

**Perceptions of Survivors and Police Officers Regarding the Police Response to Coercive
Control**

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Abstract

This thesis addressed the perceptions of survivors and professionals on whether Police Officers effectively respond to intimate partner violence from male to female abuse, specifically in relation to coercive controlling behavior, an emerging issue said to underpin domestic violence (DV) (Stark, 1995). It is important that Police Officers understand coercive control (CC), to be able to identify and respond to it appropriately. The police response to CC shifted from the violence incident model to the CC model which highlights officer awareness of the signs of CC and the potential behaviors that could amount to a criminal offence (Stark, 2012). By using a feminist perspective and a phenomenological approach to interview survivors, police officers and counselling practitioners, this study sought to answer the overall research questions: (1) What are survivor perspectives on the quality of police responses to coercive control? (2) How do police officers perceive their response to coercive control cases? (3) What are the views of counsellor practitioners of how the police respond to coercive control cases? Utilizing thematic analysis (Braun and Clarke, 2006), NVIVO was used to analyze semi-structured interviews that were conducted with participants (police, survivors, and practitioners). The findings suggested that officers lacked awareness on CC, displayed survivor blaming attitudes and prioritized physical violence over other behaviors, resulting in the exclusion of CC behaviors. According to Myhill and Wire (2018) DASH was found to be an ineffective risk assessment for CC which was reflected in the findings and that the DARA risk assessment was effective in assessing CC incidents. This piece identifies the flawed training that officers receive, the toxic culture that resides in the police, the survivor blaming attitudes that are seen in policing, the lack of CC training and the tools that officers use to identify abuse.

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Abbreviations

CC	Coercive Control
CJS	Criminal Justice System
CCB	Coercive and Controlling Behavior
COP	College of Policing
DA	Domestic Abuse
DAA	Domestic Abuse Act 2021
DARA	Domestic Abuse Risk Assessment
DASH	Domestic Abuse, Stalking, Harassment, And Honor-Based Violence
DHR	Domestic Homicide Review
DV	Domestic Violence
DVPO	Domestic Violence Protection Order
DVPN	Domestic Violence Protection Notice
EBP	Evidence Based Policing
GDPR	General Data Protection Regulation
HO	Home Office
HMICRFS	Her Majesty’s Inspectorate of Constabulary and Fire & Rescue Services
IDVA	Independent Domestic Abuse Advisor
IOPC	Independent Office for Police Conduct
IPCC	Independent Police Complaints Commission
MARAC	Multi-Agency Risk Assessment Conference
ONS	Office of National Statistics
SARA	Spousal Assault Risk Assessment
SCA	Serious Crime Act
SV	Sexual Violence

Perceptions of Survivors and Police Officers Regarding the Police Response to Domestic Abuse

TA	Thematic Analysis
VIT	Vulnerability Investigations Team

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Introduction

Domestic abuse (DA) is a world-wide problem that can affect all individuals regardless of gender, ethnicity, religion, disability, wealth, and education (Johnson, 2007). In the UK, ¼ of women experience DA in their lifetime and during the Coronavirus pandemic, the police received around 1,150,000 DA calls, an average of 130 calls per hour (HMIC, 2021). As can be seen, DA is a demanding and ongoing issue for professionals to respond to (HM Government, 2019) but arguably CC is the most high-risk form of DA where perpetrators control another individual's life (Stark, 2012). For instance, in 2021 there were 33,954 recorded offences for CC which was a significant rise since 2020 as there was 24,856 recorded offences during the pandemic (ONS, 2021). In a study conducted by a domestic homicide (DH) review in 2019, it was found that in 358 murders in England and Wales, CC was present in 92% of these cases which demonstrates its significance in society (Soliman, 2019).

It is crucial to define the relevant terminology throughout this piece for clarity. According to the Domestic Abuse Act (DAA) 2021, DA is present if: Subjects A and B are over the age of 16 and are personally connected to one another then the behavior will be identified as abusive if the following is present; Physical or sexual violence (SV), CCB, financial abuse, economic abuse, and emotional abuse (DAA,2021). Furthermore, the definition of CC refers to individuals that are partners ex-partners or family members, regardless of whether the survivor and perpetrator live together (DAA, 2021). The abuse must have had a significant impact on the survivor that they fear violence will be used on them on several occasions (DAA, 2021). This abuse must have occurred in a repeated manner and the perpetrator must have been aware of the impact of their actions on the survivor (HO, 2022). If the abuse is an isolated incident or a repeated pattern of abuse, it is still deemed as DA (DAA, 2021). This terminology is significant as it is mentioned consistently throughout and although there are different interpretations and inconsistencies regarding the definition of DA and CC, it is always the priority of the police to protect DA survivors, take action

and to engage with survivors respectfully (Kent Police, 2022) however this was not always the case throughout history.

Traditionally, DA incidents were ignored or minimized by police and violence was rarely viewed as a criminal offence, resulting in many DA survivors suffering in silence (Williams and Walklate, 2020). During the 1970s, DA calls were assigned as low priority, but police were encouraged to act if serious physical injuries were present (Stewart, 2001). Despite the presence of serious physical violence, many officers were reluctant to make arrests and these incidents seldom reached the courts (Stewart, 2001). The result was that many survivors had negative experiences which left them traumatized and officers enforced their judgements and victim blaming attitudes upon them. (Walters et al., 1991). This severely impacted the public perceptions of how the police respond to DV, but many officers had their own beliefs of DA survivors which needed to be changed. For instance, officers lacked awareness on the impact of DA on survivors, many officers had their own experience of being a DA perpetrator, the wide acceptance of violence on women to enforce control in the household, the prevalence of sexism and the cynicism that officers displayed when questioning why survivors stay with their perpetrator (Walters et al., 1991). It was clear there was a gap between survivor's experiences and police response which reflected gender differences in understanding DA, so feminists campaigned to raise awareness for DA and the issues of power and control in abusive relationships (Robinson et al., 2018).

Eventually, feminist efforts facilitated the recognition of violence against the woman in society, resulting in many police forces facing scrutiny for failing to intervene in DA incidents (Johnson,2007). During the late 1970s, there was a significant rise in feminist movements as well as lawsuits against the police for failing to protect survivors of DA, leading to many forces adopting new policies and procedures that focused on mandatory arrest in DA (Robinson and Stroshine, 2005). At the time, the police utilized the violent incident model which saw the arrest of DA offenders dramatically increase. It can be argued that by using the model, it reduced the number of serious and fatal injury in intimate relationships (Stark, 2012). Gelles (1997) stated that the violent incident model defined abuse as an act that was intended to cause physical pain or injury

to an individual, so the police utilized this framework to gauge DA during the 1970s (Stark, 2012). The police regarded bruises, black eyes, and injury as the embodiment of DA, but it was clear that police intervention for CC was inadequate (Stark, 2012) which led to a shift in response. However, the violence model was scrutinized for its emphasis on isolated incidents of abuse and its focus of injury to identify DA (Stark, 2012). In a report created by the HO (2012), prior to the Serious Crime Act (SCA) it was found that CC was often minimized by police and was not recognized or regarded as abuse which led to the government providing definitions for both coercion and control in 2013 (HO, 2013). As a result of this, CC calls to the police dramatically increased, leading to officers feeling overworked and overwhelmed by this workload (HMIC, 2014). During this time, survivors spoke of how the police lacked empathy and demonstrated survivor blaming attitudes from officers because of lack of awareness and the toxic police culture that the police reside in (HMIC, 2014).

The police represent an organization of power, but physical strength and authority are some core components of the masculinized police culture (Westmarland, 2017). Traditionally, male officers embody strength, dominance and will emphasize masculine characteristics whilst attempting to hinder behaviors that are associated to females, such as empathy and sensitivity (Bikos, 2016). This can significantly impact police interactions as officers may demonstrate stereotypical and sexist behaviors that derive from masculinity and those that do not conform to these gender norms may appear to be weak (Bikos, 2016). The extent of how gender impacts police response can come into question but according to Myhill (2018b), the police represent a masculinized culture whose traits are like those of DA perpetrators. In the police, many female officers experience discrimination, harassment, and exclusion because of their gender but it can be questioned whether female survivors also experience this discrimination from officers (Carrillo, 2021). According to Myhill (2018b) the presence of more female officers can improve this issue as they are less likely to demonstrate survivor blaming attitudes that male officers may display. Although it is difficult to examine how police culture examines operational work in the police, it is known that discriminatory behaviors and sexist remarks from officers has impacted victim confidence in

policing DA (HMIC, 2019). This theoretical framework focuses on the impact of police culture on male officers and how this impacts their interactions with survivors, being established throughout this piece.

By utilizing the perceptions from survivors, counsellors and police officers, this research seeks to answer the following questions: (1) What are survivor perspectives on the quality of police responses to coercive control? (2) How do police officers perceive their response to coercive control cases? (3) What are the views of counsellor practitioners of how the police respond to coercive control cases? Since the introduction of legislation against CC offences, there has been an expected rise in the recorded reports of CC, so it is crucial that the police provide an effective response during these incidents. When interacting with victims it is necessary that officers build rapport, and create a positive professional relationship encourage survivors support the case (Maple and Kebbell, 2020). Displaying behaviors such as patience, empathy, understanding, and kindness, empowers survivors to disclose their abuse but previous research and reports conducted by the HO (2019) Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS), HM Government (2022), Evan Stark (2018), Andy Myhill (2018) and Amanda Robinson (2018) suggest that there are consistent failings in the police relating to training, CC awareness, risk assessments and discriminatory behaviors from police. Although progress cannot be ignored, there are still many existing gaps in knowledge that need to be examined so that future interventions can be more effective (HM Government, 2022). Therefore, this thesis examines the gaps in knowledge to identify how officers can improve policing DA and what recommendations can be made to enable officers to effectively interact with survivors and investigate CC. How the actions of officers are perceived by DA survivors are crucial to the CJS as it enables procedures, practices, and consequences to be evaluated from their perceptions (Inzunza, 2022). The voice of survivors provides a steppingstone on how to advance policing DA, but literature related to this is significantly lacking so this thesis wishes to expand on it (Inzunza, 2022).

By utilizing the perspectives of DA survivors (male to female abuse), counselors, and the police, their experiences will be examined against existing literature. This piece begins with the literature

review which explores the history of DA and the shift of the policing DA using the violent incident model to the coercive control model. This chapter also analyses criminalizing CC, policing CC, officer training and risk assessment tools for DA. Next, this chapter will examine the methodology which discusses evidence-based policing, theoretical framework, the methodology utilized in this piece of literature, data collection and the analysis process. The findings chapter will outline the themes that were identified in this research: Perceptions of Survivors, the Effective Officer and the Gendered Nature of Policing. These themes will be expanded on in the discussions chapter and will draw upon various pieces of literature to discuss the findings. Finally, this piece will conclude with a summary of what was found because of this research and recommendations will be outlined on how the police can improve their response to CC.

Literature Review

Introduction

The importance of CC has been recognized by the government and police through the creation of new legislation and various reports but despite this, many survivors have negative experiences from professionals such as, survivor blaming attitudes, incorrect grading in risk assessments and safeguarding failures (Hulley, 2021). According to Stark and Hester (2008), DA has become a revolving door where the police are left frustrated by offenders, courts are overwhelmed with the volume of DA cases whilst survivors and their children are left at serious risk of harm. As a result, the government and police response to DA has been the subject of scrutiny for many years (Brennan et al., 2018) but many assert that more effective police procedures and legal practices must be implemented so that survivors are provided with appropriate safeguarding measures and that perpetrators are criminalized. This chapter critically analyses how policing CC has evolved and the shift from the violent incident model to the CC model, also highlighting the attempts to criminalize CC. This chapter will explore how CC can slip under the radar, demonstrating the profound impact this has on survivors and their confidence in the police. The discretion of officers assessing risk will be examined and how officers use their professional judgment to assess CC incidents with risk assessment tools such as DASH and DARA. Overall, the focus of this literature review is to identify gaps in knowledge and as the perceptions of survivors and practitioners is central to this piece, it is important to examine further insights from survivors to answer the research questions.

History of Domestic Abuse

Before the 1900s, DA was viewed as a private matter and one that should be solved without police help, many perpetrators were not held accountable due to the lack of DA legislation that existed (Carrillo, 2021). During the 19th century DA was deemed acceptable due to the ideology that surrounded English common law that was set out by Sir William Blackstone (1893). According to Blackstone's commentaries on common law (1893), it states that the wife in a marriage belongs to

the husband and that violence is permitted from the husband if the wife demonstrates behavior that is unacceptable in the household. As well as that, it states that upon marriage the woman loses the liberty to make financial decisions (Blackstone,1893) which further highlights how women were seen as inferior to men. From the 1970s, feminist efforts to facilitate change for women's rights did not go ignored as they highlighted that DA was a gendered problem that existed in an unequal society where women were discriminated against and were dominated by men using CC tactics (Myhill 2018). These feminist views about hegemonic masculinity proposed that men utilized violence to maintain order in their household and due to the differing physical attributes of males and females, males were more likely to use their strength to abuse women (Martinez, 2011). Feminists stated that DA was perpetrated almost entirely by men when there was an imbalance of power and control in the relationship (Wiener, 2017). Johnson (1995) stated that to understand abuse in a relationship you must understand the power and control that exists from the perpetrator, that CC is at the heart of DV.

