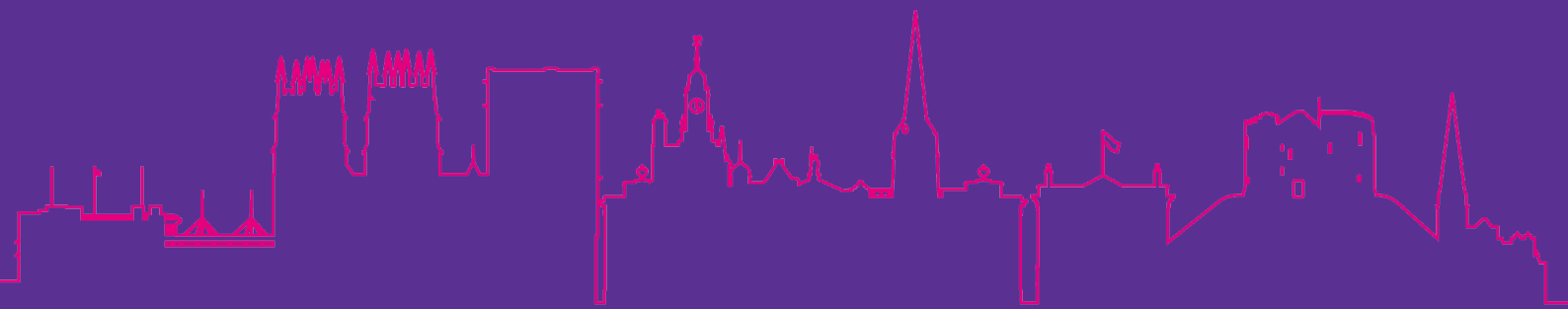


# Survivor voice survey analysis

Findings from a 2025 survey,  
collecting responses from  
victims and survivors

