

VICTIMS OF DOMESTIC VIOLENCE: JOURNEY MAP QUESTIONNAIRE 2011 – RESULTS FROM 28 PARTICIPANTS

AGE GROUP		RACE			LANGUAGE	
16 - 24	1	White British or Irish	26	Arab	English Speaker	26
25 - 39	14	White Eastern European		Black African Caribbean	Non-English Speaker (if yes, which language?)	
40 - 59	13	White Other	2	Traveller Community		
OVER 60		Asian		Other (which?)		

1	<i>Which organisation did you contact first about the incident(s)?</i>	Domestic Violence Helpline	PSNI	Women’s Aid (or other female support group)	Men’s Advisory Project (or other men’s support group)	Rainbow Project (or other gay, lesbian, bisexual, transgender, support group)	Health & Social Services	Other (which?)			
		3	14	6			3	1 solicitor			
2	<i>If police involvement (Criminal Charges); if not, go to Q.14</i>	1 False	2	3	4	5	6	7	8	9	10 True
			1	2		2	2	1	2	3	9
	<i>You were content with the response from the police</i>	<p>AVERAGE SCORE 7.7</p> <p>(1) Partner evicted immediately. (5) No overall. Badly qualified officers who had no idea what they were doing. More training is essential. (7) Alleged perpetrator came to the house, was abusive, damaging property... PSNI responded quickly and removed him. They did a drive-by a few times that evening. (8) Ex-husband assaulted me at home and was charged with AOBH. (9) Child reported abuse at school and police were out within around 8 hours. (10) The domestic abuse teams came out and took statements. But it progressed slowly. (12) Collectively yes, however one individual officer was dismissive when I asked him to confirm that telephone in matrimonial home was more user friendly. I accept all members of an organisation cannot be trained overnight. (14) Threat to kill, malicious damage. (17) Not all the time. One out of many incidents I was let down by the PSNI was myself having to constantly keep phoning a certain officer and begging to have special measures in place for a court case against my ex. Weeks went by and on that particular morning I was devastated to learn that the PSNI hadn’t bothered to sort this out for me. (18) Arrest made, charges filed, PPS prosecuted and case won. (21) Yes police removed him from the house and took him away. (24) Rang PSNI 999 5am and they came immediately.</p>									

3	<p><i>The police responded very quickly (if that was necessary)</i></p> <p>AVERAGE SCORE 8.2</p>	1 False	2 1	3 1	4	5 1	6 1	7 1	8 5	9 3	10 True 9
		<p>(1) Immediate.</p> <p>(5) Yes responded quickly.</p> <p>(8) Police responded quickly but I was also taken in for questioning as my husband said that I assaulted him.</p> <p>(12) Were courteous and respectful prioritising my welfare at the time. Very attuned and protective. Gentle.</p> <p>(14) Advised to get non-molestation.</p> <p>(15) Was taken to them.</p> <p>(17) Not all the time.</p> <p>(18) Police were excellent – no complaints only praise.</p> <p>(20) When telephoned the police to inform them of my ex husband’s appearance at property the PSNI did not arrive immediately when they did eventually arrive ex husband had been and gone.</p> <p>(24) Came to house 5am in the morning.</p> <p>(25) They minimised what happened and their report to court was inaccurate.</p>									
4	<p><i>You were content that police dealt with the charges and the perpetrator appropriately</i></p> <p>AVERAGE SCORE 6.9</p>	1 False 4	2 1	3 1	4	5 3	6	7 2	8 4	9 2	10 True 7
		<p>(1) Referred to Women’s Aid – Solicitor etc.</p> <p>(5) Yes he was charged with 3 AOBH & 2 Indecent Assault. However he later made a complaint to police that I had stolen £20 and 10 sets of cuffs (trivial items) after everything he did to me. Police came up to my parent’s house to arrest me!! Did the police not check the system in advance? Did they not realise that these allegations (of which there was no proof) were made out of revenge and anger?? I have never (nor have my family) been involved in the police before. I found this threat of arrest was a deeply terrifying, humiliating and very disturbing incident to me as a victim who was already deeply traumatised – totally unnecessary!! When I explained to the police that I was the victim they quickly changed their mind and didn’t want to arrest me. However it took me months to get over the shock!</p> <p>(7) Police removed him. On other occasions when necessary they arrested him. Confident that police did all they could.</p> <p>(8) Ex was bound over for 12 months to keep the peace and I don’t think that was adequate.</p> <p>(9) They were too harsh; perpetrator got an easier right(?).</p> <p>(10) Initial response good but investigation slow and incomplete.</p> <p>(12) Police did post experience follow-up call of their volition and told me about the ‘domestic violence liaison officer’.</p> <p>(14) There were so many incidents that they took greater interest.</p> <p>(17) No, as this is another incident were my ex spat in my face, was abusive all in front of my daughter and a hall full of children at a contact centre. PSNI didn’t go into the hall to ask witnesses for statements resulting in my ex at this court case found not guilty – lack of evidence.</p>									

