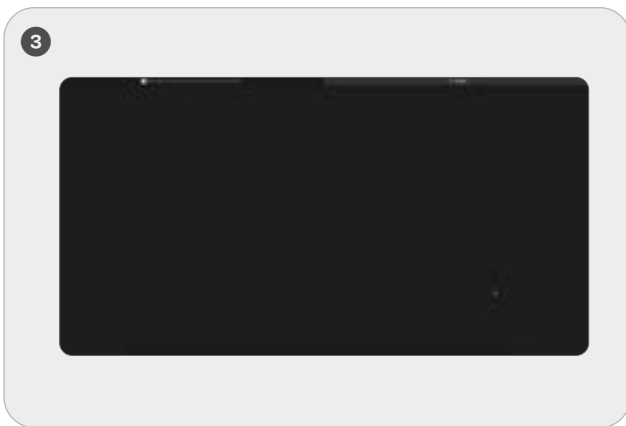
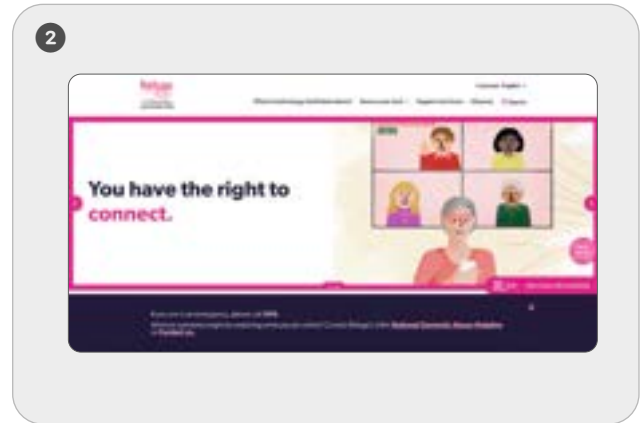
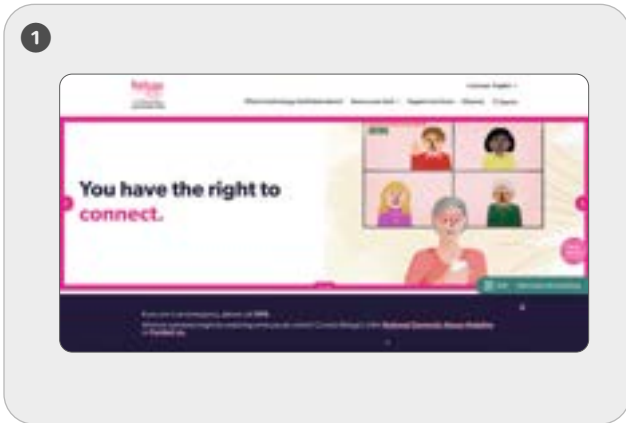


1 Source: Refuge (2022) Digital Breakup, Tech Safety. Available at: <https://refugetechsafety.org/digitalbreakup/> (Accessed: April 2, 2023).

2 Source: Refuge (2021) Home Tech Tool, Tech Safety. Available at: <https://refugetechsafety.org/hometech/> (Accessed: 09 August 2023).