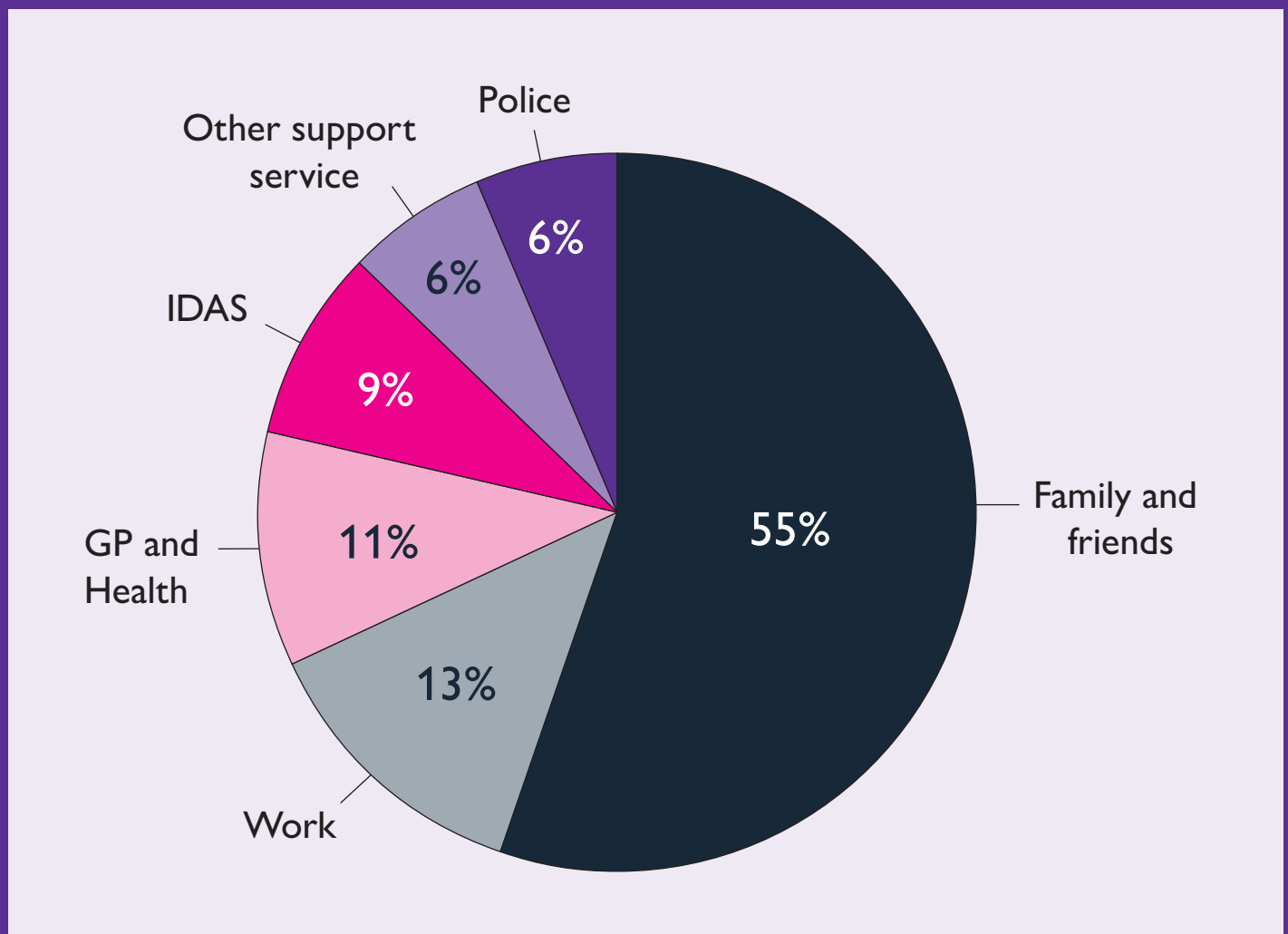


# Can you share how you first realised you were in an abusive situation?

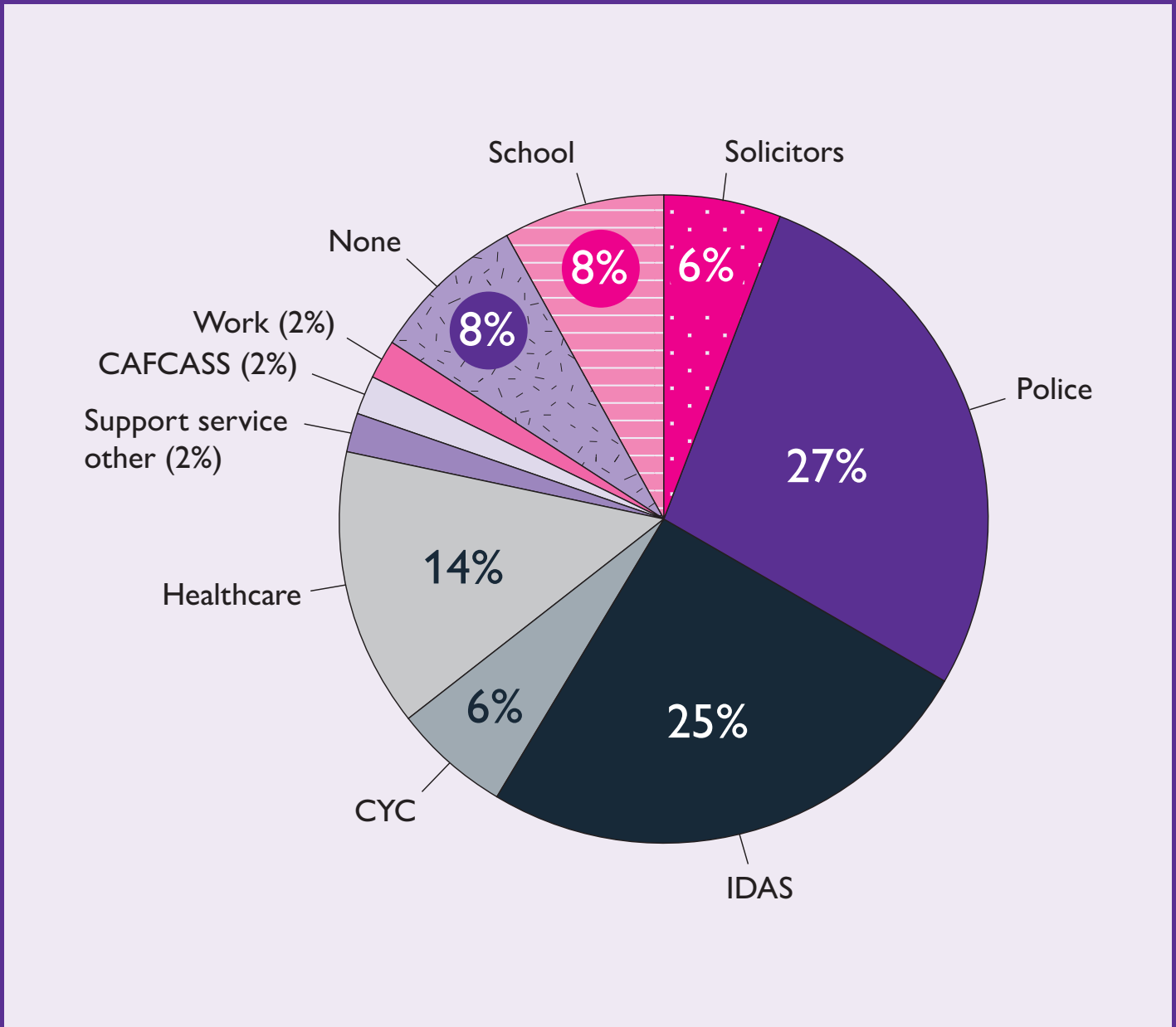
## Common themes:

- After a high-risk physical incident
- Observed by a friend or professional
- When they first felt fearful of their partner

# Can you tell us who the first person you discussed you were experiencing domestic abuse was with?

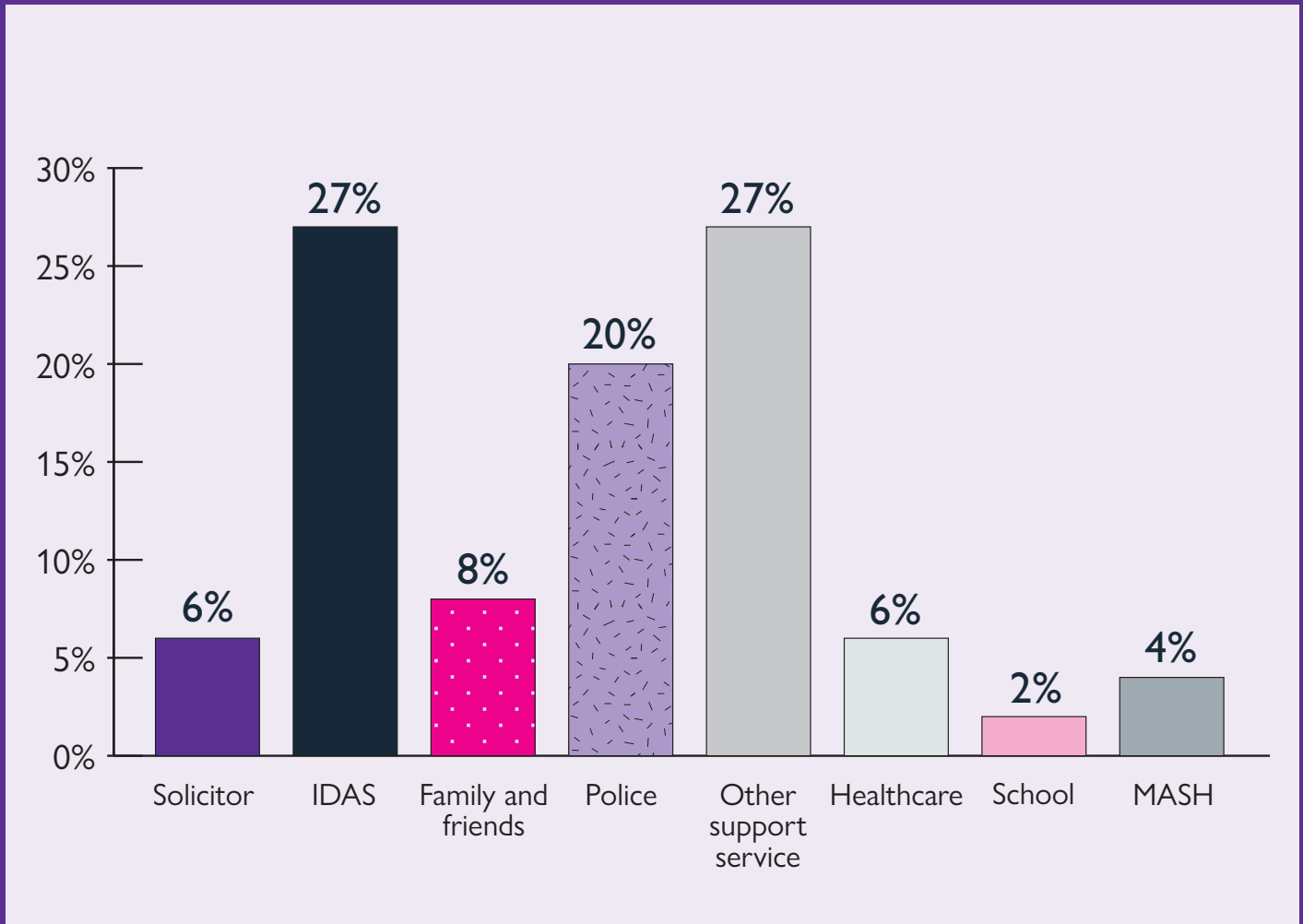


# When you first disclosed that you were experiencing domestic abuse to a professional, which organisation did they work for?



Among professionals, the police were the most common first point of disclosure for victim/survivors of abuse, cited by 27% of respondents, with IDAS closely following at 25%.

## Where did you go to next for support? If you didn't access any support, could you please explain why?



Victim/survivors accessed a variety of support services following initial disclosure, including solicitors, IDAS, family and friends, police, healthcare, school, MASH and other support services. The most frequently accessed were IDAS and 'other support services' each reported by 27% of respondents.

# If you didn't access any support, could you please explain why?

## Distrust in service

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“I didn't access support because I have little faith that the services available are actually helpful.”

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## Scared of repercussions

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“I didn't access support because off fear that my partner would go to prison and my family unit would break down.”

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## Ashamed

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“I didn't get any support at the time of leaving the relationship or while in it. I was very young and ashamed.”