		(18) Felt assured and safe. Police followed legal guidelines. (20) They were confused – needed clarity in the form of paperwork from Craigavon Court as to extension of order. (24) Police waited in house until 8.40am then escorted my ex husband to work. (25) I was initially given the wrong advice so instead of him being charged they ‘had a word with him’.										
5	<p><i>The officer completed a risk assessment form (DASH) at the time of the incident?</i></p> <p>AVERAGE SCORE 6.8</p>	<table border="1"> <tr> <td>1 False 6</td> <td>2</td> <td>3</td> <td>4</td> <td>5 1</td> <td>6</td> <td>7 1</td> <td>8</td> <td>9</td> <td>10 True 9</td> </tr> </table> <p>(1) Very sympathetic. (4) Not sure. (5) No not necessary as incidents recorded after I left him. (7) Never completed DASH at any of the incidents. (12) He conducted same professionally and courteously. (15) Can’t remember. (17) Not then; Women’s Aid did all that with me. (24) Police came to my house during the day to see me and talk everything through.</p>	1 False 6	2	3	4	5 1	6	7 1	8	9	10 True 9
1 False 6	2	3	4	5 1	6	7 1	8	9	10 True 9			
6	<p><i>If your case was assessed as high risk, you were referred to MARAC</i></p> <p>AVERAGE SCORE 7.1</p>	<table border="1"> <tr> <td>1 False 4</td> <td>2</td> <td>3 1</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10 True 11</td> </tr> </table> <p>(1), (5) + (25) N/A (18) Not considered high risk.</p>	1 False 4	2	3 1	4	5	6	7	8	9	10 True 11
1 False 4	2	3 1	4	5	6	7	8	9	10 True 11			
7	<p><i>When you first reported the incident(s) to the police you were referred to Women’s Aid, MAP and/or Victim Support or other specialist domestic abuse agency</i></p> <p>AVERAGE SCORE 7</p>	<table border="1"> <tr> <td>1 False 6</td> <td>2</td> <td>3 2</td> <td>4</td> <td>5</td> <td>6 1</td> <td>7</td> <td>8</td> <td>9 4</td> <td>10 True 10</td> </tr> </table> <p>(7) Never any advice on any service or support at time of incidents. Some incidents however I did receive a letter from Victim Support but this was in reference to attending court. (8) Sent to both Women’s Aid and Victim Support. (9) Social worker brought woman and children to Women’s Aid. (12) Yes, I was given information and a choice. (15) Hospital then Women’s Aid. (17) I was in touch with Women’s Aid before police and it was them who helped me understand that I was a victim of domestic abuse as I had hidden most of what was happening to me away from friends and family. (18) Directed to Women’s Aid by PPS. (20) Received by post Women’s Aid three times. (24) I was referred to solicitor, Women’s Aid. (25) No mention was made of support.</p>	1 False 6	2	3 2	4	5	6 1	7	8	9 4	10 True 10
1 False 6	2	3 2	4	5	6 1	7	8	9 4	10 True 10			