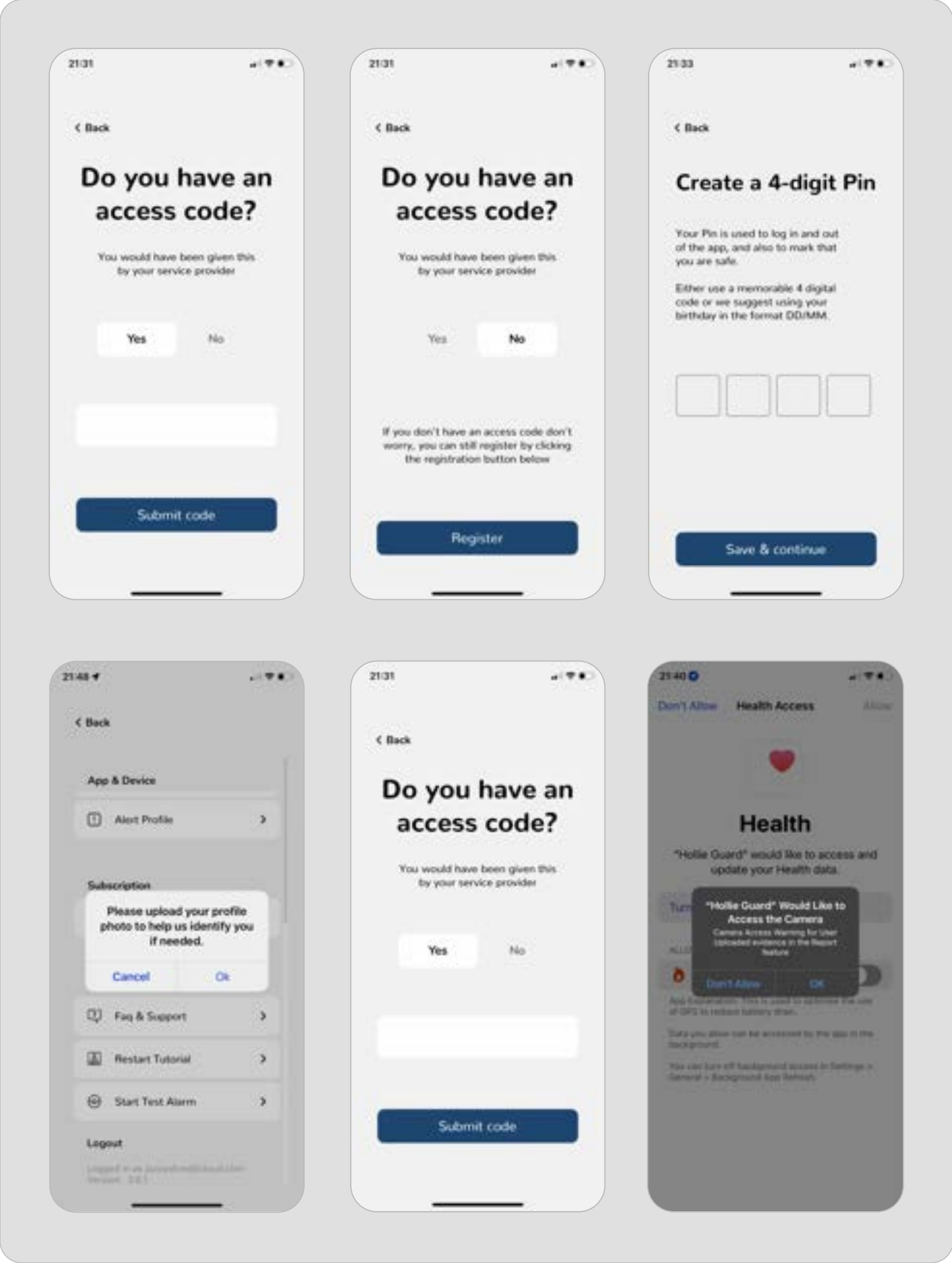


Appendix AQ Tech Safety (Refuge: Quick Exit)



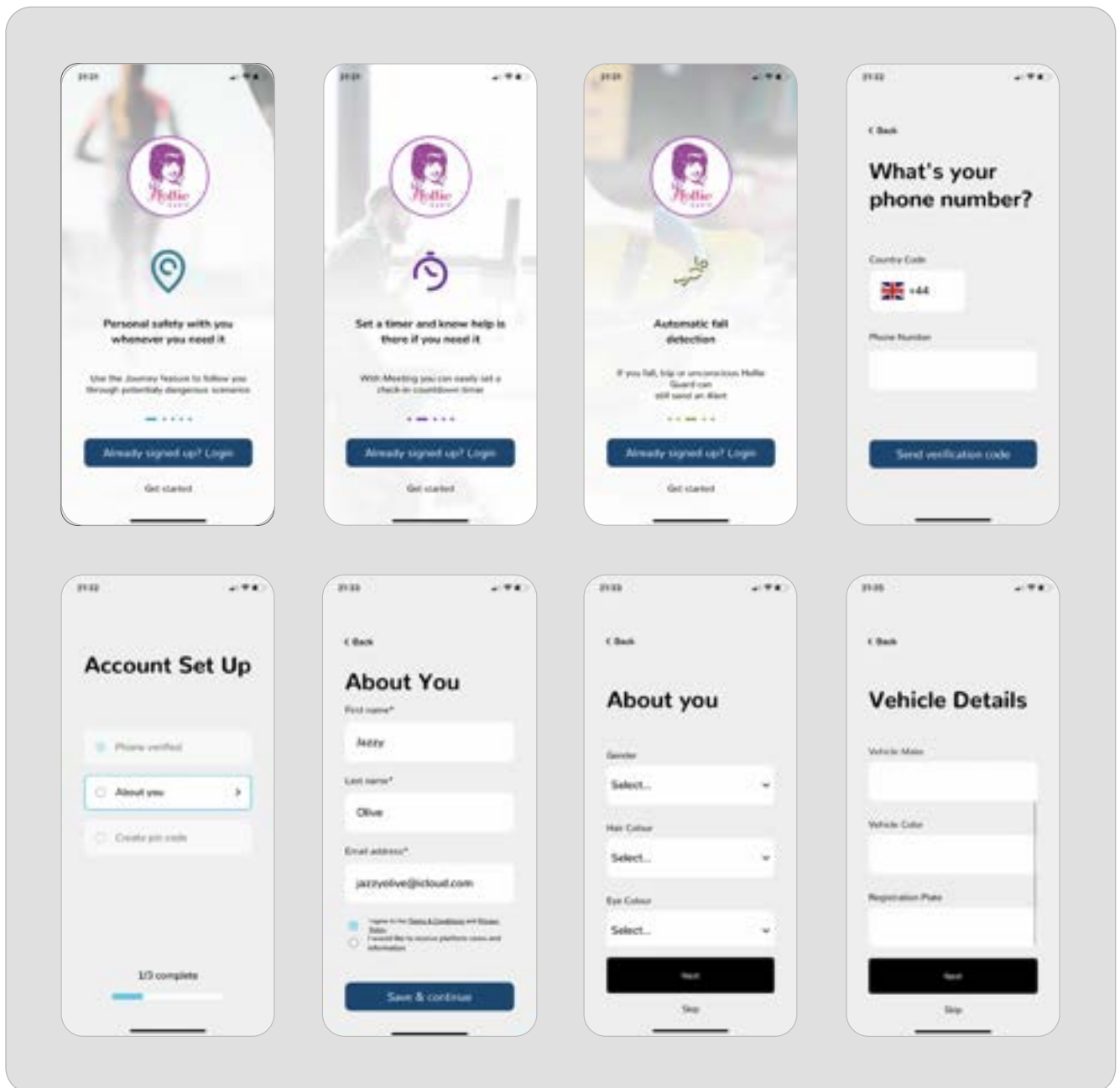
Source: Refuge (2023) Browse Safely. Available at: <https://www.nationaldahelpline.org.uk/browse-safely> (Accessed: 15 August 2023).