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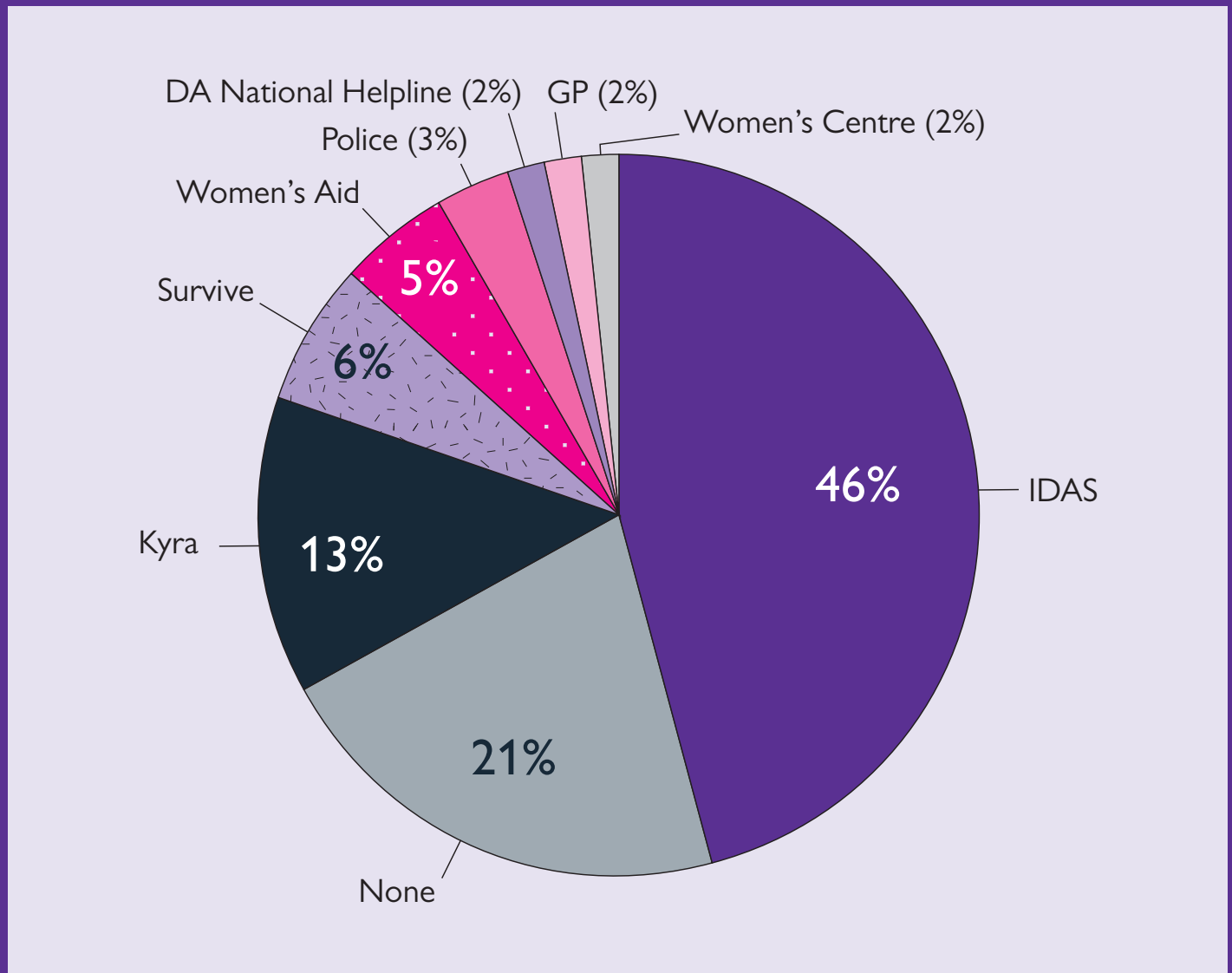
## Lack of knowledge of services

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## Perpetrator is serving police officer