Many officers did not regard DA as police work but rather a civil matter and even when there were grounds to arrest the perpetrator, often the police were unsupportive to take further action (Walklate et al., 2022). In addition, the police held assumptions and judgements when responding to DA incidents, displayed survivor blaming attitudes and discredited their version of events which impacted their credibility (Buzawa et al., 2012). Feminists, advocacy groups and DA shelters attempted to raise more awareness for survivors that were failed by the CJS (criminal justice system), emphasizing the failings of the police to safeguard them (Johnson, 2007). The public scrutiny of the police led them to adopt a more proactive and aggressive approach that was adopted in the USA to ensure that arrests were made in every DA incident that police responded to (Wiener, 2017). Moreover, in the study conducted by Sherman and Berk (1984) in the USA, it was found that arrest was the most effective way in reducing DA and from this the police in the UK utilized the violent incident model where the police enforced a zero-tolerance approach to physical violence, prioritizing arresting perpetrators (Stark, 2012a). The violent incident model defined abuse as an isolated act that caused physical pain or injury to another individual through:

Punching, biting, slapping, choking, kicking, shooting, stabbing, and beating (Gelles, 1997). This model failed to recognize how perpetrators subject their survivors to CC abuse but instead focuses on the presence of injury to determine how severe the assault was (Gelles, 1997). Moreover, Stark (2012a) suggests that evidence of CC behaviors (CCB) is a more effective indicator of future physical and serious violence because the perpetrator will control every aspect of the survivor's liberty, also referred to by Stark as a liberty crime. This model fails to acknowledge non-injurious violence such as shoves, pushes, grabs, and kicks and as DA most commonly consists of CC, over 95% of incidents could go under the radar by police if the violent incident model was still used (Stark, 2012b). This model also fails to include other tactics that perpetrators use such as sexual exploitation, labor, or imprisonment to entrap survivors, but these forms of CC are often not referred to in legislation, models, or reports (Stark, 2012b)

As can be seen, the violence model had little impact as many survivors experienced minor assaults which went unnoticed by police, leading to CCB slipping under police radar (Stark, 2012a). There was a definite focus on the presence of physical injuries and identifying CC was not a priority for police, evidently more needed to be done for CC incidents (Robinson et al., 2018). In many instances, the police would resort to dual arrest where the survivor would fight back or defend themselves, creating a sense of fear in the police within the community (Johnson, 2007). In attempts to implement legislation on CC the government aimed to fill the gap in CC awareness and to enable police to respond more effectively in these incidents (HO, 2021). However, research is significantly lacking in addressing what works for DA survivors and perpetrators (EPPI, no date).

Evidence Based Policing

As police research evolved in the last decade, DA has become one of the most researched areas of policing, but the impact of research can come into question (Sherman, 1998). Existing research largely centres on physical abuse experienced in heterosexual relationships, excluding the presence of CC behaviour in these relationships (Myhill and Wheller, 2014). As well as that, there is a significant volume of literature relating to: The definition of DA, the measurement of DA and

why perpetrators resort to physical abuse but CC is an area that requires further literature (EPPI, no date). Although the awareness of CC rose over the years, there is also little knowledge on how these organisations can tackle CC but to fill these gaps in research, criminal justice interventions need to be subject to regular evaluations and systematic reviews (EPPI, no date). Despite many DA interventions being available for survivors, there is a significant lack of research that demonstrates what impact this has on survivors (College of Policing, no date). Therefore, in 2013 the development of COP (College of Policing) enforced a scientific approach to set the national standard for all police forces by evaluating evidence to integrate it to its new guidelines and procedures for officers. (Myhill and Wheller, 2014). By doing so, COP aimed to provide skills and knowledge for officers across all 43 police forces (Davies et al., 2021).

As can be seen, COP utilises EBP (Evidence based policing) and it was found that it can deter crime more effectively and required less resources than traditional policing methods (Bueermann, 2012). For example, COP has thoroughly evaluated the use of risk assessment tools in the police and how DASH was used incorrectly by many forces, piloting a new risk assessment otherwise known as DARA. COP set out to inform officers and raise awareness to current issues by establishing the causation of the problem and creating new initiatives to tackle it (COP, no date). From this, it can be argued that police policies, practice and procedures should be based on scientific research to bring a new shift in policing that focuses on evidence for crime deterrence (Sherman, 1998), helping police to think more about controlling crime instead of proactive policing (Bueermann, 2012). Unlike EBP, many traditional police methods have not been tested evidentially, questioning the capability of its crime deterrence and detection (Sherman, 2015). Generally, many officers and academics have disagreements regarding what works as police procedures are based on police culture, public perception, and the communities' expectations. Therefore, traditional police methods can shift to utilise scientific methods (Potts, 2017). Traditional methods focus on evidence that questions "how many?" but according to Neyroud (2015) evidence with numbers is not detailed enough to illustrate how effective the police are working in an area of concern. If police forces stick to traditional policing methods, the result is that the emphasis on pro-active

policing prevents EBP from advancing (Potts, 2017) but the traditional perceptions of officers must be open to witness change (Potts, 2017). Although these methods are important, it must not be forgotten that the voice of the survivor is crucial to policing DA (HMIC, 2019) with most recently the murder of Sarah Everard in 2021, providing a steppingstone for women to prioritise their safety and speak up to authorities (HMIC, 2021). Therefore, EBP should seek an equal balance of creating evidence-based practice that also considers what the survivor needs.

Criminalizing Coercive Control

Aware of these complications and focusing on the survivor, the government attempted to facilitate effective practices and procedures for the police to help survivors of CC but despite these efforts many survivors experienced secondary victimization due to the ineffective response from professionals (Douglas, 2017). Prior to the introduction of the Domestic Abuse Act 2021 (DAA) and the SCA, many individuals were charged under the Protection from Harassment Act 1997 to criminalize CC if an individual feared for their safety but typically it was difficult to prosecute perpetrators for CC under this legislation (Soliman, 2019). Perpetrators could be prosecuted under harassment from the Act, and they could also be prosecuted under section 4 of the act, if their conduct puts another individual in fear (HMIC, 2017). According to a review by the HMIC (2017) it was found that the Act required more detail in relation to the differences between stalking and harassment. They concluded that these definitions needed to be further developed and it was also found that police training needed to significantly improve in hopes of providing more support for survivors (HMIC, 2017). When the official definition for DA was created in 2012, it was expected that CC would be included in the definition, but this was excluded from the legislation (Stark, 2012). In a study conducted by the HO (2012), 506 participants took part which consisted of Independent Domestic Abuse Advisors (IDVAS), the local authority, practitioners, the general-public and Multi Agency Risk Assessment Conferences (MARAC). It was found that 85% of those believed that CC should be included in the 2012 legislation, many emphasized that CC was not recognized as abuse

as it was minimized or misunderstood (HO, 2012). Since the 1990s all police forces highlighted that DA is a priority, yet it appears more needs to be done (Barlow et al., 2020).

“Domestic abuse is a priority on paper but, in the majority of forces, not in practice. Almost all police and crime commissioners have identified domestic abuse as a priority in their Police and Crime Plans. All forces told us that it is a priority for them. This stated intent is not translating into operational reality in most forces. Tackling domestic abuse too often remains a poor relation to acquisitive crime and serious organizing crime”. (HMIC 2014, p.6)

In 2015, CC was first criminalized under Section 76 of the Serious Crime Act and this offence was committed if the offender: Continuously engaged in behavior that is regarded as CC, if the offender and survivor are personally connected at the time, if the abuse has a serious impact on the survivor and if the perpetrator is aware that his behavior will affect the survivor (CPS, 2017). The HO believed that this legislation implemented better awareness for CC, however many inconsistencies and criticisms were made (Bright, 2016). One criticism of the legislation is that section 76 of the SCA suggests that survivors must be in fear or distress by their current partner, failing to include abuse from former partners (Stark and Hester, 2018). The act also failed to apply to children under the age of 16, furthermore excluding those that are in an intimate relationship or when living together (Karen, 2016). The legislation heavily relied on survivor statements which resulted in many complications when survivors would withdraw their support from the case, leading to many cases being dropped due to a significant lack of evidence (Stark and Hester, 2018). Many officers felt overworked from responding to the sharp rise in CC incidents which increased the survivor blaming mentality and dual arrests that officers were once scrutinized for during the 1970s (Stark and Hester 2018). Within the first year of the legislation being introduced, it was used 202 times by the Police (Brennan et al., 2018). A year before the Act was introduced, Citizens Advice supported over 3,000 survivors of CC which suggests that there is a numerical gap of those engaging with charitable organizations and the Police (Karen, 2016). In 2016 only 27 convictions for CC behavior took place and by 2018, less than 700 CC cases have been charged, the legislative impact on tackling CC can come into question (Stark and Hester, 2018). On the other hand, in 2017,

officers recorded 4,246 CC incidents by March which later increased to 9,052 by 2018 (Barlow et al., 2020). These figures demonstrate that there are significant numerical differences of cases being reported to the police and organizations and those that led to a charge.

The Domestic Abuse Act (2021) proved that the existing law was too narrow to criminalize CC and wished to build upon the progress that the SCA established (Stark and Hester, 2018). The DAA removed the living together requirement, so the legislation is applicable to current partners, former partners, or family members regardless of if they live together or not (HO, 2021). The Act also saw the inclusion of utilizing social media as a means of CCB (HO, 2021). Under this Act, for an offence to be identified as CC it must: Be ongoing to demonstrate the pattern of abuse, it must have had a significant impact on the survivor, if the survivor and perpetrator are in an intimate relationship and if the perpetrator understands the impact of his abuse on the survivor, then it classifies as CC (HO, 2015). However, some incidents of CC may not meet the criminal standard. For instance, if there are one or two isolated incidents of abuse then it does not classify as CC (HO, 2015). Some organizations have been taught to respond to isolated incidents instead of repeated incidents which suggests a lack of awareness to CC (Robinson et al., 2018). Significantly, the Act aimed to protect CC survivors more by ensuring they will not be cross examined in court and more special measures will be put in place, one of these measures is to provide evidence through a video link to support survivors and to prevent re-trauma from occurring (Duggan and White, 2021).

Importantly, the legislation created a new offence for (non-fatal) strangulation and rough sex was no longer applicable as a defense for the perpetrator (DAA, 2021). Strangulation is a terror tactic used by abusers to instill fear in the survivor, being the second most common form of killings in domestic homicides (HO, 2022). This amendment was imposed as strangulation and rough sex increases the risk of fatalities, considered to be a threat to kill by police (HO, 2022). To reduce the potential of more CC offenders in the future and to education children on abusive relationships, sex and relationship education will be mandatory in secondary schools (House of Parliament, 2019). The Act also placed an importance on a new domestic abuse protection notice (DAPN) and domestic abuse protection orders (DAPO) which was issued to force perpetrators to stop being in

contact with the survivor and to leave the premises (DAPN and DAPO, 2021). The courts can issue DAPOs whilst the police and charitable organizations can grant DAPNs without the survivor's consent if they are not able to apply for the order themselves (House of Parliaments, 2019). There have been various criticisms regarding the Act as it does not cover migrant women and those without funding, resulting in their homelessness or continued abuse as they are living with the perpetrator (House of Parliaments, 2019). As well as that, the CC offence makes the officer's role more complex in having to find evidence of repeated incidents to fulfil the requirement of the offence but many of these incidents are treated as isolated incidents which suggests a lack of knowledge (Barlow et al., 2019). Reports for CC rose from 4,246 in 2016/ 2017 to 24,856 in 2019/2020 whilst 1112 offenders were prosecuted for CC (UK Government, 2021b). Although these numbers are relatively low, CC prosecution and reporting rates are gradually rising, suggesting that the legislation has provided more tools to tackle CC (UK Government, 2021b).

Coercive Control and Gender

In CC, the main element is control which can be described as a cage that is an oppressive strategy used by men to entrap the personal lives and liberty of women (Stark, 2007).

“Start with the cage and everything changes. Suddenly, seemingly discrete unrelated behaviours and effects fall into place. The iron rods-a barrage of assaults, a locked door, missing money or a distributor cap, rules for cleaning, a mysterious text message, a timer set at the telephone-are now recognised as the bars (Stark, 2007, pp. 198).

It can come into question whether CC underlies all forms of DA and how it derives from men's control over women, with physical violence arguably being the most serious and a form of CC (Walby and Towers, 2018). During the 1970s when feminist groups advocated awareness of the concept of power and control, it was viewed that physical violence was associated to power and control being part of a larger concept of emotional abuse, SV and other tactics that was used to control women (Kuennen, 2007). In CC relationships, it is likely that the escalation in violence will occur from less serious to more serious (Walby and Towers, 2018) and according to Robinson

(2017) it is often associated to serious and fatal violence. The HO (2013) also suggested that in serious DV, the concept power and control is present in many incidents but is widely misunderstood by professionals. To elaborate, in 30 domestic homicide reviews (DHRs) conducted by Jeffs and Kelly (2016) it was found that there was a lack of understanding CC behaviors which led to professionals incorrectly grading these incidents as medium risk which meant that these cases slipped under the radar of the police. In this review it was concluded that professionals must be aware of the high-risk factors of CC that is likely to escalate in violence such as obsessive jealousy to prevent incidents slipping under the radar of professionals (Jeffs and Kelly, 2016). Without an adequate understanding of the connection between physical violence and CC it may present more challenges for professionals to identify these incidents and safeguard survivors.