8	<p><i>During the police investigation you felt that you were kept fully informed</i></p> <p>AVERAGE SCORE 6.5</p>	<p>1 False 3</p>	<p>2 1</p>	<p>3 3</p>	<p>4 2</p>	<p>5 5</p>	<p>6 1</p>	<p>7 1</p>	<p>8</p>	<p>9 2</p>	<p>10 True 7</p>
		<p>(1) Not sure. (5) No I had to phone them. (12) Yes the timeframe was indicated to me and the possible stages. (17) Definitely not. I was the one who had to keep phoning PSNI for any info about the incidents and my ex. (18) Police officer in charge was excellent at managing expectations. (20) No I found it difficult to make it clear that I was in court on 1st June and the order was extended to 6th July. Evidence from Craigavon Court was required. (24) Yes – police officer kept in contact with me and my husband. (25) I had to phone them to find out what was happening.</p>									
9	<p><i>You were offered support and advice from the start</i></p> <p><i>If yes, from whom and how did this help?</i></p> <p>AVERAGE SCORE 7.4</p>	<p>1 False 2</p>	<p>2</p>	<p>3 2</p>	<p>4 2</p>	<p>5</p>	<p>6 1</p>	<p>7 3</p>	<p>8</p>	<p>9 2</p>	<p>10 True 10</p>
		<p>(1) DPP Unit letter referred to Women’s Aid. (5) Women’s Aid and Victim Support only. (6) Women’s Aid, Health Visitor, Social Services, MARAC. (9) Only Women’s Aid and Social Services. (10) Domestic Abuse Teams. (12) From Women’s Aid, affirmed by the PSNI. A wonderful avenue to help me access much of myself that was lost and buried. (17) Women’s Aid. They were and still are my rock. (18) From pamphlets at police station – not one-to-one. (24) That day and ongoing for 1-2 years afterwards. (25) Bad advice.</p>									
10	<p><i>You were willing to accept this support</i></p> <p><i>If not, why not?</i></p> <p>AVERAGE SCORE 8.5</p>	<p>1 False 1</p>	<p>2 1</p>	<p>3 1</p>	<p>4</p>	<p>5</p>	<p>6 2</p>	<p>7</p>	<p>8</p>	<p>9 4</p>	<p>10 True 13</p>
		<p>(4) Mentally ill. (5) Absolutely. The above organisations have been amazing. (7) Would have accessed support from Women’s Aid if I had been told about it. (12) Initially I had a reservation emanating from my lack of understanding of their remit and roles.</p>									
11	<p><i>You felt that your story was believed</i></p>	<p>1 False 1</p>	<p>2 1</p>	<p>3</p>	<p>4</p>	<p>5 2</p>	<p>6 4</p>	<p>7 2</p>	<p>8</p>	<p>9 2</p>	<p>10 True 10</p>

	AVERAGE SCORE 7.8	(1) Very understanding. (5) Yes it was taken very seriously. (7) At times – depending on incident and depending on officers. (8) Only because police had a bag of my hair. (9) Believed by Women’s Aid, but not by the police (not enough experience in Domestic Violence). (10) Initially I thought I was believed however given the lack of energy taking it forward... (12) Yes. I was not sure if I was believed; I was listened to, not misled or dismissed. (17) Most definitely. (20) Yes, when I visited the police station to record a statement. (24) Yes I was believed and backed all the way through to divorce. I was given encouragement to take action via a solicitor. (25) I was believed until they spoke to him and he gave them lies which they believed.																				
12	<i>During the investigation you felt that your (and your children’s) safety was given due consideration</i> AVERAGE SCORE 7.5	<table border="1"> <tr> <td>1 False</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10 True</td> </tr> <tr> <td></td> <td>2</td> <td></td> <td>1</td> <td>2</td> <td>3</td> <td>1</td> <td>1</td> <td>1</td> <td>9</td> </tr> </table> <p>(7) Felt safe for about 30 minutes after police responded as they moved him on. Did not feel safe afterwards due to perpetrator returning. (17) Only from Women’s Aid and all their help with keeping me and the kids safe. (25) This depended on which officer came out.</p>	1 False	2	3	4	5	6	7	8	9	10 True		2		1	2	3	1	1	1	9
1 False	2	3	4	5	6	7	8	9	10 True													
	2		1	2	3	1	1	1	9													
13	<i>You were offered safe accommodation (if necessary)</i> AVERAGE SCORE 6.9	<table border="1"> <tr> <td>1 False</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10 True</td> </tr> <tr> <td>3</td> <td></td> <td>1</td> <td>1</td> <td>1</td> <td>1</td> <td>1</td> <td></td> <td>1</td> <td>8</td> </tr> </table> <p>(1) + (18) N/A (5) + (20) Yes by Women’s Aid. (21) Considered moving into hostel because of fear of him but didn’t. (25) I sought my own.</p>	1 False	2	3	4	5	6	7	8	9	10 True	3		1	1	1	1	1		1	8
1 False	2	3	4	5	6	7	8	9	10 True													
3		1	1	1	1	1		1	8													
14	Non-molestation Application or Occupation Order <i>You received advice on the process for non-molestation or occupation orders and what is involved in this process</i> AVERAGE SCORE 6.3	<table border="1"> <tr> <td>1 False</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10 True</td> </tr> <tr> <td>7</td> <td>1</td> <td></td> <td></td> <td>2</td> <td></td> <td>2</td> <td>3</td> <td>3</td> <td>8</td> </tr> </table> <p>(1) Referred to solicitor for information. (5) No not by the police. From Women’s Aid only. (7) Told to go and see a solicitor. (8) Got a non-molestation and occupation order. (9) Was never mentioned by police. Later advice from Women’s Aid (other women in the refuge). (10) It was not served the day of it being granted which caused problems. I was misinformed as to how it would be served. I was given no leaflets on non-mols.</p>	1 False	2	3	4	5	6	7	8	9	10 True	7	1			2		2	3	3	8
1 False	2	3	4	5	6	7	8	9	10 True													
7	1			2		2	3	3	8													