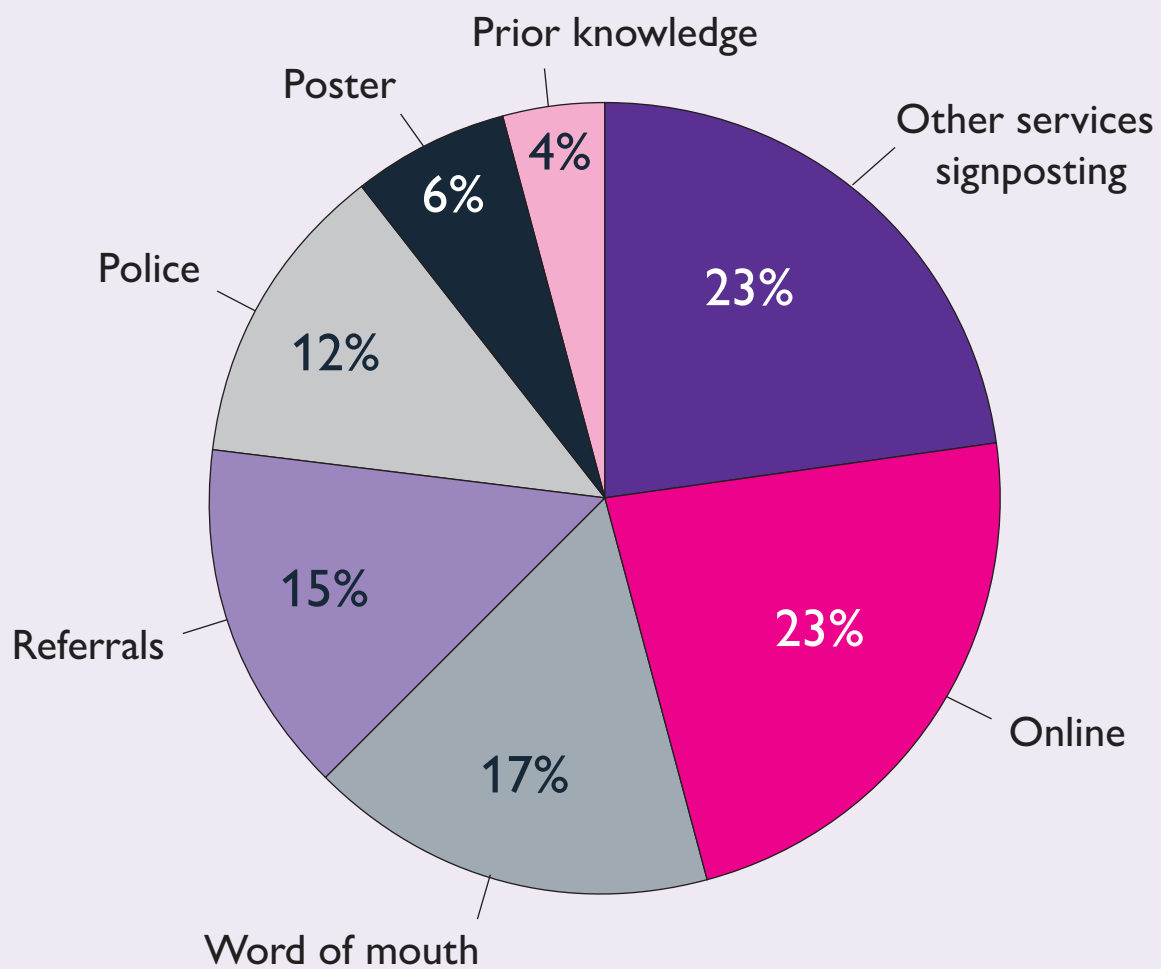
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# Which specialist domestic abuse support services in York have supported you?