It is important to understand the behaviors of CC perpetrators mirrors those of a dictator, controlling every aspect of the survivor's life (Lombard and McMillan, 2012), manipulating them into believing that they are triggering bad behavior because of their actions (Fontes, 2015). Their actions are based upon the survivor's vulnerability and fear to make them feel like they are trapped as hostages whilst they micro-manage their actions (Hamberger et al., 2017). Weiner (2017) states that survivors are vulnerable not because they are mentally unstable but because the perpetrator grooms them, preventing them from actively seeking help. They claim ownership over the survivor and subject them to abuse such as: depriving them of their liberty, isolating them from friends and family, monitoring their daily activities both in person and online, and utilizing threats or intimidation where they act as an authoritarian figure in the household (HO, 2015). Male abuse against the woman is based on gender stereotypes in which men view themselves as the master of the home and to enforce this ideology they will resort to violence and aggression against their survivor (Aymer, 2008). Typically, the characteristics of males are dominance, strength, and power whilst females are passive and weakness (Koster and Heimer, 2021). Masculinity is associated with using violence against women and males that possess traditional views towards gender are more inclined to abuse their partner for not having these same views (Koster and Heimer, 2021). When

males abuse their survivors, it is because the female has questioned their authority and did not submit to their demands (Koster and Heimer, 2021).

Often, abusive men derive from childhood abuse and trauma that is rooted in sexism and patriarchal norms against the woman, continuing this violence in their later life as this is their version of 'normal' (Aymer, 2008). Stark (2007) views gender as an unequal social construct where men and women are assigned with uneven tasks and resources, resulting in a society where women are more susceptible to CC than men. Men that abuse women are motivated by their fragile masculinity and through maintaining control over the woman they can sustain their dominance, proposing that men feel threatened by the woman's feminine identity (Stark, 2007). The abuser will confront the woman on their feminine identity and obsess over their appearance, how they conduct household chores and their capability of being an effective partner and mother (Anderson, 2009). Initially, this masculine toxicity is appealing to the survivor as they fixate on the woman's appearance, making the woman feel desired as they feel charmed by the abuser's attention (Anderson, 2009). Eventually this line is blurred, and the outcome is that the woman conforms to the stereotypical cultural norms that supports male dominance.

As CC revolves around the element of control, the concept of power and control is conceptualized by the Duluth model as it relates to the perpetrator wanting power and control over their survivor (Pender, 2011). The model demonstrates the behaviors in intimate relationships and illustrates how the perpetrator utilizes power and control to assert their dominance over their survivor (Hughes, 2017). The Duluth model has 8 central themes that relate to CC: Intimidation, emotional abuse, isolating the survivor, minimizing, and blaming, utilizing the child in the relationship, how CC is gendered, economic abuse, coercion, and threats (Pender, 2011; (Hamberger et al., 2017). This model is often used in programs for abusive men to break down their sexist views and stereotypical beliefs about women (Aymer,2008). However, a misconception of the Duluth model is that it is just an intervention for men's groups when it is about changing the way the community and the criminal justice system responds to DA (Taylor and Sullivan, 2007). The Duluth model is about the processes, the procedures, and the interventions that agencies implement when

responding to DA (Taylor and Sullivan, 2007). For example, some of the components of the model focuses on: Changing the way the community views DA, creating a collaborative approach for agencies, reducing the risk of harm to children in DA and ensuring the safety of survivors (Taylor and Sullivan, 2007). The model was created over 30 years ago and is implemented by practitioners across the globe to this day, continuing to challenge the way society identifies CC (Taylor and Sullivan, 2007). The DAA addressed the importance of perpetrator programmes and behavior change initiatives to encourage change in early intervention and to safeguard survivors (HO, 2021). Recently, in hopes of challenging perpetrator behaviors, a strategy was created to educate abusers on social norms that facilitate abuse and utilize various assessments and approaches to help prevent abuse (Drive Project, 2021). This project has set out steps to ensure that the perpetrator program will be successful ranging from multi-agency sharing, funding and quality assurance (Drive Project, 2021).

Effectively Policing Coercive Control

The police have been subject to scrutiny for decades when responding to DA (HM Government, 2019). One of the main criticisms of the police was that officers focused on a constellation of factors that considered injury to be the defining feature of DA, suggesting that officers still seek the presence of physical injury to assess risk (Robinson, 2019). A lack of physical violence does not mean that the survivor is safe, so the physical violence mindset will allow incidents of CC to slip under the police's radar (Myhill, 2017). It is expected that the police make effective decisions when responding to CC, but the problem lies when police believe that injury is the most significant factor for making an arrest (Stark, 2007). According to Robinson (2008) there is a connection between serious harm and CC, for instance, men using CC assaulted women six times more than those who used physical abuse alone (Arnold, 2009). Notably, officers have a small constellation of factors that they utilize to assess the risk of the incident: Weapons, strangulation, escalation of abuse and physical assaults. Despite other risk factors being available for officers to assess, these risks also suggest that officers look for physical evidence of abuse which can result in officers failing to identify the signs of CC (Robinson, 2015). According to Stark (1995), an initial episode of physical

violence is followed by more assaults. For instance, a study was conducted in the USA where three quarters of female survivors were physically abused by perpetrators before being killed (Johnson et al., 2017). Although this may be the case, there are many survivors that are not physically assaulted prior to being murdered (Beck and Raghavan, 2010) and many (domestic homicides) are usually incorrectly graded as low risk when it should be graded as high risk (Wiener, 2017). To give an illustration, two women die each week from domestic homicides (Wiener, 2017) but reviews into domestic homicides state that these deaths are identifiable and preventable (Johnson et al., 2017). Factors that are associated to DH are often linked to CC: Obsessive behaviors, threats and intimidation, isolating survivors, and post-separation (Johnson et al., 2017), however, in many of these homicides, there is little or no violence prior to the murder (Myhill, 2016). Generally, with CC behavior violence escalates where the perpetrator loses control over the survivor; has extreme jealousy, rage and possessiveness and this creates many difficulties for the police as the violence escalation is unpredictable (Johnson et al., 2017). To illustrate, 40% to 50% of CC incidents result in serious injury but it can be argued whether the police are aware that CC behaviors are more likely to result in serious injury (Buzawa et al., 2012).

Another criticism of the police was that it was identified that many issues were present from the initial interaction with the survivor (Robinson et al., 2018). To elaborate, many officers display negative and survivor blaming attitudes such as: Judgmental remarks, minimizing the abuse, and viewing the incident from a male perspective which holds discriminatory values, but when survivors are adequately safeguarded, this influences other survivors to seek police assistance in the future (Coulter et al., 1999). Previous negative police interactions influence a survivor's decision to contact the police in the future, disclosing their abuse to friends or family rather than the police (Coulter et al., 1999). When survivors seek assistance in leaving their abuse, it is an incredibly difficult journey and often takes multiple attempts so it is crucial for police to understand and recognize CC early so that survivors can be safeguarded (HMIC, 2019). The seriousness of the violence is usually minimized by the survivor or denied which can create difficulties for the police in their investigation if they are not able to recognize this behavior

(Women's Aid, 2019). It was found that if survivors are uncooperative with the investigation, the police are less likely to effectively investigate the incident and make an arrest, leaving officers frustrated with the outcome (Myhill, 2017). When survivors are in favor of their abuser being arrested and there are no grounds to arrest, officers will refuse this (Buzawa et al., 2012). However, officers will favor arrest if there is evidence of a crime and if the offence included physical injury (Myhill, 2017) but despite this, arrest rates continue to fall despite DA being a high priority for police forces (HMIC, 2019). For instance, since 2017, 27 forces saw a significant decrease in their arrest rate for DA (HMIC, 2019).

It is important to consider that many survivors fear arrests for themselves and their partners (Beck and Raghavan, 2010) but it is common that survivors are being arrested for crimes against their perpetrator. Many survivors that seek police assistance often wish for their abuse to end and require police protection instead of the incident being prosecuted in court (Wydall and Zerk, 2020). According to the Independent Police Complaint's Commission (IPCC) This was evident in the Casey Brittle case where officers failed to investigate beyond what the survivor wished (IPCC, 2010). During one incident, Brittle requested police for her abuser to not be arrested and refused to support police action which led to no arrests being made as officers believed it would not lead to a prosecution (IPCC, 2010). This supports the notion that when the police investigate CC incidents that do not result in charges, often the outcome is that officers gradually lose patience and thus will avoid arrest in these future incidents (Stark, 2007). This can result in officers having judgmental attitudes towards survivors (Robinson and Myhill and Wire, 2018) which is what occurred in Brittle's case. Furthermore, the IPCC (2010) established that officers placed too much emphasis on blaming the survivor for her un-cooperation and stated that officers were not able to recognize the signs of DA. Over 11 incidents with police involvement, the perpetrator was arrested twice but no further action was taken when Brittle refused to support the case (IPCC, 2010). It was found that the police failed to further investigate her abuse which ultimately led to her death. Although many officers wish to achieve the best outcome (Myhill, 2017) for survivors, the result is that survivors will often experience fatalities or repeat victimization by the practitioners involved if

their abuse is not identified by professionals (Wydall and Zerk, 2020). Stark suggests that understanding the level of control over a survivor is a more efficient predictor of future violence or fatalities so that professionals expect repeated attempts of survivors for support to leave their relationship (Stark, 2012b).

Without effective training and guidance, officers may not utilize the appropriate procedures and guidance when responding to these incidents, (Gover et al., 2011) In 2014, Safelives which is a DA charitable organization, collaborated with the police and reviewed the effectiveness of police training, suggesting that significant improvements needed to be made (Myhill, 2018). Likewise, Myhill (2018) also highlighted that officer training was significantly lacking, particularly on the inclusion of CC which resulted in the COP collaborating with Safelives to create the DA Matters Program, a one-day classroom training for officers, staff, and supervisors with the aim to improve CC training (Myhill, 2018). The training attempted to educate officers on CC using videos, group activities, power-points and sharing officer's personal experiences of responding to CC (Myhill and Wire, 2017). It was recommended that future CC training should implement knowledge checks to evaluate what officers understood from the program, that CC training should be implemented regularly to officers, that the training should be interactive and not solely taught through online learning (Myhill and Wire, 2017). According to the HMIC (2019) they stated that all forces are investing in their training so that it is effective, involving academics with the inclusion of CC survivors to increase officer awareness from different perspectives. COP training focuses on CC, perpetrator tactics, evidence collecting, safeguarding, and understanding survivor behaviors but despite this, it can be argued that their training needs improving (HMIC, 2019). A significant area of improvement for police forces both in training and on scene was discretion and risk assessments (Myhill and Johnson, 2017).

Assessing Risk in Coercive Control

Notably there has been a focus on risk in the last decade which has resulted in the implementation of various new policies and procedures for the police to tackle DA (Myhill and Johnson, 2017).

During the 1990s in the USA, several risk assessment tools such as the Ontario Domestic Abuse Risk Assessment, Spousal Assault Risk Assessment (SARA) and the danger assessment were used to assess DA in the probation and medical field but shortly after it was adopted into police practices (Turner et al., 2019). When the US adopted risk assessments in DA incidents it was found that it could reduce reoffending and safeguard victims (Ariza and Myhill and Robinson, 2018). The concept of risk enables police to predict future violence, identify a pattern of abuse and helps to prevent revictimization from occurring (Robinson et al., 2016). Eventually the UK began to take a risk-led approach to DA incidents so in 2006, the SPECSS+ risk assessment was created by the Association of Chief Police Officers which emphasized the importance of 6 risk factors: Pregnancy, culture, escalation in violence, stalking and SV (Humphreys et al., 2005). However, the SPECSS+ tool was subject to criticism due to DHs that could have been easily prevented and how the tool's central focus was on the presence of physical injury (Myhill, 2016). The objective of this risk assessment tool was to identify the seriousness of prior violence determined by injuries or violent episodes but due to the criticism surrounded the tool, it was subsequently changed to the domestic abuse, stalking, harassment, and honor-based violence (DASH) (Robinson and Myhill and Wire, 2018).