Appendix AR Hollie Guard: Access Code

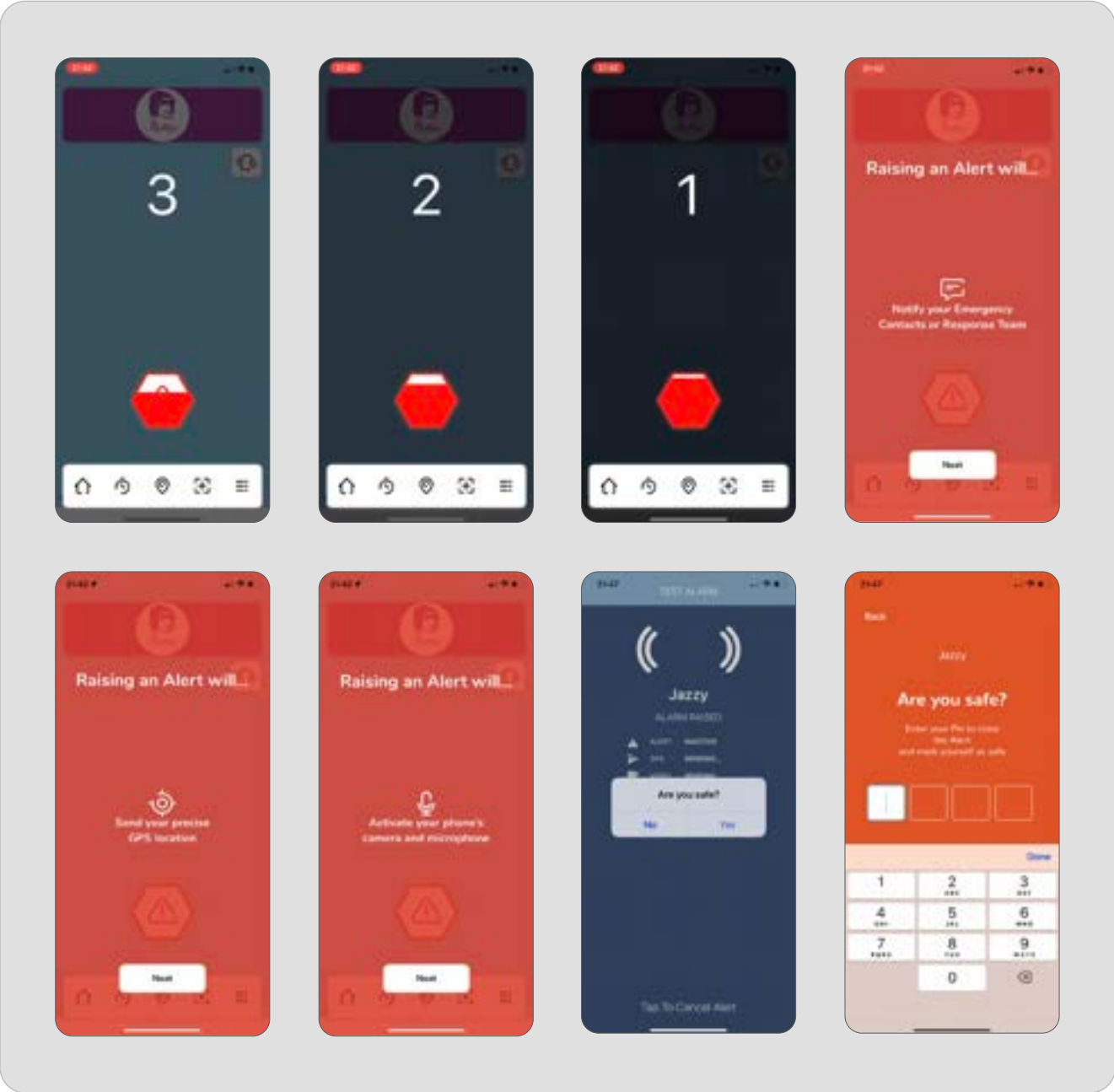


Researcher Screenshots. (Hollie Guard, 2015)