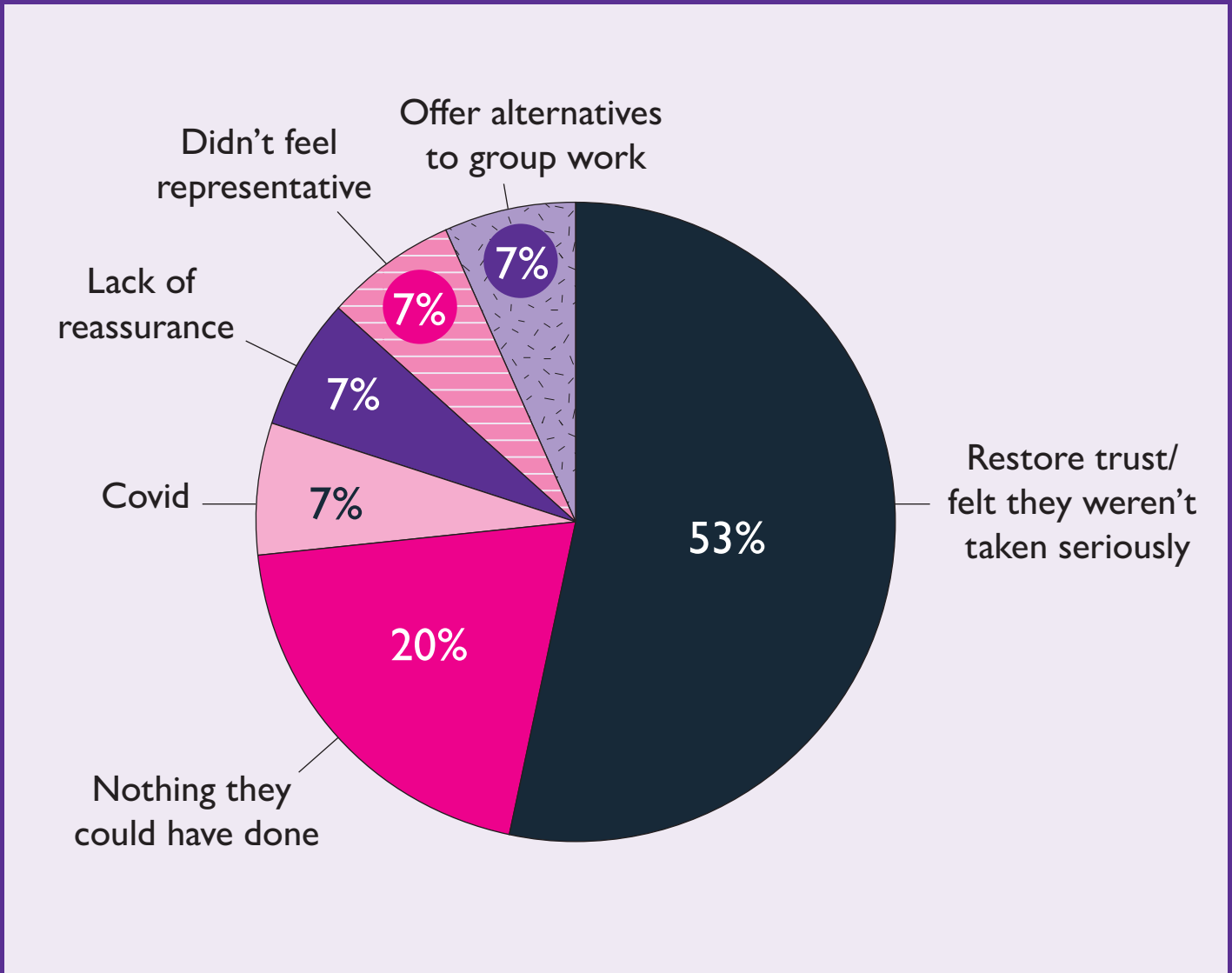
IDAS were by far the most answered agency for this question with 28 responses. Respondents also cited Kyra, Survive and the Women's Centre as local support mechanisms that they utilised. The second most common answer was that they were not supported by anyone.