DASH requires officers to interview DA survivors with questions relating to incidents, so if the survivor answers yes to any questions they are more likely to be at risk, grading cases as low, medium, or high (Ariel and Bland, 2015). When an incident is graded as high risk then extra protection and survivor care will be provided where the survivor will be referred to a MARAC agency sharing of information to maximize protection (Sebire and Barling, 2016). If the incident is graded as low risk, then the survivor will be signposted to agencies (Sebire and Barling, 2016). In a study conducted by Robinson et al., (2016) it was found that DASH concentrates on the presence of physical violence and does not emphasize CCB, which reflects the ideology of the violence incident model. Another criticism of DASH is that it does not effectively identify patterns of abuse which often excludes the presence of CCB (Robinson et al., 2016). The HMIC (2014) found that many officers failed in investigating beyond risk assessment forms to safeguard survivors and that

many forces had different interpretations of risk in DASH, so it was clear that many officers lacked awareness in DA. It was also found that some forces viewed DASH as a tick boxing exercise to assess the risk instead of utilizing their professional judgement to grade the incident (HMIC, 2014). Many officers stated that some questions on DASH are not applicable to certain incidents: DA between family members, where no crime was committed and if the incident is isolated, as a result some forces will not complete DASH forms (HMIC, 2014). The HMIC stated many officers view DASH as a tick box exercise, completing forms based on whether the outcome would result in a prosecution (HMIC, 2019). In a study conducted by Garcia (2008) it was found that when an incident was violent the more likely an officer would grade it as high risk, whereas the less violent it was the officer was less likely to act on. When DASH was not used effectively by some officers, survivors felt rushed and misunderstood so they were more likely to minimize their abuse, resulting in officers failing to submit a risk assessment form (College of Policing, 2016). The outcome of research on DASH demonstrated that officer discretion was not used adequately which signifies there is a lack of awareness.

Discretion is essential to police work as officers must utilize their professional judgement when deciding to conduct an arrest in CC (Barlow et al., 2019). Many police forces have a national risk model to guide police officers in how they respond to these incidents but if used incorrectly, it can impact police legitimacy if police procedures are not followed correctly (HMIC, 2019). If officers' sense of judgement is not adequate, risk assessments can lack practicableness (Sebire and Barling, 2016). If officers can identify early repeated patterns of behavior, then it could prevent further escalation of violence (Myhill and Hohl, 2019). Effective professional judgement is essential to risk assessments as it can also be used to reflect the officer's judgement (Sebire and Barling, 2016). Although risk assessment was created to improve the criminal justice response to safeguard survivors, there are challenges when the risk is based on the officer's judgment as everyone uses their judgement contrarily (Ariza, Robinson and Myhill, 2016), based on the officer's interpretation of the abuse (Myhill and Hohl, 2018). Officers do realize the significance of risk assessment but many lack clarity on how to effectively conduct them (Ariza, Robinson and Myhill, 2016).

Considering these problems with DASH, academics such as Robinson, Myhill and Wire collaborated to create a revised risk identification tool for officers that included questions on CCB as DASH failed to include this (Myhill, 2018). As DASH does not allow for the frequency of behaviors, the DARA (domestic abuse risk assessment) tool enables survivors to disclose their CC abuse through 17 questions and a free text box for officers to provide more information based on their judgement (Myhill, 2018). It was found that with the Domestic Abuse Risk Assessment (DARA), it helped officers to identify more cases of CC and enabled officers to identify repeated patterns of abuse more effectively (Myhill and Wire, 2018). Although officers recorded more incidents of CC offences, there were still many instances where officers incorrectly graded cases, particularly when investigating abuse post separation (Myhill and Wire, 2018). The pilot produced positive results for survivors disclosing their abuse and for officers in identifying abuse, however the DARA risk assessment is not a tool that provides officers with an understanding of what constitutes as abuse. Although the tool was found to be more effective than DASH in identifying repeated patterns of abuse, officers are required to have a better understanding of CC (Myhill and Wire, 2018).

Conclusion

The protection of victims and prevention of crime is a core belief in the police and progress has been made but this chapter has identified that there is still a long way to go. Based on the traditional police response to DA during the 1970s which emphasized physical injury and viewed DA as civil matter, many survivors were discredited, discriminated against and their abuse was minimized by police which led to feminist efforts to facilitate change. In efforts to facilitate change, the police adopted the violence incident model which enforced mandatory arrests and focused on physical injury to gauge the severity of abuse, but this excluded CCB and according to Myhill and Hohl (2018) physical violence is a crucial element of CC. This signaled a shift in police response to utilize the CC model and with new Acts such as the SCA and most recently the DAA, efforts have been made to include CCB. This demonstrates that the UK is recognizing the importance of CC and how it must be understood that it is a worldwide problem (McLeod, 2018). Significantly, the new law on CC has raised awareness that DA should not only focus on physical abuse, emphasizing the

hidden nature of CC (Katz et al., 2020). Regardless professionals are still having difficulties in identifying CC abuse (Myhill and Hohl, 2018) which can suggest that criminal justice practitioners may not be equipped with the right tools to identify CC (Wydall and Zerk, 2020). The creation of risk assessment tools such as SPECCS+ and DASH found that it failed to ask relevant questions and identify the presence of CC (Soliman, 2019), quite clearly, measuring CC has been challenging for police (Walby and Towers, 2018). In fact, CC should present the golden thread running through risk identification and assessment (Robinson and Myhill and Wire, 2018). Academics have identified that physical violence is linked to CC but the difficulty with police practice is that they assess risk using the violent incident model which ignores CCB (Myhill and Hohl, 2018). Between CC and physical violence, CC is more likely to go undetected by professionals as the patterns of abuse is inconsistent (Brennan et al., 2018), so it be argued that the police are better equipped to deal with isolated incidents, but officers lack knowledge on CC, the result is that high risk CC cases stay under the radar (Myhill and Hohl, 2018). Perpetrators gain control without the use of abuse that is obvious which creates complications for professionals when evidencing (Katz et al., 2020). Therefore, the police are more effective at dealing with incidents that includes physical violence as it is easier to evidence than CC (HMIC, 2019). Survivors who have experienced non-physical forms of DA may not been given proper protection (Wydall and Zerk, 2020) and unfortunately, there is little research that explores survivor experiences on the police response to CC in England and Wales (Myhill, 2018). This research will utilize the perspectives of survivors, counsellors, and police officers on the effectiveness of police response to CC. Police improvements in the response to CC is story of progress, but it is a story that continues.

Methodology

Introduction

Methodology is a crucial part of research as it is about explaining, analyzing, and justifying the fundamental processes of carrying out research to establish reliable and efficient results. Firstly, this methodology will analyze the importance of EBP in research and the complications that arise when traditional policing procedures is used in many police forces. Secondly, the theoretical framework regarding police culture and gender will be discussed. The processes for data collection will be outlined in detail of how this research was conducted using semi structured interviews. Also, gathering a subset of a population to collect data will be examined and how this changed to snowball sampling because of difficulties in gathering participants. Snowball sampling will then be explored in depth in relation to how participants of the study identified and recruited other individuals to take part. Thematic analysis (TA) is a common method for analysis data in qualitative research, therefore, the significance of TA will be explored, evaluating its strength and weakness. The steps that were undertaken to identify and organize data with the software NVIVO to construct key themes will be described thoroughly. As researchers have the responsibility to safeguard their participants through risk assessments, confidentiality and ethics, these components will be discussed. Finally, the limitations, and difficulties of conducting research during a global pandemic will be discussed how this significantly impacted this study.

Research Questions

This research will explore the following questions:

1. What are survivor perspectives on the quality of police responses to coercive control?
2. How do police officers perceive their response to coercive control cases?
3. What are the views of counsellor practitioners of how the police respond to coercive control cases?

Theoretical Framework

According to Silvestri (2017) the police service is a cult of masculinity that derives from sexism, danger, and strength as the culture embodies misogyny and masculinity which is an important element of being the ideal officer to the police (Silvestri, 2017). To provide an illustration, in a review conducted by the IOPC (Independent Office for Police Conduct) into Operation Hotton, it was found that in 9 investigations of misconduct, officers were found guilty of sexual harassment, misogynist behavior, bullying and sexual activity whilst on duty (IOPC, 2018). It was concluded that behavioral issues were present that encapsulated the police culture, behaviors such as discrimination, toxic masculinity, bullying, 'banter' used to justify offensive jokes and sexual harassment was evident during these incidents (IOPC, 2018). Toxic masculinity refers to what is expected of men in society and is often associated with harmful behavior, to illustrate, toxic masculinity is embodied in several behaviors: Intimate violence, control over women, detachment, and aggression (Harrington, 2020).

Often, male officers believe they have the responsibility that embodies strength and enforces authority whilst female officers are more effective at being empathetic, communicating verbally and are less physical than male officers (Fagerlund, 2019). It can be argued that the police consist of those that are more authoritarian than others but often police culture is inherited by those that work together, beginning from their initial interaction with one another (Demirkol and Nalla, 2019). When officers utilize their discretionary powers, they may use their discriminatory attitudes rather than their professional judgement to investigate DA which will harm survivor confidence in the police as they may resort to inappropriate behavior (Carrillo, 2021) Survivor perceptions of how efficient the police are is highly significant, but this piece aims to explore whether police culture and masculinity is a factor that impacts police response to CC. This study will examine whether police culture and toxic masculinity affects the perceptions of CC survivors.

Research Design

This study utilised a phenomenological design which aims to gain an individual's experiences by collecting personal information via semi structured interviews with participants, focus groups and participant observations (Byrne, 2001). The foundation of a phenomenological design is for researchers to gather detailed experiences of participants to gain more awareness on the topic (Neubauer et al., 2019). It is an approach to research that questions why the participant experienced the phenomena and how they experienced it to gain new interpretations of the topic (Neubauer et al., 2019). The researcher will identify the phenomena in the research which in this study is the phenomena of survivor's perceptions of the police response to CC. Importantly TA (Thematic analysis) can be used in phenomenological design as it helps to categorise data that has emerged from the study (Cassol et al., 2018).

TA was used as it provided rich contextual information regarding experiences from Survivors, Counsellors and Police Officers. Braun and Clarke (2006) state that TA should be used as a foundational method to qualitative research as it leads to many other methods of analysis. It provides skills in conducting other forms of analysis, helping to decipher data in large quantities (Maguire and Delahunt, 2017) and it allows for flexibility in the researcher's choice of theoretical framework. TA is widely used by researchers starting out in their career as it provides an accessible form of research, but it is important to remember that TA is not a separate method as it is only a tool to assist researchers in qualitative studies (Nowell et al., 2017). It helps to decipher text in a large data set by organising texts through transcriptions or field notes and then the codes are extracted from the data set into themes (Javadi and Zarea, 2016). As the sample size of participants will be a small number, TA is appropriate as it summarizes key features in a data set (Braun and Clarke, 2006). TA is conducted using the researcher's discretion to extract data; therefore, its authenticity can be questioned and has been poorly branded by many researchers (Nowell et al., 2017).

Research methods

There are three methods for data collection purposes: Qualitative, quantitative, and mixed methods (Cresswell, 2007). This study is a qualitative design as this method helps to answer questions on the world that we live in about a social phenomenon that is complex (Fossey, 2002). This method ensures that the researcher will gain in depth understandings of human behaviours and emotions into their experiences by raising questions such as how or what in relation to the phenomenon being investigated (Haradhan, 2018). According to Queiros (2017) he states that qualitative research does not focus on statistical or numerical information but produces information that can provide a solution to a social problem. Often, researchers will conduct interviews to discuss the phenomena that these individuals have in common and why they experienced it (Cresswell, 2007). The researcher will explore the participant's emotions, opinions, beliefs, motives, and values to discuss the phenomena being explored (Queiros et al., 2014). Qualitative research is often criticised for being biased and using a small population sample to collect data from, its success being dependant on the researcher's skills to remain unbiased and reliable (Anderson, 2010). According to Abdullah (2000) he refers to the researcher as the main instrument to gather data, but this presents many difficulties as the researcher relies on their judgement or emotions to interact with participants which often may often result in bias. As opposed to quantitative research, qualitative methods do not include calculations or statistical observations from the data, using descriptive techniques to analyse emerging themes (Haradhan, 2018). Therefore, this study utilized a qualitative approach.

Quantitative research measures and analyses data numerically and statistically so questions such as what or how is relevant to quantitative studies as it does not provide context to the situation being examined (Goertzen, 2017). The researcher is independent from what is being investigated in the study whilst in qualitative studies, the researcher engages with the phenomena that is being investigated (Sukamolson, 2007). Quantitative studies believe that science is the way to predict human experiences and these findings will be generalisations of the wider population (Solic, 2008). According to Rahman (2016) quantitative studies focuses on elements of social phenomena but

rather than interpreting the meaning this is assessed through variables in the form of numerical findings. The researcher must be skilful in statistical or mathematical knowledge to calculate the findings, but this leaves little opportunity for scrutiny or judgement as the evidence is numerical and is a generalisation (McCusker and Gunaydin, 2014). Although the sample size of the population is larger, it is significantly less time consuming to qualitative methods, as statistical software is used to calculate the findings (Taherdoost, 2016). It is not necessary to receive data from every person in an area so it can be argued that a sample from the wider population is needed for a study to be of a good standard (Mack et al., 2005). Many argue that the quality of the research is dependent on the sample size, so the larger the sample, the more effective the results you will discover in the findings (Taherdoost, 2016). Unlike qualitative studies, a major criticism of quantitative research is that it does not investigate deeper meanings of the phenomena and does not explain the nature of why humans behave the way they do (Tahman, 2016). Another major criticism of quantitative research is that it is ineffective at thoroughly providing an explanation to a phenomenon as it is more effective at testing hypothesis and theories (Sukmolson, 2007). Although quantitative studies are effective at testing hypothesis, it is not effective at developing hypothesis as this is done and investigated further in qualitative research (Sukmolson, 2007).