Hollie Guard: Login / Sign-up

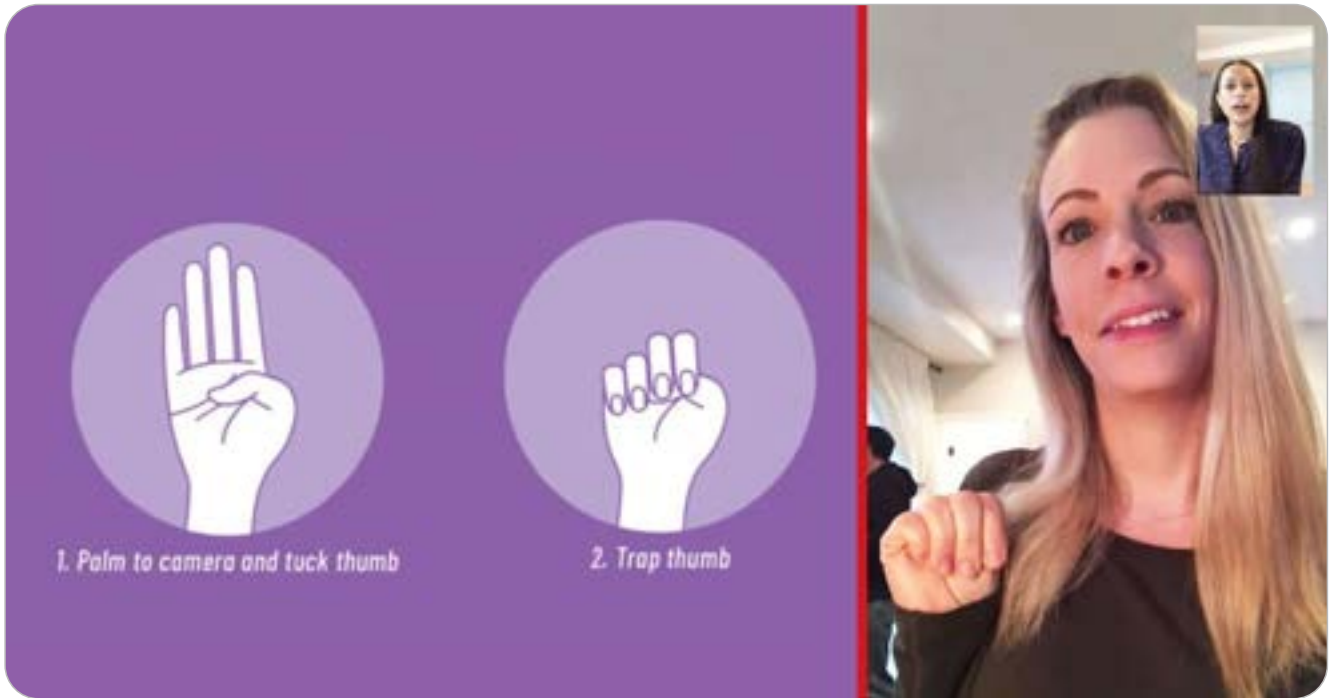


Hollie Guard: Raise Alert





Appendix AS Tech Safety (Signal for Help)



Source: Violence at Home #SignalForHelp (2020) YouTube. Available at: <https://www.youtube.com/watch?v=AFLZEQFIm7k> (Accessed: 09 June 2023).

Appendix AT Touchpoints (Analysis)

Whilst there is an increased focus on the growing issue of technology-facilitated abuse, the approach is often more focussed on the perpetrators actions, than the safety and empowerment of victims and survivors. For instance, Refuge (2021) released a video entitled: 'The Most Important SmartPhone Ad - How Domestic Abuse is Getting Smarter', to which they detail various tactics used by perpetrators to control their victims using smart technology. At first glance, it appears to be promoting a new smartphone, however, as the video continues, the various insidious methods are revealed. For example, real-time mapping, we are told, can "keep you up to date with traffic in your area... and her movements"; while smart home features can be used to adjust the heating and lights "even when you're not at home, so you can control her from wherever you are". (Watson, 2021) Whilst this is essential information for people to be aware of, the campaign's overtness could perpetuate the issue by providing a toolkit of avenues for abusers to employ. Additionally, framing the content as "How Domestic Abuse Is Getting Smarter" whilst an important warning message, is insensitive to how this type of language may disempower VS's. For instance, labelling it as "smarter" essentially credits and congratulates the abusers' for expanding their methods to the digital realm.

In discussions with Thinker 1 (documented below & overleaf), we speculated the effectiveness and pitfalls of campaigns in raising awareness about DA, as well as the need to carefully consider the intended and unintended consequences of such initiatives.

Thinker 1 (Anonymous)

Really interesting take I thought. Powerful messaging — highlighting how DA isn't just about physical violence. Refuge's visual identity is so obvious and a bit dull though.

Researcher (Edna)

It's a great way to get the message across, but I fear it'll reach the wrong audience & encourage perpetrators rather than help victims. It's rather tongue in cheek, which I like... but I'm not sure the severity of the issue is being conveyed, and it's certainly disempowering for victims. Their branding clearly targets DA, but isn't obvious how they do this for VS's.

Thinker 1 (Anonymous)

It's certainly unconventional and a bit controversial. I can't find any info on how successful it was, but it did make me look and change my perception of DA. Hearing your initial reactions has made me question a lot of things. Initially I thought that the best way for Refuge to campaign to me would be to force me to become more aware of DA and the different (and potentially less obvious) aspects of it (like tech abuse). This could help me to recognise the signs in others and help them; so in that respect it is quite successful. But then hearing what you thought as a survivor, I realised that it is a clumsy way of doing that. Was this an intentional advertising strategy (i.e. all publicity is good publicity)? Controversial campaigns get noticed and get talked about, but how good is this for the overall perception of DA and the people they aim to help? Is it good advertising? Has it designed to win awards, or make a difference? And has it actually made a difference? I can't find any info on how successful it was, but it did make me look & change my perception of DA.