# How did you become aware of the support available?



Online, signposting from other services and word of mouth were the most common ways that respondents became aware of local support available.

## If you didn't access support offered, is there anything that services could've done to help you access support?

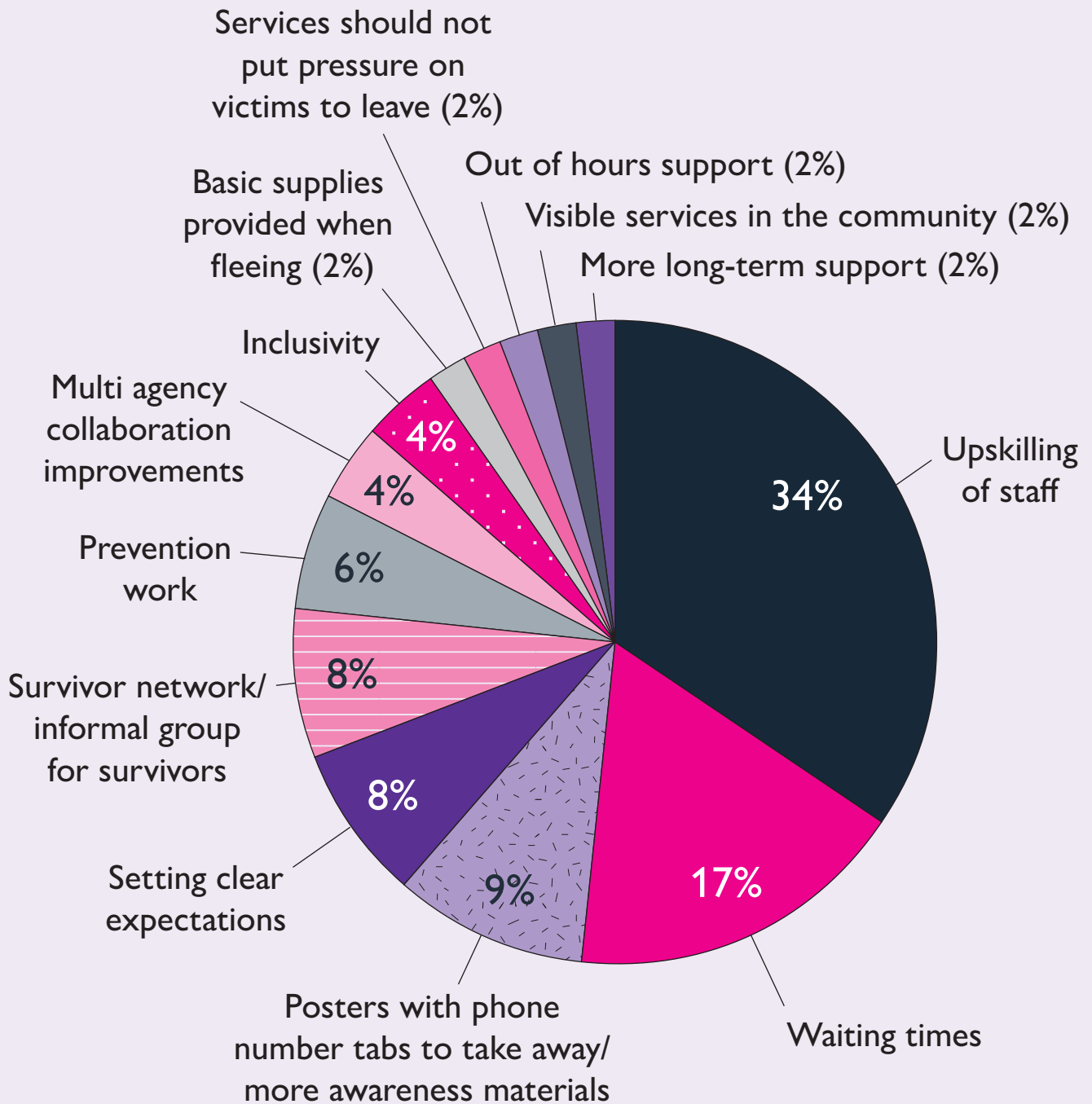


Many answers showed that participants felt their cases weren't handled in a way that they expected.



“I wasn't offered any support beyond advice to make a safety plan  
Tried to access support but they only offered me group support.”

# How could support for domestic abuse in York improve?



Victim/survivors identified several ways that domestic abuse support in York could be improved. The most frequently suggested improvement, cited by 34% of respondents, was up-skilling staff offering support.

This was followed by 17% highlighting the need to reduce waiting times to access support.

Other recommendations included out of hours support, more visible community services, longer-term support after a relationship ends, avoiding pressure on victim/survivors to leave, providing basic essentials when leaving, promoting being inclusive, enhancing multi-agency collaboration, delivering prevention work, creating survivor networks or informal groups, setting clear service expectations, offering posters with contact details and increasing general awareness materials.

The main theme that emerged was that domestic abuse support staff and the wider public need to be upskilled in their knowledge of domestic abuse.

Waiting times often felt too long for respondents.

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“Make sure any service can provide support in a timely manner, waiting weeks and months is unlikely to be helpful.”