If the researcher wishes to utilize both a qualitative and quantitative approach then a mixed methods approach will provide greater flexibility within the study (Sukmolson, 2007). Mixed methods attempt to understand a diverse range of perspectives on the phenomena being investigated (McKim, 2015). However, many researchers have difficulties when attempting to combine both characteristics of quantitative and qualitative studies as they are required to be knowledgeable in both phases of methods (Doyle et al., 2009). Mixed methods require more resources and is also time consuming as both phases require equal priority when organizing and analyzing data, suited for researchers that are experienced in both quantitative and qualitative studies (McKim, 2015). For example, when the researcher collects and organizes qualitative data, it will follow with the collection and organization of quantitative data requiring more time (Sukmolson, 2007). As mixed methods is resource and time intensive, it was determined that this

method approach was not suited as the master's programme was designed to run for one year (Doyle et al., 2009).

Demographics

Many participants where ethnicity data was collected was from British/ English/ Northern Irish, Scottish/ Welsh backgrounds and one participant was of Asian ethnicity. All survivors were aged between 36 to 50 and their ethnicity was White/ British. 7 police officers within this study were a mix of two officers on the vulnerable investigations team (VIT), one policing team sergeant, two police constables and one police constable within the vulnerable investigations team and one police constable was previously on VIT. Two officers were between the ages of 18 to 25, four officers were between the ages of 26 to 35, one officer was between the ages of 36 to 50. As well as that, 5 officers had two years of experience in being within the police whilst one officer worked for the police for 5 years and the final officer worked in the police for three years. The average length of time in the police for officers was 2.5 years. The majority of officers were White/British and one officer was Asian. Counsellors ranged from ages between 18 to over 65 where two counsellors were aged between 36 to 50 whilst two were aged between 51 to 65. Moreover, one counsellor was aged over 65 and all counsellors were White/British. All counsellors have spent many years working for the organization. For example, one participant worked for 40 years, one worked for 21 years, two individuals worked for 7 years and finally one worked in the organization for 3 years. The average length of time for working as a counsellor was 15 years and many of the counsellors had qualifications in counselling whilst one had qualifications in social work and another hold qualification in psychology. One counsellor had a background in social work whilst another had experience in working in probations and prisons. As well as that, another counsellor had experience in working in the police and the courts.

Participants

The researcher must identify the population that that will serve as data sources, for instance, in this study, the population sample was survivors, counsellors and Police officers, the sample size of

the study being 20. All participants were contacted, via email or over the phone with a brief introduction of researcher and the outline of the study. They were all provided with consent forms and with an information sheet of the study (Appendix A, B and C). Information sheets were also provided to participants, consisting of significant details related to the research; Aims of the research, what they will be required to do, procedures of the interview, confidentiality and data protection, processes from withdrawing from the interview and the researcher's details if the participant had further questions regarding their participation. When determining the criteria for interviewing the police, ten response officers, both male and female that responded to domestic abuse/coercive control was ideal. Unfortunately, only 7 officers engaged with the research and 4 survivor participants engaged with the research, but this was expected due to the sensitive nature regarding the study and finally, 6 counsellor participants engaged with the research. It was ideal for both male and female DA survivors that have interacted with the police during these incidents, however, all survivor participants were female which did not provide the perspective of a male DA survivor. This did not go according to plan as it was ideal to discuss the different genders of DA survivors in their interactions with police, particularly how the police interact with male survivors of DA was an area of interest. Questions were adjusted to be relevant to survivor participants, counsellor participants and police officer participants but of course, participants were specially selected to ensure that vulnerable individuals will not be asked to participate. To respect the individuals taking part in the study and to avoid survivor participants being triggered by certain words, the use of DA, CC, survivor, or abuse was not mentioned throughout the interview so special efforts were undertaken during this research. Survivor participants were not questioned in relation to the nature of their abuse, only their interaction with the police was discussed.

When interviews were conducted with counsellors, their questions were based on their experiences of supporting DA survivors and how their client felt about their interaction with the police. For this reason, it was necessary to achieve perspectives of DA survivors and their interactions with the police as they are more likely to reveal more to the counsellors due to the rapport established. Interviews took place over the phone due to Covid-19 for approximately 45

minutes to an hour depending on the participant willingness to speak on the topics discussed. Participants were instructed to speak in a quiet area so they would feel comfortable in providing their answers freely without interruptions but in several instances with officers this did not go to plan as interviews took place during their working hours. Participants were given the opportunity to ask questions regarding the study. As well as that, participants were informed of anonymity and confidentiality procedures in the research, explaining how their data would be safely stored.

Following this, semi-structured interviews were conducted to explore survivor interactions with the Police and Police Officer's thoughts on their response to CC. Generally, there are three types of interviews; Structured, semi structured, and unstructured (Gill et al., 2008) and this type of interview was suitable due to its flexibility in its approach to lead to new revelations and discoveries (Gill et al., 2008). As this research consists of sensitive topics, it was ideal for participants to be interviewed in a private setting rather than the use of focus groups. Semi structured interviews were achieved through the form of an everyday conversation in hopes of exploring various themes and topics of the research (Shodal et al., 2015). A key thing to remember is that effective interviews depend on: Rich descriptions received from participants and the researchers own ability to follow up and explore statements made by participants (Kirkevold and Bergland, 2007). Participants responded to the demographic questionnaire that was created to obtain valuable information about the demographic of participants in the research, answering questions related to their: Age, ethnicity, gender (Appendix D, E and F) and questions were adjusted to each interview group. Survivors were questioned on their experience with police and their case (Appendix G). Questions involved asking what the police did when they arrived, what kind of safety interventions did the police provide and how did the police make you feel when they spoke to you were asked. For example, "Would you contact the police again in the future based off your interaction with them?" and "How did the police make you feel when they spoke to you?" were asked to survivors. Officers were questioned on their awareness of CC (Appendix: H) Questions involved asking the training that they received on CC, what are the signs CC and signposting survivors. For example, "What training have you received on CC?" and "What

skills/abilities does an officer need when responding to these incidents?” were asked to officers. Counsellor participants were questioned on their experiences with supporting DA survivors. Questions involved how often their clients reported to the police and what sense do you get of the time police take to respond to these incidents were asked (Appendix I). For example, “Based upon what you hear from your clients, overall do you think they are happy with the response they received?” and “What sense do you get of the time police take to respond to these incidents?” were asked. Interviews always ended on the same question, “Is there anything else that you would like to add to your answers?”. This enabled the participant to make new statements or add to their answers., providing the opportunity for new themes to discovered. Often the participant would place more emphasis on their answers or would state new points that they did not recall initially. The intention was to collect rich contextual data from both survivors and professionals regarding an important and emerging area of DA practice. The interviews were audio recorded using an encrypted recording device which was transcribed; however, the presence of a tape recorder may seem intimidating to participant (Shodal et al., 2015). If participants were to reject being audio recorded, written notes would be taken but this would be extremely time consuming, and many points would be missed if written notes were taken. As a result of the coronavirus pandemic, all interviews took place over telephone, so this was not an issue in any of the interviews.

Although all participants were not questioned on the nature of their abuse, several participants became distressed when speaking about their interaction with police which led to the researcher asking if they would like the interview to be terminated to which they declined. In efforts to provide more support to the participants, after the interview, each survivor participant was signposted to several organizations to provide them with further emotional support. As part of the study, a report for the Police will be produced consisting of ways that the police can improve, areas that they are doing satisfactory in and areas where they are not doing effective in. When concluding each interview, each participant was asked if they would like to receive a copy of this thesis as well as the report. Finally, interviews ended with the researcher’s gratitude in their

participation and informing them if they have further questions then contact the researcher via email.

Data Analysis

Analysis in qualitative research consists of: Compiling, disassembling, reassembling, interpreting, and concluding (Castleberry and Nolen, 2018). Broadly speaking, they involve the collection and analysis of unstructured data, such as interviews, articles, social media content, open ended survey questions, etc. Qualitative data analysis software, like NVivo, can help you organize, analyse, and find insights in your unstructured data. Therefore, this data was analysed using NVIVO, a qualitative data analyser that works with audio and interview data. NVIVO allows you import and work with research data from virtually any source as it analyses various types of digital data and the coding of that data. It is important to use a systemic approach to ensure that qualitative data analysis is undertaken in a rigorous way, NVIVO provides a good structure for this. By using this, it interpreted a large set of data which helped during the organisation and write up phase of the analysis.

It is important to remember that qualitative data mainly consists of transcripts of interviews (Shodal et al., 2015). Firstly, interviews were transcribed on a word document as the interview played and this was a lengthy process, dependent on the length of the interview and the quality of the call but despite this, utilizing audio interviews was an efficient way to quickly become familiar with data (Kiger and Varpio, 2020). Then, transcripts were read and reread to become familiar with key themes understand the data. The organization of this data took place on the most important areas and key themes that are recurring (Shodal et al., 2015). Coding took place based on the transcripts through NVIVO that were written but not every piece of text needed to be coded as not every piece of data was relevant to the study. Coding for each group of participants was conducted at different times to avoid confusion of the large amounts of data that was present. After the coding process, themes were established throughout the text present, creating an overlap between the coding process and deciphering themes (Maguire and Delahunt, 2017). Of

course, themes help to explore more information about the research question. When reviewing themes, it was found that many codes fit into one theme, for example, in the theme of demographics, there were many codes such as age, ethnicity and gender that was relevant. Often, codes had to be moved around and themes had to be adjusted during the reviewing process, this was due to questions such as; “Do these themes make sense?” “Is there too many codes within a theme?”. Adjusting these elements of data analysis was based on my discretion and judgement which made it a lengthy process. As can be seen, researchers have their own interpretations of their data (Shodal et al., 2015). Data analysis is the most difficult part of qualitative research as it is largely reliant on the researcher’s interpretation of the data (Nowell et al., 2017).

Ethics:

Ethics refers to an individual’s morals according to fundamental principles, being applied to studies to prevent ethical wrongdoings from occurring (Rogelberg, 2002). Researchers must ensure that ethics is applied to their research to protect participants confidentiality and anonymity throughout (Coleman and Briggs, 2002). Indeed, difficulties can occur at any point during research so it is important that researchers consider what can occur if things go wrong (Coleman and Briggs, 2002). This can be done using risk assessments (Appendix J), data sharing agreements (Appendix: H) and procedures set up for participant withdrawals. In addition, participants provide studies with data, therefore, it is the researcher’s responsibility to have a duty of care for the individual (Yip et al., 2016). This study ensured that all ethical principles were applied to protect individuals taking part (Appendix M). To elaborate, this study was evaluated in depth by the Canterbury Christ Church research ethics committee as this study would not be conducted if it had not been approved by the committee. The committee considered all aspects of this study to ensure that the participants were being protected by ethical codes. To illustrate, they were provided with an ethics form which considered the objectives of the study, informed consent, ethical considerations, and a description of the study. Also, the committee were provided with a data sharing agreement which consisted of GDPR compliance and methodology steps that will be undertaken (Appendix K and L). On the data sharing agreement, organizations were required to be aware of all the rights that participants

have and what is expected to occur when the researcher engages with these participants. They were also provided with the questions that were used in interviews to ensure that it was ethically appropriate. The committee were also informed that participants were provided with code names to ensure their anonymity and confidentiality.

Information received throughout this study was stored on an encrypted USB device to protect information, so upon recording each interview, the audio was stored on an encrypted CCCU computer before being transcribed and finally it was deleted on the recording device. Importantly, personal data was collected as part of the study, particularly when interviewing participants on questions related to the demographic questionnaire. This consisted of questions on their age, gender, and ethnicity which are elements of personal data. It is important to remember that all personal data must be lawfully processed under the Data Protection Act 1998 and General Data Protection Regulation (GDPR). GDPR is a data protection law that protects all personal data, ensuring that procedures are met when this data is organized, collected, and used (Dove, 2019). As information is gathered about subjects involved in the study, privacy is a fundamental aspect of conducting research ethically in which the controller of the study has the responsibility of how data is stored (Information Commissioner's Officer, no date).

Written acknowledgement from participants were provided through consent forms to ensure they were happy with their participation, and they were provided with their right to withdraw at any point. Before organizing an interview date and time, consent forms were obtained for all participants. Participants were briefed on the importance of consent and how their data will be stored, and they were asked if they were satisfied with this information before the interview commenced. Participants involved in the research have the right to have their information processed fairly. To ensure that anonymity is maintained throughout the study, real names were not used. As stated previously, code names were enforced when referring to participants. For instance, POL01 for police officers, COU01 for counsellors and SUR01 for survivors.

Limitations of the Study

When researchers engage with sensitive topics, it results in more difficulties in the data collection phase (Shodal et al., 2015). Although interviews can be mentally challenging for the interviewee, there can be many unexpected difficulties for the researcher (Shodal et al., 2015). When dealing with individuals, there will always be ethical issues present so criteria put in place for gathering participants, but due to low numbers showing interest these criteria had to be readjusted to suit any individual that wished to take part. All participants were exceptional in relaying their thoughts to me, but according to Block and Erskine (2012) when the researcher and participant are not in the same room, the participant will reveal more information when being interviewed as they feel self-assured that their anonymity is being maintained due to the physical separation.