		<p>(12) I was served 2 orders “ex-parte”. Perjury prompted by ‘family fuelled fabricated’ evidence – afforded the perpetrator optimum opportunity. Facilitated and sponsored by my lawyer!</p> <p>(17) From Women’s Aid and my solicitor.</p> <p>(18) Got this information from PPS.</p> <p>(24) This was all a bit of a blur, as solicitor took over. It took me 4-5 years later to realise my solicitor had taken the right action to get my ex husband removed from the house.</p> <p>(25) I was just told on Saturday to speak to my solicitor on Monday.</p>									
15	<p><i>You received advice or assistance with finding a solicitor</i></p> <p>AVERAGE SCORE 4.2</p>	1 False 7	2 3	3 1	4 2	5 2	6	7	8 2	9 2	10 True 2
		<p>(1) Had one already.</p> <p>(5) No not by the police.</p> <p>(6) Just got a solicitor myself.</p> <p>(7) + (20) Already had a solicitor.</p> <p>(9) Just told to find one.</p> <p>(12) Previous experiences with two legal firms caused me much upset and contributed to trauma.</p> <p>(17), (27) + (28) Through Women’s Aid.</p> <p>(18) Used my own.</p> <p>(23) Cousin recommended a solicitor.</p> <p>(24) Got no advice on that.</p>									
16	<p><i>You were content with the legal representation you received; you understood their advice and did not feel pressurised or rushed into making decisions</i></p> <p>AVERAGE SCORE 6.8</p>	1 False 5	2	3 2	4 2	5 1	6	7 2	8	9 1	10 True 13
		<p>(5) Absolutely not!! I constantly had to phone the PPS to enquire what was going on. Police did not have any involvement whatsoever in court preparation.</p> <p>(8) I have always felt rushed into making decisions.</p> <p>(10) I did not feel my solicitor understood the situation.</p> <p>(12) Diabolical! I can present my experiences to the Law Society. These two firms gave a whole new dimension to the term “Legal Aid”! I paid a very heavy price for their lack of ‘presence and professionalism’. It is my intention to report the most disrespectful and indeed abusive treatment I was subjected to by two lawyers. Not exactly Ulster’s finest!</p> <p>(18) Very poor.</p> <p>(20) Women’s Aid provided a court carer on my third visit this was fabulous. I was not required at this time to give evidence.</p> <p>(21) Changed my solicitor then was happy was not totally happy with 1st solicitor. Very happy with my solicitor now.</p> <p>(24) Yes but went on for 11 years – very complicated battle over our 1 child. High Court involvement – residing order overturned when child 13 years old, child now living half his life with the abusive behaviour my son is now subjected to.</p>									

17	<p><i>You received support (other than from your solicitor) with the application process eg help with affidavits etc</i></p> <p><i>If yes, from whom? If not, why not?</i></p> <p>AVERAGE SCORE 4.9</p>	1 False 10	2	3	4 2	5 3	6 1	7 2	8 1	9 1	10 True 6
		<p>(1) Women's Aid in court with me. (6), (11) , (21) + (24) Women's Aid. (7) N/A. (9) Nobody helped. (12) The barristers were very professional again they were instructed by the 'so called solicitors'. (18) From police and solicitor (serious questions and parameters need clarification). (22) Women's Aid but didn't know of Women's Aid while going through court.</p>									
18	<p><i>You were kept informed about your case by the PPS; you were provided with an estimated time for the case to reach court and if there were delays they explained the reasons</i></p> <p>AVERAGE SCORE 4.6</p>	1 False 9	2 2	3 2	4	5 3	6 2	7 1	8 1	9 2	10 True 5
		<p>(5) You only hear information from PPS when you constantly phone them!! (10) No contact until they decided not to prosecute and I have had to pursue this further. (18) PPS kept me informed – police had no idea. (24) Very poorly understood by me. Took 5 years to get residing order for child which was overturned in November 2010 (money battle). (25) I received reports from PPS long after I should have and it was not from them directly but through my legal team.</p>									
19	<p><i>Before the case came to court you were given information on what to expect at court</i></p> <p>AVERAGE SCORE 5.6</p>	1 False 6	2 1	3	4 1	5 4	6 4	7 3	8	9 1	10 True 6
		<p>(1) From solicitor to Women's Aid. (5) Not really – time delays are absolutely outrageous – no consideration is given to how painful and stressful time it is for victims. Very little information given on possible court outcomes. (7) Just asked to turn up at court. (9) I had preparation by solicitor. (11) Haven't been to court yet. (18) Court liaison at Laganside. (22) From solicitor. (24) Very poorly done/ not at all. (25) Just from my legal team.</p>									
20	<p><i>You were offered the chance to visit the court before the date of the</i></p>	1 False 14	2	3	4 2	5	6	7	8	9 2	10 True 7