Researcher (Edna)

There's certainly no perfect 'one-size-fits-all' solution, but it is interesting to consider how well-intended ideas can be misconstrued to benefit the very audience they are fighting against. This is a barrier I'm coming up against within my research, and is something I'm very cautious to consider. I really appreciate the efforts people and companies go to to raise awareness of DA, but as you say, 'all publicity is good publicity', so it seems less about coming up with realistic, implementable solutions, and more about "looking good", rather than doing good.

Touchpoints (Ideation)

Thinker 1 (Anonymous)

I recently watched 'A Vigilante'. It's very American Noir, but got me thinking about secrecy and the importance of it to DA victims. It showed how much control abusers can have over someone's everyday activities (even down to what they are looking at on their phone). It occurred to me that many of the people using the app may be in danger if the perp even knows they are using an app. And so, is there a way the app could be hidden or disguised so it doesn't raise suspicion? Do you think it is necessary? Should it be a web app so it's not installed on a device and doesn't leave a footprint on it?

Thinker 1 (Anonymous)

It would be really interesting and useful to investigate how people hide things on their phones (i.e. images), as this could guide others. Imagine a proxy app that stored evidence on a trusted contacts device, which allows users to input data from their device. Similar to a hotspot, but with encrypted access. It has the advantages of an app, with zero footprint. This must be technically possible (much like a VPN).

Researcher (Edna)

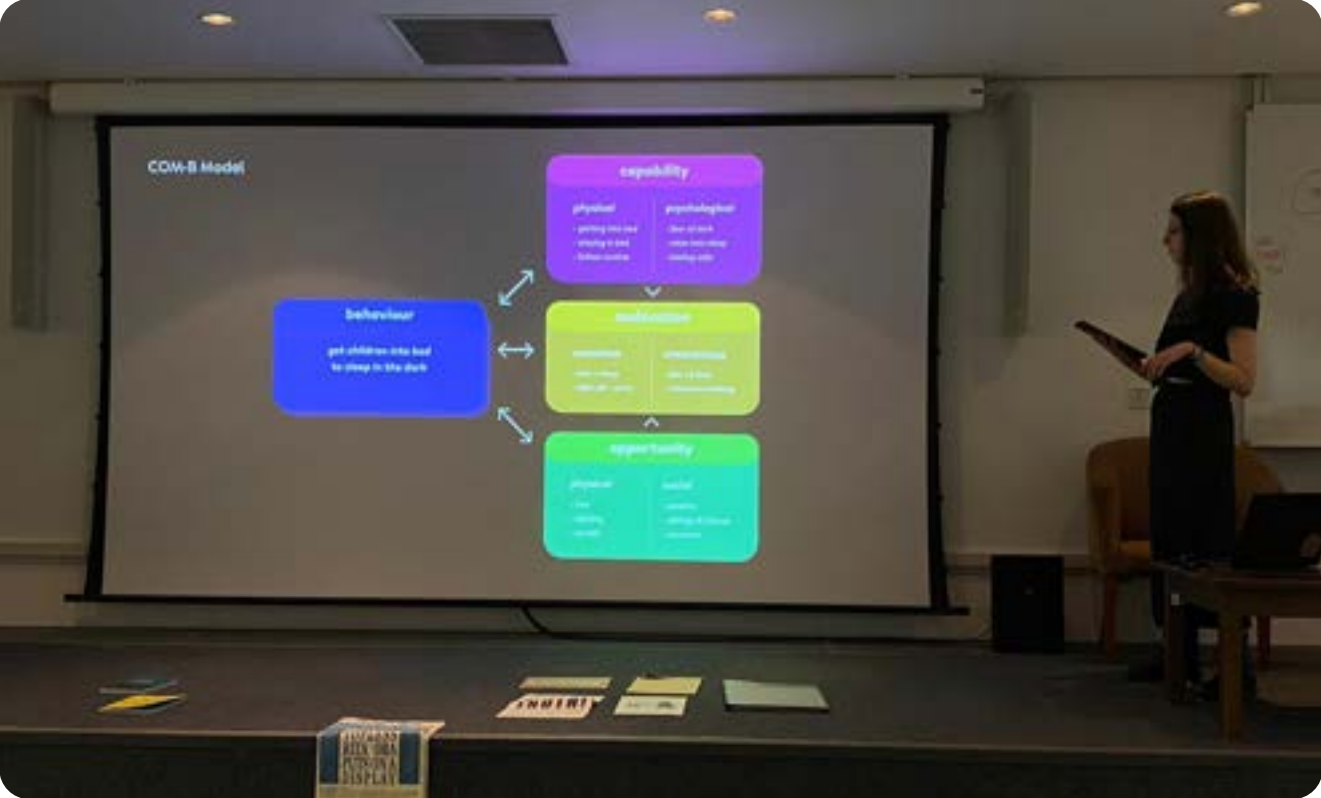
I've been working on how the app can be hidden, such as:

- 1 The app icon could be disguised to look like another app (e.g. mediation, music, etc.), but again, I wouldn't be surprised if the perp is checking that too.
- 2 It could have an invisible icon that only the survivor knows where to find (again, the perp could accidentally click on this).
- 3 It could be an app within an app (like Messenger, WhatsApp, or Snapchat).
- 4 It's a searchable app on the phone, but has no icon. It could even be integrated within phone settings or health app, so that it becomes even harder to find. I plan to provide multiple entry points, so a web app is a great idea. I will still produce a native app as it supports users without stable internet access, and speeds up data entry. Apps come with several data security risks (i.e. the perp could go into the app and delete the data). However, by utilising technologies (like AI and Blockchain) we can encrypt, lock, and timestamped data to prevent and record tampering.