Participants should be open with the researcher and must have the ability to focus on the subject presented (Kirkevold and Bergland, 2007) but this depends on their memory and concentration levels (Kirkevold and Bergland, 2007). At times, participants were unable to provide descriptions because of their memory and failing to remember what they were attempting to communicate, as many survivors of trauma experience amnesia and delayed recollection (Klein et al., 2003). Based on an individual's emotional state, memories are often shaped by a person's mental capacity, and it may be difficult for the individual to recollect their memory (Klein et al., 2003). For instance, many participants that were abused for years struggled to remember their interaction with police involvement as they stated they blocked various memories due to their trauma. I discovered that participants could recall a handful of incidents so when speaking with these survivors, many of the incidents that occurred over a year ago was difficult for them to recall. There were many difficulties in gathering survivor participants due to the sensitive nature of the research, resulting in complications from my chosen local charity as they did not wish to take part in my research after initially agreeing to it. Therefore, interviews were not conducted with the initial charity that I intended to collaborate with because of ethical issues on their part. I decided to explore other possible avenues of data collection, so the outcome was that interviews with survivors were made possible because of a new collaboration with another local charity.

Police Officers were recruited through collaboration with the Police so there were many complications in organizing interviews with police due to their heavy work schedule and isolating from coronavirus. These individuals were selected on the basis that they agreed to take part in the study but despite this, many participants withdrew from the research or did not respond to emails regarding the research. Often, they would engage with the initial email of me inviting them to be interviewed but as time went on, they stopped engaging. This created major setbacks in the research and led to the research submission date being extended from one year to two

In efforts to gather more participants, the research was in collaboration with a further two charities. The outcome was that one of the charities involved, found no participants that wanted to take part in the study. When gathering participants with my other chosen charity, I created a video of myself outlining the objective of the research in depth, the procedures to be interviewed and how this would benefit them. This video was posted on their social media platform which was accessible to a wide audience. From this, only one participant responded to the video and as I wished to gain perspectives from male survivors of CC and those within different communities, this study lacked diversity amongst participants. As this was the only survivor participant that showed interest in the research, this individual was questioned regarding any peers that would be interested in the study. Using this tactic, it provided two more participants, otherwise known as snowball sampling. This method allows participants to recruit other individuals amongst their peer group, the sample beginning to grow like a snowball (Sharma, 2017). This sampling was convenient as the targeted group did not respond to the research as planned (Etikan, 2015). Snowball sampling begins with the initial participant through which they recruit others and in turn they recruit others creating a chain (Etikan et al., 2015). It is known that this sampling is often utilized in research of a sensitive nature where there is little interest in the participation of the study (Biernacki and Walford, 1981). However, difficulties arise because of respondent's bias as they had similar experiences to one another (Etikan et al., 2015), affecting the outcome of the research as it can appear that the study was biased either towards or against the police. It was found that all survivor participants had common interests with one another as the majority were within the same peer

group. Prior to snowball sampling, I found that purposive sampling would be appropriate due to the resources and time available, benefiting the researcher as it relies on their judgement to select participants (Taherdoost, 2016).

Purposive sampling determines, organizes, and gathers individuals based on specific criteria, proving to be highly beneficial as it allows the researcher to utilize other non-probability sampling methods to gather data (Sharma, 2017). On the other hand, bias can become an issue for the researcher when utilizing non-probability sampling which can result in the study being unreliable. It can be difficult from the reader's perspective to witness such bias on a sampling method as it impacts the accuracy of results. Regardless, purposive sampling was the initial sample method utilized but there were many difficulties in gathering participants, therefore, snowball sampling was utilized to collect data. The researcher should be aware of the effects that snowball sampling have on their objectivity (Malterud, 2001) as bias could play a part in the research gathering (Malterud, 2001). For instance, there were many situations during interviews where I assumed what the participant's opinions would be, ideally the researcher should act neutral and non-intrusive when speaking to the participant (Kirkevold and Bergland, 2007). The researcher always begins the study with a belief of the social phenomenon that they are researching, however, this can be avoided by stating these beliefs before the study (Malterud, 2001). I often had to reevaluate my bias to stay neutral when collecting data and similarly, Innes (2009) stated that insider researchers often hold bias which impacts objectivity whilst outsider researchers are better equipped at staying neutral.

Summary

Despite the vast number of difficulties that occurred as part of this study, this piece received a great amount of data from all participants. As a result of the Covid-19 pandemic, this research was conducted over the course of two years via telephone interviews. In hopes of developing this area of research, the impact of EBP cannot be ignored as it has helped to transform policing to a more scientific approach to prevent help law enforcement to deter crime. It is important that through

this research, it assesses police response to survivors of CC. Although the impact of police research has significantly increased over the years, DA is an area that is under researched when examining how the police respond to it and I wish to fill in those gaps through this piece. By using semi structured interviews, I was able to gather the perceptions of survivors, counsellors, and officers. Their data was analyzed through NVIVO using a TA approach which is a common form of qualitative analysis amongst researchers, it formed key themes that were extracted through transcripts of interviews. Although there were great difficulties and several limitations throughout, it was to create a piece of literature that can add to an area of research that is lacking and raise awareness on the perceptions of survivors. By using NVIVO, it created three key themes based on the perceptions of all participants to explore how effective police are when responding to CC.

Findings

Through interviewing 4 DA survivors, 6 counsellors and 7 police officers in one Police Service, three key themes were discovered: Belief, Compassionate Victim Care, and the Ideal Officer. Belief demonstrates the thoughts, experiences and feelings of survivors interacting with police and whether they had a positive or negative experience as well as the impact of this. It also draws on the barriers to reporting that survivors face their experience of continuity from officers. Compassionate Victim Care explores the interventions provided to survivors for safeguarding purposes, survivors experiences on discriminatory behaviors from officers and the effects of police gender. The ideal officer entails officer awareness on what CC is, referring to how effective their training is, how they evidence these incidents as well as their awareness on CC and risk assessments. Participants have been provided with the code names to maintain anonymity: POL01 for police officers, COU01 for counsellors and SUR01 for survivors. This chapter will cover the perceptions of survivors, counsellors and police officers on findings that were relevant to the themes listed above.

Belief

Barriers to Reporting

Practitioners (n=5) highlighted the existing barriers to reporting that many of their client's experience. Several practitioners indicated that many of their clients are not aware that they are subject to abuse. They discussed the issues that may influence the decision to report, particularly the fear that surrounds this decision.

I think these sorts of things take a long time before the survivor decides that it is time to make a change. It's the drip-drip effect of you're wrong, you do it wrong, you can't do this, you can't do that, and they believe it is true-COUN001

When they have experienced it and they've been in it for so long, it becomes normal to them. It is normal behaviour for them-COUN003

The person that experiences abuse is usually the last person to understand and recognize what is happening within the relationship because they don't even recognise who they are at that point. The psychological, emotional mental abuse and verbal abuse often will escalate-COUN004

A lot of survivors will not to the police because of fear and quite often, the perpetrator will go back to the address, because they have got nowhere else to go-COUN001

A lot of survivors are absolutely petrified that all that this is going to do is poke through a hornet's nest, and that they're going to end up with an even more irate partner. They feel as though they are on tender hooks like an elastic band that's just being pulled tighter and tighter and tighter-COUN006

Another perception that supported belief (n=2) was the fear of survivors not being believed by the CJS which will evoke fear as many are not trusting of the system.

They don't want to set off that whole juggernaut of being in the system. They choose other routes either by leaving the relationship and getting away and trying to restart themselves. I think they kind of group organisations together and that is where mistrust comes in because there is so many people involved-COUN004

They don't trust that that they will be believed if they report-COUN005

Continuity

Continuity was a consistent issue between two practitioners as many of their clients had difficulties speaking to the same officer that they were assigned to deal with their case. Two counsellors stated that some of their clients were well informed whilst others were not, largely dependent on the officer's availability and workload.

Perceptions of Survivors and Police Officers Regarding the Police Response to Domestic Abuse

There is lack of continuity, which doesn't help the survivor. They don't know because they've been involved with different officers, and you try and find a specific officer it's sometimes not easy to do-COUN004

Some people have stated when they've had somebody that they've regularly kept in contact with, and others have felt very out of the loop and not really knowing who they should speak to-COUN005

Sometimes it's hit and miss whether they can then get back through to that person, especially if they're a first responder because they tend to work different shifts and so on.

When they do, they can't speak to the same person-COUN006

I think continuity is an issue-COUN001

Interestingly, the practitioners' views did not reflect those of the survivors as there was a mix of answers, positive examples included consistent communication and passionate victim care whilst negative examples included a lack of communication which

He would tell me that he would speak to me on Tuesday and on Tuesday he would say that he is unable to do it as he had to arrest someone. It would go on for weeks and weeks-SUR004

I remember the detective that worked on my case, he was amazing. He was so gentle and approachable, and I felt as though he always listened to me. I was very much kept informed-SUR003

This officer would constantly keep in contact with me and try and help me. Although in the beginning, I did have to call them a few times to find out what was going on. I did have to chase the police quite a few times to try to get them to come with me-SUR001

Negative Police Response

Practitioners (N=3) discussed how negative interactions with the Police impacts their confidence in police when they feel as though they are not believed.

It makes the client feel that it's being repeated and that they are not important to the police-COUN001

When they are not being listened to and if they don't feel they've been taken seriously or protected, they will be quite angry about that in counselling-COUN002

She felt as though the police failed her and that she can't rely on them. For her they are not the people to go to anymore. She said if anything else ever happens again who do I call and where do I go-COUN003

Positive Police Response

Practitioners (n=3) highlighted the impact of effective police response on their clients and support and belief help survivors heal from their trauma quicker.

Good police practice helps them recover quicker, to come to terms their abuse-COUN001

It makes a huge difference as they feel as though they are being heard. They're being understood and feel that they are listened to and not dismissed-COUN005

Survivors (N=3) recalled their positive interactions with police and how this made them feel.

The two police officers that come out the first time were kind. It was such an awful thing taking place yet to them it seemed as if it was nothing new. They seemed very calm and were understanding. I got the impression that they were very sympathetic-SUR003

They were good when they came out, I confidence in the police if I needed them again-SUR002

They have been incredible with the way that they have looked after me. They've been incredibly supportive and if the detective was not so supportive, it was possible that I would have gone back into that relationship. I wouldn't have the incredible husband that I have now and wouldn't have my two other children. I am thankful for what the Police did-
SUR001

Emphasis on Physical Injury

Survivors (n=2) and practitioners (n=3) stated that the police will use injury to establish if abuse has occurred and as it is easier to evidence, they often exclude the nature of CC behaviours. The result is that survivors do not feel believed if physical violence does not occur during their incident.

I was hoping he would hit me, because the police wouldn't help me unless he hit me. I thought I'd rather take one kicking than years of this. But he's never given me a kicking. So unfortunately, I'm still being abused by him. With coercive control, there's no physical evidence, so the police are not interested-SUR004

Where there's been violence, and something that's more physically evidenced, my senses that resources and response is weighted in that direction-COUN004

The police focused on physical injuries The emotional abuse never heals, I still suffer with it now and it was very much about the physical abuse -SUR001

I think where there's been actual violence, and something that's more physically evidenced, my senses that resources and response is weighted in that direction. because there's been an actual injury and assault, an incident that's visible, that may need hospital intervention, there's evidence and proof and there's more there, more tangible-COUN002

If the perpetrators hit someone and they have a black eye, it's a lot easier to see what has happened-COUN006

Compassionate Survivor Care

Interventions

When recalling their experiences on what the police signposted and put in place to safeguard survivors, there was a mix on what was stated. Survivors (n=2) expressed how they felt left in the dark on what support was available to them.

As he was leaving, he gave me a piece of paper and that was it-SUR004

They didn't give me any information on what to do or where to go. That was the only thing because you just don't know do you. I didn't know there was a One Stop Shop nearby that helps you and with all of that I may have left my relationship sooner.

Other survivors felt as though they were adequately provided with support and were signposted to organisations that provided them with further support.

The next day they had Kent Fire and Rescue come and put things in place for me safety wise. I had a panic alarm installed, I had a guard put over the letter box, I had all the locks on the windows and backdoors put in place. Special spikes were also put all the way around the fence in the garden. They were thorough with it-SUR001

They did tell me that they would have to inform social services because I had my son living at home. They also talked me through what my options were. They also put a whole program in place and told me to go to the One Stop Shop. They even arranged for me to have an IDVA. I was astounded by the support they put in place so quick. Absolutely astounded and they were phenomenal. I didn't even know half of these resources was even out there-SUR003

Survivor Blaming Attitudes

Some officers (n=2) were frustrated and failed to understand why survivors do not support the investigation and displayed further survivor blaming attitudes. This can significantly impact survivor confidence in the police if officers demonstrate this mindset. It appears that these officers are focusing on the impact it has on them if survivors are uncooperative instead of the reasons, they are not supporting the investigation

It's equally demoralizing, doing all the work for something for then the survivors say I don't want to support can you do a retraction statement, and then you've got no result and you've wasted, shifts, weeks, months of work. It is usually the case that the survivors do not support. I do not know why because the services that we offer and the connections that we have nowadays, are so enhanced, and the enhanced service package that domestic abuse survivors get, it does confuse me why they don't support because we make them fully aware of the options that they have-POL004

As an officer It gets frustrating at times when you can clearly see that they shouldn't be together. When allegations are flying, everyone is as bad as each other-POL005

One officer referred to a survivor of CC as a battered housewife which is a stereotypical and demoralising term to refer to a DA survivor as. This can be viewed as an outdated term for a survivor that could be seen during the 1970s when DA awareness evolved.