	<i>hearing</i> AVERAGE SCORE 4.2	(5) Yes by Victim Support. (22) This really helped.									
21	<i>The option of special measures was explained & offered to you</i> AVERAGE SCORE 4.1	1 False 12	2	3	4 2	5 1	6 1	7	8	9	10 True 6
		(5) Yes but it is an absolute waste of time applying for special measures. It involves even more lengthy and painful statements in a police station and because of outrageously long time delays e.g. three years your statements are no longer valid and also it is used as another way to delay [the] court case by [the] defendant. So I have decided not to be protected by the courts; it's all about the "human rights" of the abuser! (17) Women's Aid explained about the special measures which reassured me but PSNI let me down. (18) Badly arranged at the last minute but previously arranged.									
22	<i>The length of time spent waiting at court for your case to be heard was...</i> <i>How long did you have to wait approx.?</i> AVERAGE SCORE 3.2	1 Unacceptable 12	2 1	3 3	4	5 2	6 3	7	8 3	9	10 Acceptable
		(1) Very Stressful; 1 st visit 2 hours and 2 nd visit 1 hour. (2) 7 hours (5) Absolutely 300% unacceptable!! (If I was attacked again I wouldn't bother even reporting it – far too painful and stressful) (7) After arrived at court and didn't want to sit in waiting area with perpetrator and his family so waited in canteen area. Case was dismissed as they thought I didn't show up (was waiting to be called). (8), (15) + (23) 2 hours (9) Knew before about waiting times; waited 2 hours. (10) I was there from 11.30 – 3pm. (12) I was willing to go into court – solicitor berated, belittled, bullied me – 'blamed me', alleged I would lose my job if I went into court. (13) 4 hours. (17) In most of my cases I was still waiting till after lunch; 4-6 hours and even longer. (18) A few hours – Women's Aid very supportive. (19) 8 hours. (21) Initially changed solicitors it was better. (22) I was waiting from 9am to 6pm this was totally unacceptable when I was seen the judge said we only have 6 mins to explain and sort out. I had to come back the next day. (24) Desperate! Lawyers/barristers always late – for 11 years. (25) From 9.30 – entered at 2.30 and left as they closed the doors behind us. We also had to wait 2 days for the verdict and weren't offered any help through this time.									