Researcher (Edna)

A proxy app will be of benefit to some users (I'm visualising young people having it attached to their parents). However, we run into the issue of people not wanting to share their experience / not even knowing they're being abused, as well as the risk of perps becoming a "trusted contact". Another thing to consider, is how the app is defined. For instance, calling it a 'domestic abuse' or 'evidence gathering' app may deter people from using it due to its overt nature, or the users lack of identification with these terms. Framing it as a 'private space' to 'document experiences' (with an aim to empower VS's with a space to learn and make informed choices about their life).

Appendix AU Touchpoints (HMW Brainstorming)



Researcher Captured Images. (May, 2023)

Appendix AV Freed-M: Consent

Hi, welcome to FREED-Mobile.
Thank you for your interest in the study.

To take part, you will need to:

1. Read an Information Sheet
2. Read and sign a Consent Form
3. Complete a short screening and demographic questionnaire

Altogether, this should take around 20 minutes to complete. Once this is completed and you are eligible for the study, we will ask you to complete a survey.

If you are a professional or parent/carer wanting to learn more about the study, please [click here](#).

Please press the start button to begin.

Start

Consent Form

IRAS Project ID: 255922
REC No: 22/LO/0655
Study title: Shortening Duration of Untreated Illness in First Episode Eating Disorders: A Randomised Controlled Feasibility Trial of a Smart-Phone Friendly Multi-Modal Decision-Making Tool (FREED-M) to Improve Help-Seeking
Short title: FREED-Mobile

The Information Sheet (on the previous page) explains the study and you should read it before you agree to take part. If you have any questions about the study or the Information Sheet, please ask one of our researchers at FREEDMobile@kcl.ac.uk before you complete the consent form. To take part, please enter your initials into each text box next to the consent form item. Some items are required to take part in the study, and some are optional.

Please enter your initials in each box below:

1. I have read the Information Sheet (v1.0 19/10/2022) I have had the opportunity to consider the information, ask questions and have had these answered satisfactorily.
2. I understand that my participation is voluntary and that I am free to withdraw at any time without giving a reason without my medical care or legal rights being affected.
3. I consent to the processing of my personal information for the purposes explained to me in the Information Sheet. I understand that such information will be handled in accordance with the General Data Protection Regulation (GDPR).
4. I understand that my response will be kept confidential, and it will not be possible to identify me in any reports about this study.
5. I understand that if I disclose information that indicates there is an urgent risk of harm to myself or others, that the

Participant Screening

Below are screening questions about food and weight and a few questions about you.

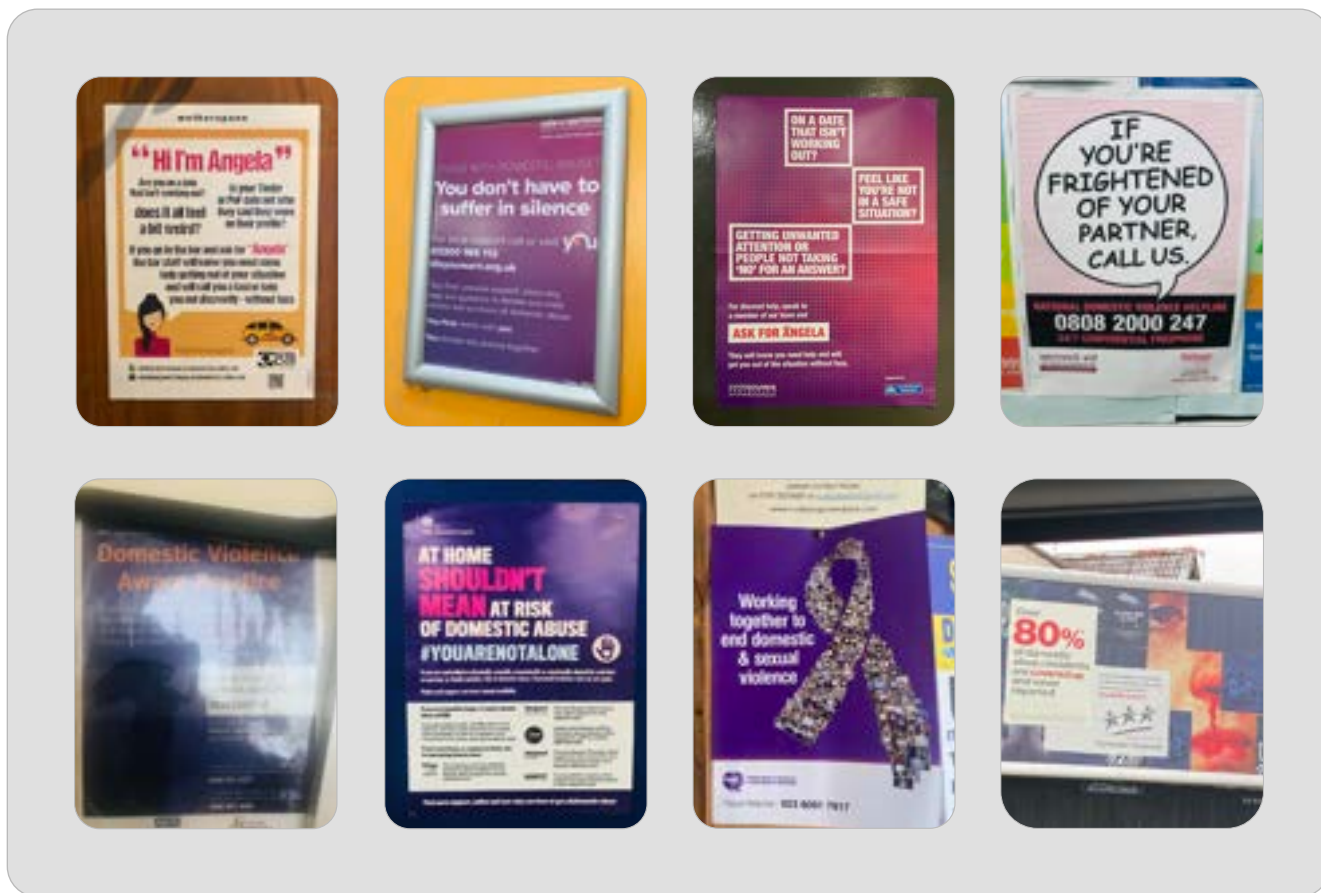
Please respond to the following questions:

1. Would you say that food dominates your life?
 Yes
 No
2. Do you worry you have lost control over how much you eat?
 Yes
 No
3. Do you believe yourself to be fat when others say you are too thin?
 Yes
 No
4. Have you recently lost more than one stone (approximately 6kg) in a 3-month period?
 Yes
 No

Source: FREED-M (2022) Hi, welcome to FREED-Mobile. Thank you for your interest in the study.

Available at: <https://freedm.uk/> (Accessed: 12 December 2022).

Appendix AW Touchpoints (Poster Analysis)



① Source: Kiefer, B. (2020) Famous women change their names to make Refuge's helpline go viral, Campaign Live. Refuge. Available at: <https://www.campaignlive.co.uk/article/famous-women-change-names-refuges-helpline-go-viral/1676239> (Accessed: 10 January 2023).

② Source: Wright, G. (2020) Supermarket chain Morrisons opens 'safe space' for people suffering from DA, Yorkshire Post. Available at: <https://www.yorkshirepost.co.uk/business/supermarket-chain-morrisons-opens-safe-space-for-people-suffering-from-domestic-abuse-2858838> (Accessed: 17 August 2023).

Appendix AX Investment (Website)



ALL-IN-ONE HUB FOR DA CARE



**Call to UK Gov to allocate
£1m seed fund towards essential
domestic abuse innovation.**

THE PROBLEM

1 in 4 women are victims to domestic abuse in the UK.

HM GOVERNMENT, 2021

There's no single criminal offence of domestic abuse.

WOMEN'S AID, 2022

It takes, on average, 7 attempts before a woman is able to leave her abuser for good.

REFUGES, 2017

More than 1/4 of DA cases are withdrawn by the victims.

CPS, 2020

Approximately 1/4 of reported cases result in no further action.

CPS, 2020

The socio-economic cost of DA in the UK, is £66 billion per year. This includes health, legal and housing costs, as well as loss of productivity.

OLIVER ET AL., 2019, P.5

The numbers of DA offences has been rising each year since the Covid-19 pandemic.

ONS, 2020

2019
2020
2021

Number of Offences



Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2019	65,000	62,000	62,000	62,000	68,000	69,000	68,000	67,000	63,000	64,000	62,000	66,000
2020	59,000	54,000	60,000	59,000	61,000	63,000	68,000	61,000	57,000	58,000	56,000	61,000
2021	49,000	44,000	50,000	54,000	58,000	61,000	66,000	61,000	57,000	58,000	56,000	61,000



edna™

ALL-IN-ONE HUB FOR DA CARE

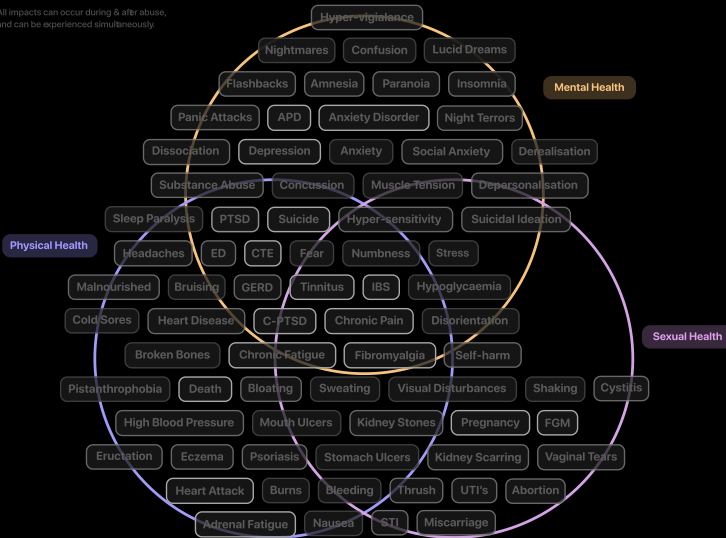


The impact of DA on victims' mental & physical health is extreme & long-lasting, and costs the NHS £23 billion per year.