I would use the term battered housewife. I'm trying to say it is not always physical, but they would have that sort of behaviour, very reserved, feeling that they can't reach out or seek support, that this one person this perpetrator is the one that looks after them is the only one that cares. If they left that person, they couldn't survive. The mannerisms and behaviour of that person have built up over time to an absolute reliance on the other person in that relationship. Essentially feeling that their world is that household or that person. -POL002

One officer emphasised their frustration for survivors not wanting to support the investigation and was torn between safeguarding the survivor and not proceeding further with the investigation, further displaying survivor blaming behaviours.

She doesn't want to give us a statement and just seems, why not? If you're not interested, then why are we here? It's essentially you turn up at their address and they go, I just want him out the house. I don't want nothing done but sometimes they don't even want you when you arrive. They don't even want your help to do that. They're like Oh don't need you now can you leave and unfortunately, we're bound by our duties and our policies so we can't leave as need to make sure that everyone is safe. In Kent Police we put the survivors and witnesses first and if the survivor is telling us I don't want to tell you anything, nothing's wrong. Get out of my house. I'm really torn between do I safeguard this person? Or do I put their wishes first that they're telling me to my face-POL004

Male Officers

When speaking with practitioners and survivors it was clear that DA survivors are often viewed through a masculine perspective that will contribute to survivor blaming behaviours and stereotypical remarks. Two survivors recalled their experience of witnessing this toxic masculinity from male officers.

He said that it sounds like he's got a bit of a temper, but he's all right, really. Four and a half years later, the man's still abusing me. One time when the police officer came out, I was in such a state and he said, he didn't do this, it wasn't like that. Then he talked me out of it being a domestic abuse incident-SUR004

I had a male officer say, why didn't you leave earlier, why are you still in this relationship? I remember he also said how come it's taken this long to leave, and I was so disappointed by this-SUR002

Practitioners also added onto the gendered nature of the police and provided examples where this behaviour was experienced by their clients

One of the ones I've heard about through my clients is that they come across very narcissistic and belittling, because they've got a bit of power-COUN003

This male officer was asking why did you let him inside the house, why have you stayed in the relationship? It felt at that time that there was a lack of empathy and understanding which meant that the client felt as though she was being blamed by the officer-COUN005

I would say that a man that comes across authoritative, in a uniform can add to the problem of gender and the police -COUN006

Female Officers

Practitioners and survivors were questioned whether more female officers would improve the overall response to DA and if gender has an impact on survivor satisfaction. Practitioners (n= 3) discussed how a lot of their clients would feel comfortable in a female officer being present

For the survivors, some of them have this perception that a woman is going to be less threatening and more empathic-COUN006

I think more female officers that would be helpful. It would be helpful because a huge majority of these survivors are women-COUN005

Survivors (n=3) discussed how they had positive interactions with female officers, and it is in their preferences for female officers to be present at these incidents.

They need to understand that if someone has been brutalized by a man, they don't want a great big man turning up the next day to speak to you-SUR004

I think there should be female officers at these incidents-SUR003

There was a female officer at the station, and she said to me there was One Stop Shop nearby. This officer gave me all the information I needed. I think she saved my life-SUR002

For people that I spoke to in support groups, they would have preferred to have a female officer present. There is that fear that male officers will side with the man-SUR001

One officer understood the preference that female survivors may have in speaking with a female officer and emphasised that it is necessary at times

It does help in having a female officer attend, because it's a lot more comfortable talking to a female officer, especially if you've been beaten by a man for years. Why would you want to speak to a man about what's happened-POL004

On the other hand, two survivors expressed the view that they questioned whether gender plays an impact on officer effectiveness or if it is due to their skills and abilities.

I don't know if it's gender or if it's about interest. I don't know whether all female officers would be better or whether it's just the ones that choose to be involved with domestic abuse that do a better job-SUR004

I don't think gender would have made much of a difference-SUR001

How can the Police Improve?

Survivors and practitioners provided recommendations in how the police can improve responding to CC incidents. It was clear that empathy and more awareness on CCB should be improved in the police.

I think a lot more awareness needs to be made on what relationship abuse is so people can be further supported because a lot of people don't realise the depths in which it runs, they don't understand it and if they did, they would be able to stand up for people around them more and make it less socially acceptable-SUR003

Spend a more time with the survivor, I know that they want to get the suspect out of the house but even if it's to get some another team to come and talk to you at that point-

SUR001

It's a language difference because all the police want is evidence and to get something through to the court. The survivor isn't always aware of what evidence the police need. The survivor talks about how they feel. And the police talk about what's happened. I think there's a language problem-COUN001

More empathy and understanding are needed. -COUN005

The Ideal Officer

Training

It was evident that all officers (n=7) had negative perceptions on the training they received on CC. As part of their initial training when joining the Police, officers receive mandatory DA training which includes the use of roleplays and classroom training, but it was clear that training on CC was significantly lacking. Two officers discussed that experience is the best form of training which highlights how their training is lacking if officers rely on their experience to understand CC.

That is sort of the very foundational training that is for people who have just joined who don't know what they're doing. It is the very lowest level of what we would expect someone to do when attending an incident-POL002.

This does form part of your initial training. And then a lot of it is learnt on the job. As you experience more situations, you become more aware of what they what things look like-

POL007

I think the best training is largely experienced. Like you know, going out to the calls and doing them and eventually you become quite a very good judge of character, but I won't say all the time because nothing's ever 100% -POL004

There was a mix of opinions on what officers believe should be implemented for future training, particularly around training on how to evidence these incidents to the CPS. Several officers (n=2) expressed the need for training with the use of cases that were successfully prosecuted so they can gauge how to gather evidence effectively.

It would probably be to add examples of cases that have been charged and people that were prosecuted for it. From my experience, I haven't had any charges for controlling and coercive behaviour, and I think a few of my colleagues as well, I haven't known them to get any charges. We just never have enough to charge, and I think I'd love to have more on case studies that were prosecuted-POL006

I would probably say that we use real life examples or the ones that we've managed to prosecute. I think it's really disheartening for responses officers when they go to a job and say wow that was a really good job, we dealt with the suspect robustly. I feel like sometimes when we just don't have the evidence, it's really disheartening so I feel like without the real-life examples, it's kind of hard to put it into practice-POL003

One officer highlighted that a bulk training would be convenient for officers to be refreshed on how to identify and respond to CC. They also mentioned how it is easy to focus on injury instead of the hidden nature of these incidents, demonstrating a lack of awareness on the signs of CC if their focus is on assaults. Another officer emphasised that training for DA will never suffice which is evident that there is a lack of confidence in these officers when responding to CC.

I think there could be a more regular updated training, maybe to show the signs and how this works. Every year have an online input to keep it fresh because obviously we go to

these incidents a lot. It can go to the back of your mind because you're so focused on the assault side of things and the more obvious offence-POL001

It's a three-day training on all domestics, and it's never going to be enough-POL003

Evidencing Coercive Control

All officers were provided their experiences about the complications they face when gathering evidence for the CPS, often resulting in an outcome with no charges. Officers (n=3) expressed that the hidden nature of CC made it extremely difficult to prove. Several officers (n=3) noted that when they identify CC has taken place that it is often in the presence of other existing offences.

It's normally an added-on offense that we investigate is very hard to investigate-POL006

We've got quite a lot of cases where there's been multiple assaults and as you engage with the survivor more and more, you kind of see the controlling coercive quality behaviour-POL003

It's easier to discover, while investigating one of the other offenses that has been committed, so we'll go there and arrest for an assault or criminal damage, and then while sitting down and speaking with that person speaking with the suspect in their interview, and sort of looking at the overall background report, again, speaking with children and family members and neighbours to see it's at that point, it takes a lot longer to build up grounds for controlling coercive because it doesn't happen in one incident-POL002

Several officers (n=4) expressed a lack of understanding CC, as there was an emphasis of focusing on injury to gauge CC which reflects on the violent incident model as opposed to the CC model. These views contribute to a lack of awareness of CCB and can result in survivor blaming attitudes.

It is so aggravated, and so obvious, you cannot prove it, you cannot prove it. It's always historic. There's always no evidence. And you've got to be in such a place to say to an

officer, look at my clothes, I can only wear baggy clothes, you know, they show you all their clothes that are baggy covering clothes. So, he's got all the bank cards, I have no access to money. If you looked at my phone, all the permissions are on, and I can only call his number-POL004

When it comes to prosecuting control and coercive, it's difficult to see strong evidence. So, there's not going to be a black eye or there's not going to be a missing purse, or a phone that has been damaged. There may be there may be tapping software in the phone, or they may there may be a schedule that they've written up for them-POL001

It's not as straightforward with CC, you know when there is a black eye you can at least see it-POL001

Two officers articulated the frustrations they experience with the CPS as they deem the evidence criteria for the CPS to be too high.

You've got on top of a week's worth or of a month's worth of wasted work and you call the survivor and say, I'm sorry, we did everything we could, but CPS don't feel there's enough evidence and there's going to be no further action-POL004

You have phone downloads, family, and friends' engagement, looking at finances but it's not the easiest to approve whatsoever. Of course, there is also thresholds and CPS consider it to be very high-POL003

Awareness of CC

It was evident that there was a lack of understanding what CC entails and survivor blaming attitudes by officers (n=3). Officers failed to understand the elements of CC and disregarded the survivor's concerns and safety.

I think it's one of those that I mean, a lot of people will say oh she checks my phone. And it's more substance, a lot of people are like oh they're controlling me, but when you boss

them down, it's not the case. That is just them not being very nice or controlling coercive behaviour. It's a very fine line. Most of the time it is not serious violence, it's relentless-

POL003

From the DA calls I've attended, most of the time, I've got the sense where I've attended the call and all survivor wants is the suspect to be out of house for a couple of hours so the children settle down and they can have let them back in-POL005

Another officer highlighted that when CC incidents do not result in a prosecution it can cause low morale which in turn will impact the effectiveness of investigating. This is a dangerous mindset for officers to have and can result in cases slipping under the radar.

If you can't take it any further, you start slacking off and that's where there's always a danger of you missing out line of inquiry or doing something or missing something which is what we try to avoid. Our team doesn't want to investigate as many DA's as we should. It might be a small mistake for us. But at the end there is a survivor who has a very large impact, because we missed something-POL005

Another officer stated that they grade risk assessments as medium for every incident which is also a dangerous mindset, particularly in the case of a high-risk incident being incorrectly graded

We tend to put medium on everything because we are so risk averse-POL004

Officer awareness on CC has a significant impact on survivor perceptions of the police. The majority of survivors (n=3) recalled how officers lacked awareness on CC, particularly on using injury to gauge their abuse and complications in relation to arresting the perpetrator

I think the police need to realise that domestic abuse is not wife beating, as they used to call it. I think the police should realize that you don't have to physically constrain someone to control them, that you can very easily control people with fear. Especially with someone like me, because I'm not a fighter, it's not like you must punch me to stop me. If you terrify

me, I will do what you say, and I don't think they get that. I think they think that domestic abuse is he punches her if he's not punching, no, it's fine. It's just a relationship-SUR004

I was arrested because they didn't really listen to me or my side of the story-SUR002

If you call the police because you have been beaten down emotionally, I don't think people will get arrested. I think it will just be put down as a just problem within your relationship-

SUR001

One survivor recalled their positive experience with an officer that illustrated what CC entails.

He was asking me questions, and this is when he explained to me that it isn't just a punch in the face. That domestic abuse does go a lot deeper, and it was a learning curve for me.

The police focused on other behaviours, not just acts of violence -SUR003

Two practitioners illustrated how CC gets missed by the police and that more needs to be done to protect survivors more effectively.

I think there's a lot of coercive control that gets missed by police-COUN001

The typical response from the police was always another oh it's another domestic, it's kind of like an argument that's gone a bit out of control. They wouldn't recognize the signs because they wouldn't have enough training, so it goes under the radar a lot of the time-

COUN004

One practitioner highlighted that the police have improved in their awareness of CC.

From my understanding, they're getting a lot quicker, a lot better. It's an improvement over the last few years-COUN003

Risk Assessment

When officers were questioned about risk assessment tools, there was disparity between their answers. Initially officers described the new risk assessment tool, known as DARA, that was

designed to capture CC incidents. Although this is a relatively new risk approach, some officers stated (n=3) that DASH is a more effective risk assessment tool than DARA. One officer mentioned how DARA was not applicable to non-intimate partners of abuse

A lot of the time instead of just asking the blanket 17 questions, and you got to remember some of the questions, they're designed for all couples, and all relationships will ask the same set of questions at a non-intimate domestic abuse between parents and children or siblings, and they're not relevant. And a lot of people decide they don't know why they're sitting there listening to these questions-POL004

I'm not sure why they changed to DARA because I personally I was quite happy with dash. Dash allowed people to elaborate on what they meant. It will be does he do or say things of a sexual nature that would make you uncomfortable? And they would say yes, or they would, they would hesitate. They would shuffle around anyway. Can you elaborate on that? DARA doesn't implicitly allow for that. DARA is not as detailed as DASH. I think that was part of what they were hoping for-POL02

DASH has more questions which means you can kind of find out more information. You don't have as much time to get all the information and when you go back and revisit, you can really dig deeper and get to know the person in that relationship and build up that trust by using DASH-POL06

One officer described how DARA does not prompt survivors to disclose sexual offences that occurred.