23	<p><i>The facilities at the courthouse were...</i></p> <p>AVERAGE SCORE 4.3</p>	<table border="1"> <thead> <tr> <th>1</th> <th>2</th> <th>3</th> <th>4</th> <th>5</th> <th>6</th> <th>7</th> <th>8</th> <th>9</th> <th>10</th> </tr> </thead> <tbody> <tr> <td>Poor</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>Excellent</td> </tr> <tr> <td>7</td> <td>1</td> <td></td> <td>4</td> <td>7</td> <td>5</td> <td>1</td> <td>1</td> <td></td> <td>1</td> </tr> </tbody> </table>	1	2	3	4	5	6	7	8	9	10	Poor									Excellent	7	1		4	7	5	1	1		1	<p>(1) What facilities? (5) Witness Service excellent! (7) Lots of security present. Not baby-friendly for prams etc. (12) Abysmal. Building now replaced. (22) Crèche facility would have been useful. (24) No facilities, no privacy. Like a cattle market. (25) Awful.</p>
1	2	3	4	5	6	7	8	9	10																								
Poor									Excellent																								
7	1		4	7	5	1	1		1																								
24	<p><i>Adequate steps were taken to ensure that you did not encounter the perpetrator either on the way into court or when the hearing had finished</i></p> <p><i>If you did encounter the perpetrator at court, please explain what happened</i></p> <p>AVERAGE SCORE 3.5</p>	<table border="1"> <thead> <tr> <th>1</th> <th>2</th> <th>3</th> <th>4</th> <th>5</th> <th>6</th> <th>7</th> <th>8</th> <th>9</th> <th>10</th> </tr> </thead> <tbody> <tr> <td>False</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>True</td> </tr> <tr> <td>12</td> <td>2</td> <td>1</td> <td></td> <td>1</td> <td>3</td> <td>1</td> <td>1</td> <td></td> <td>2</td> </tr> </tbody> </table>	1	2	3	4	5	6	7	8	9	10	False									True	12	2	1		1	3	1	1		2	<p>(1) Ignored him. (2) Only by Women's Aid worker. (5) Yes but I think it is unfair – if you don't have special measures you're not allowed these! As explained above and also because I was advised by Prosecutor that "it looked better to be in the stand" I didn't have special measures. Witness Service did accommodate me but I think rules should be more flexible as it is a terrifying experience. (7) He passed me in the court and told me it was thrown out of court. (9) He was sitting next to me because it was about the children. (10) He was sitting in the main waiting area and to get to the toilet I had to pass him. (12) Perpetrator was delighted that my solicitor was arguing with me. I personally did not know if the solicitor I paid was a misogynist, a misanthropist or did not like the sound of my voice! (14) Every occasion in the same waiting area. (15) He is in prison. (17) One incident Women's Aid organised for myself to be brought through the back of the courts which was a relief. Seeing my ex just made my body shake all over. I felt intimidated, felt sick, scared, well petrified. Had panic attacks. Feeling his stares and anger and aggression at me. By the time I took the stand I wasn't fit for anymore... (22) He, his mother and aunt were sitting a few seats up from me. Very intimidating. (23) Got a private room but were not guaranteed to stay there. (24) Not really. Did encounter [defendant/respondent] – nothing happened. (25) Only by my escort from Women's Aid. He tried to talk to me. There are not enough areas to avoid him in family court.</p>
1	2	3	4	5	6	7	8	9	10																								
False									True																								
12	2	1		1	3	1	1		2																								
25	<p><i>While waiting for your case to be heard court staff were courteous and helpful</i></p>	<table border="1"> <thead> <tr> <th>1</th> <th>2</th> <th>3</th> <th>4</th> <th>5</th> <th>6</th> <th>7</th> <th>8</th> <th>9</th> <th>10</th> </tr> </thead> <tbody> <tr> <td>Disagree</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>Agree</td> </tr> <tr> <td>4</td> <td></td> <td>1</td> <td>2</td> <td>3</td> <td>3</td> <td>2</td> <td>1</td> <td>2</td> <td>9</td> </tr> </tbody> </table>	1	2	3	4	5	6	7	8	9	10	Disagree									Agree	4		1	2	3	3	2	1	2	9	
1	2	3	4	5	6	7	8	9	10																								
Disagree									Agree																								
4		1	2	3	3	2	1	2	9																								

	AVERAGE SCORE 7	<p>(1) Indifferent. (5) Witness Service excellent! (12) As were the PSNI officers, with the exception of one, he appeared not to be impartial! (15) There were no court staff only security men. (18) Excellent. (24) Not really bothered – ignored me all the way.</p>									
26	<i>While waiting for your case to be heard your privacy was respected</i>	1 Disagree 8	2	3 4	4 1	5 1	6 3	7 2	8 2	9 2	10 Agree 3
	AVERAGE SCORE 5	<p>(1) No privacy. (12) It is an open house experience. My solicitor informed me untrue information concerning the then DPP. (18) Excellent. (24) Not really – felt like a cattle market. (25) There are not enough rooms for privacy.</p>									
27	<i>(If Special Measures were used) It was helpful that you were in a different room or could not see the perpetrator</i>	1 Disagree 4	2	3	4 1	5	6	7 1	8	9 3	10 Agree 5
	AVERAGE SCORE 6.4	<p>(1), (2), (12) and (15) N/A. (7) I waited in the canteen. (17) Would have been 100% better. I would have felt safer. (24) So many court appearances over 10 years; always saw perpetrator, never separated.</p>									
28	<i>During the court hearing you fully understood what was happening</i>	1 Disagree 4	2 3	3 1	4 3	5 2	6 4	7 4	8 1	9	10 Agree 3
	AVERAGE SCORE 5	<p>(1) A bit unsure with language used. (7) Case dismissed. (9) Solicitor had talked about it. (12) Never got a chance to have my voice heard in court beyond one response. (17) Most times I felt sick with nerves knowing my ex was walking about the courts. (18) Barrister failed to communicate effectively. (24) Not always – things happened so fast sometimes then lulls of months or years with nothing happening.</p>									
29	<i>The language used in court was...</i>	1 Very difficult to understand 4	2 4	3	4 4	5 4	6 2	7 1	8 2	9 1	10 Very easy to understand 3