OLIVER ET AL., 2019, P.5

Short Term Mid Term Long Term

All impacts can occur during & after abuse, and can be experienced simultaneously.




Conversations with survivors revealed a lack of autonomy over choices, and that access to DA care & resources is fractured.

KENNEY J., 2023

THE SOLUTION



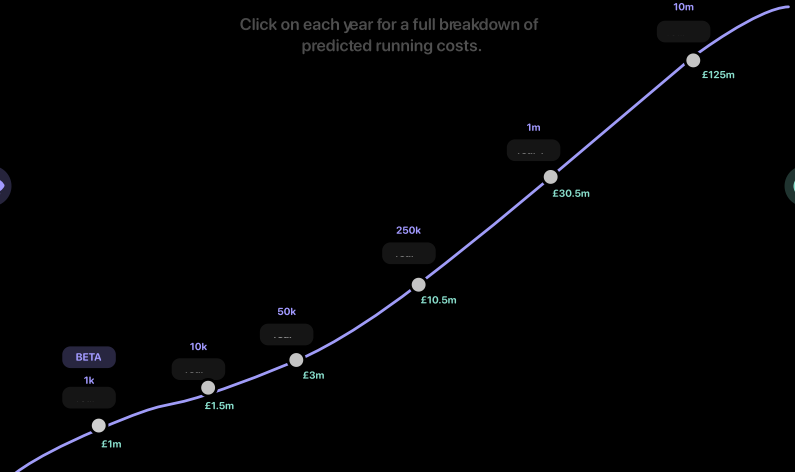


ALL-IN-ONE HUB FOR DA CARE

£1m could help 1k woman

Running Cost Supported Victims


Click on each year for a full breakdown of predicted running costs.



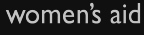
Year	Supported Victims	Running Cost (£m)
2023	1k	£1m
2024	10k	£1.5m
2025	50k	£3m
2026	250k	£10.5m
2027	1m	£30.5m
2028	10m	£125m

COLLABORATORS


Sharing tools, wisdom & resources.




24/7 NATIONAL DA HELPLINE
TECH SAFETY TOOL (HOME & TECH)




FACTUAL ACCURACY
LEGAL ADVISE




AWARENESS POSTERS & PINS
ACCESS WEB APP



AWARENESS POSTERS & PINS
EDNA PRESCRIPTION SERVICE




RAISE FUNDS TO BUILD TOOL
EDNA'S LAW AGAINST DA



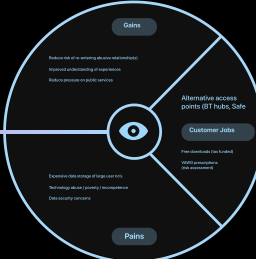
EDNA = SUFFICIENT EVIDENCE
REFERRAL CODE


We hope to work with existing charities & organisations to facilitate the edna product & service.

Design Solution



Observe Customer

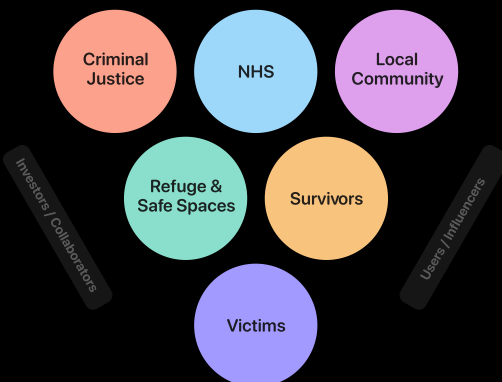




ALL-IN-ONE HUB FOR DA CARE

BOWLING PIN STRATEGY

Working together to improve outcomes for victims & survivors.



Want to make a difference for women?

[Join the Team](#)

CURRENT VACANCIES

UI/UX Designer (FT) £40,312

We are currently hiring a full-time passionate, user-centred UI/UX Designer to join a collaborative and innovative team to create visually delightful and easy-to-use digital products in a fast-paced environment.

[Apply](#)

App Developer (FT) £70,282

We are looking for a full-time qualified Application Developer to design and code functional programs and applications. You will work as part of a team and individually with little supervision.


[Apply](#)

Technical Writer (PT) £16,620

We are looking for a part-time Technical Writer to produce high-quality documentation for our solutions. You will work collaboratively with developers, designers, and user researchers to improve our products.


[Apply](#)

Tech Safety



Year 1	The Problem	Job Vacancies
Year 2	The Solution	Get in Touch
Year 3	Value Proposition	Make a Donation
Year 5	Running Costs	Privacy Policy
Year 10	Market Assessment	
Year 20	Collaborators	

© edna, 2023



Appendix AY Glossary (Spectrum)