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Several respondents felt that continued prevention work is the most effective way to prevent domestic abuse. They liked the idea of local case studies and examples being used to promote the message of ‘domestic abuse is everyone’s business’.

- More events
- More encouragement to speak up and understanding of be believed
- More victims’ stories being promoted which would make people feel safe

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“Advertise domestic abuse support in commonly used places including supermarkets as often posters etc are only visible in Dr’s surgeries etc which if you’re not allowed to visit you will never see.”

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The idea of local networks for survivors in the form of a peer support group would be useful for some respondents. They welcomed the idea of judgement free spaces where they don't have to share their story but can know that everyone is in a similar situation.

Many respondents were very positive about the service they had received throughout their domestic abuse support. Many stated they didn't think that any improvements were necessary.



“I thought the support was fantastic and I really benefitted. I accessed groups and had 121 support. The groups were so good I made friends for life.”

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Our survivor voice survey is now closed. We extend our sincere gratitude to all survivors who generously shared their experiences with us.

Following the conclusion of the survey, we're establishing a survivor involvement group for individuals who wish to use their lived experience to help shape local pathways and support ongoing work across the York area.

If you're interested in being part of this group, you can contact us on email: **[enquiries.publichealth@york.gov.uk](mailto:enquiries.publichealth@york.gov.uk)**.