	<i>AVERAGE SCORE 4.9</i>	<p>(1) Difficult. (5) I found the whole court system extremely complex. I have 2 degrees (none of which are in Law) but I had to educate myself on the web. It must be extremely difficult for all victims because very few would have degrees in Law which is what is needed. (7) Court jargon. (9) Civil Servant. (17) Sometimes confusing.</p>									
30	<p><i>You were given the support you needed at the court hearing</i></p> <p><i>AVERAGE SCORE 6.7</i></p>	1 False 4	2 1	3	4 2	5	6 2	7 2	8 5	9 3	10 True 6
		<p>(1) From solicitor and Women's Aid. (7) I was on my own. (12) I was neglected, abandoned, abused, shouted at, totally betrayed – my solicitor had nothing prepared; he prepared to 'fail' me. I never in my life experienced isolation that I did on 28th July 1999, courtroom 6. (17) Always with Women's Aid. (21), (27) + (28) Help from DV Support Worker v helpful. (22) I had my parents with me. (24) Sort of, but sometimes just dropped into situations.</p>									
31	<p><i>You fully understood the outcome of the case...</i></p> <p><i>If you had to attend court more than once, how often was this?</i></p> <p><i>AVERAGE SCORE 4.9</i></p>	1 False 5	2 3	3 1	4 5	5 3	6 2	7	8 1	9 2	10 True 4
		<p>(1) Twice. (5) No; huge mistakes made – no liaison between PPS and police to ensure what is agreed in court is actually put into practise. (7) Received a call from police late in the day and the consequences could be arrested as a hostile witness. (12) I was roared at and told to sign a bit of paper against my will. (13) [Attended court...] every 4 weeks for 3 months. (18) Received letter from PPS that was upsetting but I complained and it was rectified. (21) Now fighting the fact that ti/y??? is resident to me in N.I. and I want to move away. (24) Not always / sometimes didn't understand at all – very complicated battle.</p>									
32	<p><i>Your expectations as to how you would be treated at court were...</i></p>	1 Not met at all 2	2	3 2	4 2	5 5	6 4	7 3	8 2	9 2	10 Fully met

	AVERAGE SCORE 4.9	<p>(1) I had no expectations; only fear of the unknown. (5) Service great but outcome very poor. (7) N/A. (12) [Expect to be treated...] with respect and dignity. Afforded the human rights that everyone regardless of age or origin should have. (18) The investigation and case should involve the victim more pro-actively. (24) No expectations; all very stressful.</p>									
33	<i>After the court hearing you felt that you had all the information you required</i>	1 False 8	2 1	3 2	4 1	5 3	6 2	7 1	8 2	9 1	10 True 2
	AVERAGE SCORE 4.3	<p>(1) More or less. (12) N/A – Denied entry to court. Solicitor was protecting his own inefficiency. (24) Not always in fact never. Just sort of dragged on to next court date. (25) The absolute meaning of the order was not made clear.</p>									
34	<i>After your case finished you felt fully supported</i>	1 False 7	2	3 2	4 1	5 2	6 2	7 3	8 1	9 1	10 True 4
	AVERAGE SCORE 5	<p>(1) + (9) By Women’s Aid and solicitor. (5) Yes but only by Women’s Aid and Victim Support. (12) I felt violated and I relived a most traumatic experience. The solicitor ‘peppered the perjurer’s presentation’; for me to fail to bring this ‘absence of presence’ on the part played by the man I believed to be my solicitor to the Law Society would be tantamount to prostitution of my principles. (18) + (25) Women’s Aid was the only support but very effective. (24) I felt I’d been overruled and the abuse I’d suffered was not taken into consideration for our one child who is now at the mercy of the father’s controlling abusive behaviour which I’m constantly acting as a buffer for our child – emotionally/psychologically.</p>									
35	<i>You were treated with dignity, fairness and respect by all agencies with whom you have been in contact with</i>	1 False 2	2	3 1	4 2	5 2	6 3	7	8 4	9	10 True 6
	AVERAGE SCORE 6.6	<p>(1) Police were also slow to serve notice – whilst waiting and hiding in a neighbour’s house; I was petrified. (5) No; police officers are de-sensitised to domestic violence. I had a sergeant from Lisburn Road yell down the phone to me. Even Willowfield (the head of Domestic Violence) weren’t very sympathetic or understanding – you very much felt you were just another case. (7) Felt I wasn’t supported in process by police. Fully supported by Women’s Aid. (12) RUC/PSNI = 10, solicitors = zero. I was insulted, demeaned, disregarded and degraded by two solicitors. I was as</p>									

		<p>good as told to 'shut up and put up' by one solicitor and told by another that he did not do 'my type of work... but he could do a deal with my husband'. A whole new dimension to 'sleeping partners!' PS legal fees £13,000.</p> <p>(14) Social services inadequate support – passing the buck.</p> <p>(17) + (25) Not always by PSNI.</p> <p>(22) Especially Women's Aid.</p> <p>(24) By some, not others. Overall it was a professional service.</p>									
36	<p><i>The time taken for your case to be dealt with through the justice system was reasonable</i></p> <p>AVERAGE SCORE 5</p>	1 False 8	2 1	3	4 2	5 1	6 1	7 2	8 1	9 1	10 True 6
		<p>(5) Far too long!</p> <p>(9) 5? Months.</p> <p>(12) Ongoing.</p> <p>(17) One particular case I waited a full year.</p> <p>(24) Desperate – started 23 Feb 2000, ended 14th June 2011 – 11 years.</p> <p>(25) We were left to live with the abuser for 10 weeks before we got to the hearing date.</p>									
37	<p><i>Your experience of the justice system was...</i></p> <p>AVERAGE SCORE 2.9</p>	1 Very negative 12	2 2	3 4	4 1	5 2	6 1	7 1	8	9 2	10 Very positive
		<p>(7) Would liked to be given options of support services available.</p> <p>(8) I don't think there is any justice in the courts especially if you are female.</p> <p>(12) Emanating from negligence and bad treatment from two solicitors.</p> <p>(14) Very stressful as court proceedings running for 2 years and everytime he didn't like what the judge said he put a C2 application back into court and if a different judge sitting then the decision was reversed.</p> <p>(18) Would never persuade a woman to go through this experience – the psychological downfall was beyond hideous.</p> <p>(24) Overall professional but governed by money. And in the end our 1 child has to endure the abuse of father at 13 years age. But big picture when it came to ancillary relief proceedings it was a marvellous piece of work – all done outside the High Court. Pity this could not have been over the child. The court proceedings over the child took 10½ years and almost ½ million ponds.</p> <p>(26) Very negative so far – process not yet completed.</p> <p>(27) Totally disgusted at how lenient the sentence was the perpetrator received.</p> <p>(28) The judge is expecting me to put a photo in my child's room of her father which I will have to look at everyday to remind me of the torture he put me and my children through. I'm extremely distressed and traumatised at the thought of this. I'm trying to move on with my life not look back. I found this request to be insulting and inhuman and against my human rights. Does the Judge realise what damage has been caused to my mental health with this demand? No mother should have to see an ex partner either in a photo or in court rooms or waiting rooms!</p>									

38 *Thank you for your time and your help. If there is any single change or improvement you could suggest it would be...*

- (1) Always promote and highlight the benefits of Women's Aid and the Public Protection Unit – always encourage a solicitor from Women's Aid who are experts in 'Family Law'.
- (5) To speed the whole system up!! Have you any idea how painful and lengthy a procedure this is?? How can you move on with your life?
- (9) More work experience with Domestic Violence for everybody involved.
- (12) Code of conduct for all solicitors – hence I intend to refer my experiences and 'absence of professionalism' on behalf of two solicitors to the Law Society.
- (13) Listen to ALL sides.
- (15) Get a cafeteria.
- (17) To improve the PSNI's understanding and much needed support from themselves for victims of domestic violence.
- (18)1 Greater inclusion of victim with the PPS's preparation of the case 2 Women's Aid, Victim Support, PPS, police should have two meetings – one at the beginning and one before the court date. 3 PPS view victim as simply a 'weapon to achieve prosecution' therefore 'ownership' shifts and the victim's position is diminished.
- (21) That I am now being taken back to court by my ex for sole custody and prohibitive steps. He lied and bullied me through the court and social services for a year before, how is he allowed to do this again and use the court system as intimidation. I am not allowed to leave NI my daughter yet he is the violent partner.
- (25) Please please overhaul the Family Court. It is the least family friendly place I've ever been to.