There are no specific questions in regard to sexual offenses. Whereas DASH would have that question would he do things of a sexual nature that are uncomfortable? uncomfortable, painful or something you didn't want to do?-POL02

One officer displayed a positive reaction with DARA and expressed how it was a fundamental tool that enables survivors to disclose their abuse. The remaining officers were indifferent to the

changes but detailed the experiences and difficulties they have when conducting risk assessments

It used to be called DASH. The reason it changes because DASH was 21, maybe 27 questions if there was an element of stalking. I think we have a lot of research going into considering on the questions we may get. You can get just as much information with less questions. I think it's questions 5 and 6 if they answer, yes to those two, you automatically have arrests for controlling and coercive behaviour-POL001

It's largely irresponsive of not these bloody questions again. And you see in their face when you say, I've got to ask you these DARA questions, they know exactly what you're talking about. They know exactly what the questions are. In a lot of cases, they're going yeah, well I answered these last night as well. I don't want to do anything and they're the same, can we just not do it-POL004

When survivors voiced how risk assessments were conducted on them, there was disparity in their answers. Understanding the process is paramount for the survivor but several (n=3) survivors did not understand the reasoning behind a risk assessment and felt that there was a focus on physical injury based on the questions that officers asked them. Several survivors (n=3) had negative experiences when being risk assessed

Something called 25 questions which I was confused at first at what it was. I didn't quite understand why they were asking some of the things that they asked-SUR003

I have quite an issue because I was so traumatized. I wasn't thinking at the time, but the way they did the DASH assessment with me was with leading questions. he didn't do this, did he? It's about screening you out with the police, it's a rubbish screening tool, because you get screened differently depending on who's done it.-SUR004

I felt as though the risk assessment focused more on the physical side of abuse-SUR001

One survivor discussed how the police did not conduct a risk assessment on them whilst another survivor recalled how the police avoided doing an assessment as they were staying at their parent's house.

They didn't do a risk assessment on me. They just took statements from me and my husband at the time-SUR002

They didn't do a risk assessment on me at the time because I was at my parent's house-SUR003

Interestingly, one practitioner highlighted that many officers view risk assessments as a tick boxing exercise which is a point that has been mentioned in a previous finding.

For a lot of officers, the full picture is not understood as it's often a box ticking exercise-COUN006

Summary

This chapter has identified the three key themes that has emerged from data: Belief, Compassionate Victim Care and the ideal officer which illustrates the significance in belief for survivors, the perceptions of survivors and various aspects of policing CC such as training and risk assessments. As CCB can be difficult to prove, officers suggested that evidencing CC should be implemented in depth on their DA training. The themes have identified a wide range of views and opinions from survivors and counsellor practitioners which demonstrated how gender permeates throughout policing DV where officers will demonstrate discriminatory behaviour and survivor blaming attitudes, impacting how victims feel believed by officers. It was clear that many officers utilise injury to gauge the severity and presence of abuse which is a damaging mindset that impacts survivor confidence. By demonstrating the violent incident model mindset this impacts interactions with survivors, risk assessments, identifying abuse and discriminatory behaviours. It was apparent that there is a lack of awareness on what CCB, which signifies that training is severely lacking and that more should done to improve office awareness. Finally, the perceptions of

survivors provided their experience on their positive and negative encounters with police and how their interaction can impact their confidence and can create future barriers to reporting.

Discussion

The objective of this research was to gather perceptions from survivors, counsellors, and officers whether the police effectively respond to incidents of CC. By gathering data from DA survivors, police officers and counsellors this piece was able to gather perceptions on the police response to CC. was able to gather information on this. From the review of the findings, key themes emerged: Belief, Compassionate Victim Care, and the Ideal Officer. Firstly, this chapter will analyse officer's understandings of CC, their training received on CC, the difficulties they experience when dealing with CC incidents and how they evidence CC. Next, this chapter will discuss what an effective police officer does to ensure the safety of the survivor is established as-well as investigating the incident. Then this chapter will discuss the survivors experience and the Police. Elements such as: police practice and procedures on the scene will be considered. This will be analysed from the accounts, of the police officer, counsellor, and the survivor. The effects of effective and ineffective police practice will be examined. Finally, of course, there were many limitations present in this study which can impact the accuracy of these findings. Therefore, this will be taken into consideration and will be examined.

Interpretation

Based on the findings it was apparent that counsellors regularly support survivors of DA with one counsellor stating that supporting survivors of DA was a large proportion of the work that they do whilst another practitioner expressed that DA clients make up to 50% of the clients that they support. Many survivors of CC often do not recognise that they are being subject to abuse so practitioners must understand the nature of DA to support their clients and requires more work for their clients to understand their abuse (Sanderson, 2008). Likewise, counsellors stated how often their clients report to the police and it was discovered that many survivors do not report due to fear and that they are not able to identify that they are experiencing CC. There are many factors that influences a survivor's decision to not report to the police, such as: Fear of repercussion, not being believed, wanting to continue the relationship and fear over the court process (Bishop and

Bettinson, 2017). As well as that, there may be consequences for reporting to the police; The perpetrator may be violent to the survivor, taking part in the prosecution can disrupt their daily activities and can impact the well-being of the survivor (Yoon, 2015). At times, survivors may call the police to have control over the situation rather than have the perpetrator arrested (Johnson, 2007). Based on the findings, three survivors reported their incident to the police themselves whilst one survivor utilised the help of their family to report for them.

Officers emphasised the importance of safeguarding in DA incidents even if the survivor is hostile, with one officer asserting that the police can be scrutinised for not ensuring the safety of an individual. Survivor safety is as significant as the investigation and must be considered as soon as officers arrive on scene (HMIC, 2014). When officers safeguard, interventions will be provided to survivors, even if no offence has been committed (College of Policing, 2021). Safety planning is done through basic forms of safeguarding: Ensuring that doors and windows are locked, changing locks in the home, having emergency supplies packed, discuss safety planning with a key contact and keeping a spare phone nearby (Murray et al., 2015). If officers identify that a survivor is at serious risk, then the survivor will be signposted to organisations and a discussion will occur on how the officer can encourage their future safety (Murray et al., 2015). In the findings one officer stated that the police are more inclined to grade an incident as medium risk, further stating that they are risk averse. The police have the responsibility of duty of care for survivors and when in breach of this, it is referred to as negligence (Heaton, 2010). It is known that risk aversion embodies police culture, for instance, the HMIC (2017) found that the police were downgrading calls to keep up with the high demand of calls and heavy workload. The report suggested that the police are required to understand risks to the public more effectively and to also understand the dangers of risk aversion (HMIC, 2017). By doing so, officers can provide adequate interventions to survivors according to their risk grading.

Survivors also expressed mixed views regarding the interventions provided to them. For example, one survivor was unaware of the organisations and services that could support her in leaving her relationship whilst another survivor was not provided with information on organisations that could

support her. It was discovered that a police officer who was not involved in her case provided details of organisations that could provide support for her. Although she expressed that it was helpful, she was disappointed by the lack of interventions provided to her from the officers on scene. Similarly, another survivor stated that the officers present at the scene provided the basic forms of safeguarding which they found unhelpful. On the other hand, two survivors were satisfied in the interventions provided to them by police. One survivor noted that the police sought the help of the Fire Rescue Service to install panic alarms, to change locks and to put a guard over their letterbox. Another survivor stated that the police put a program in place to put an IDVA in place but it was apparent that officers require more awareness on relevant DA agencies.

For officers to safeguard survivors, risk assessments must be conducted at each DA incident which was clear that officers understood how the DASH risk assessment is conducted. However, it was apparent that the DASH risk assessment does not emphasise CC behaviour and many officers were found to use it incorrectly in the police. Chalkley and Strang (2017) stated that in many incidents of DH, it was found that there was a high number of false negatives and false positives were used by police. Several officers voiced how DASH was an effective risk assessment at capturing CC, but it is debated that DASH is not an accurate indication of potential homicide (Turner et al., 2019). Risk assessments in the police is subject to constant scrutiny as it is dependent on the officer's judgement, making decisions on the grading for each case (Turner et al., 2019). Academics have argued that due to officer's lack of understanding risk, particularly around CC, it has led to further challenges in risk assessments (HMIC, 2019). Officers raised various concerns about DARA, expressing that DARA does not allow for survivors to elaborate on answers. For instance, the questionnaire is based on: Never, occasionally, often, all the time, yes and no answers and officers felt that DARA is not as time consuming as DASH, which could signify that not enough information is being gathered on the incident. According to Ballucci (2020), many officers view the DARA risk assessment as an administrative task and is often misused by many officers. The DARA risk assessment enables officers to have more discretionary powers which can be unpredictable as it is based on the officer's professional judgement (Ballucci et al., 2020, Myhill and Wire, 2018). The

officers felt that 17 questions in the DARA risk assessment was not adequate for a risk assessment, preferring the higher number of questions that DASH encompasses but it can be argued whether DASH can be shortened and receive the same amount of information.

Officers had conflicting views on the training they receive on CC but the results demonstrated three things: Firstly, there is a lack of emphasis on CC during their training, secondly, officers rely on experience than their training to understand CC and finally, training needs to emphasise how officers gather evidence for CC offences. From the findings, it was apparent that several officers believed that experience is a better form of training and that it something that they learn as they progress in their role. Based on this notion, training is lacking if officers' resort to this mentality as they must be prepared for real life scenarios and how they respond to it during their training (Blumberg et al., 2019). Police training is taught to new recruits in two sectors; Classroom training: Officers will be taught on police procedures, practices and law in a classroom setting whilst in scenario training: Officers are put to the test by practicing powers of arrest, conflict management, discretion and use of force (Blumberg et al., 2019). As well as that, police training is also through the form of online learners, otherwise known as NCALT which was implemented in 2014 across all police forces (Honest, 2020). NCALT provides training to officers online and it has been praised for its flexibility and accessibility (Honest, 2020), however, several criticisms have been made. For instance, it is known that many officers view it as a tick boxing exercise that does not require a great deal of effort to complete, without taking in any new knowledge (Honest, 2020). In contrast, the HMIC (2014) stated that they did not view that e-learning was an effective method for learning, limiting the opportunities for further police knowledge. As can be seen, police training has been criticised for decades in how it is delivered but it is known that there is significant room for improvement in CC is taught to new officers (Myhill et al., 2020).

For instance, several officers expressed the view that they would benefit on training which included how to effectively evidence for the CPS and by learning of case studies that were prosecuted. Several officers expressed how evidencing CC incidents for the CPS is a major obstacle for them and by teaching this in depth, it would significantly increase their knowledge. One officer

felt that without case studies in their training, it is hard to put it into practice what an effective investigation for CC is. Officers require consistent training on practices, legislation, and the use of risk assessment tools. Clearly, officers were frustrated by the threshold that the CPS hold to prosecute CC incidents. Many officers expressed the view that because CC is an allegation against another individual and due to the hidden nature of it, it is rare that strong sufficient evidence arises from these incidents. Therefore, it is necessary that officers are provided with in depth training to evidence CC, so they can determine whether there is sufficient evidence available to them. One officer illustrated how it has never occurred that they received a charge for CC which may indicate that the threshold for the CPS is significantly high. The findings confirmed that evidencing CC for the CPS is an area of concern for officers, therefore, it should be implemented more efficiently in their training.

When undertaking positive action during DA incidents, the characteristics that makes a police officer effective can come into question. Many officers emphasised the importance of showing empathy and having patience whilst investigating the incident. Empathy is crucial in police work. It has been found that when officers display empathy in their interactions with survivors, it increases the likelihood that they will support the case (Turgoose et al., 2017). For officers, empathy allows them to understand what the survivor is experiencing without passing judgement (Inzunza, 2014). It is important for officers to show empathy whilst doing the relevant procedures as an investigator (Inzunza, 2014). By doing so, it will establish repour between the survivor and officer, officers must be able to interact with individuals, to convey information and to receive information with communication (McCamey and Carper, 1998). Of course, communication goes beyond interactions and how they can perceive and give out information as well as listen to the needs of individuals (College of Policing, 2020). Importantly, survivors will have a positive interaction with police if they reassure them, listen to them attentively without being impatient or attempting to rush the conversation (Stephens and Sindens, 2000). If officers are unwilling to communicate and listen effectively, survivors are more likely to have unfavourable attitudes towards the police (Stephens and Sinden, 2000). Survivors are satisfied when the police

demonstrate empathy, compassion, concern, and respect to them (Robinson, 2005). Regardless, from the findings many officers demonstrated that they valued empathy and patience. By having effective characteristics as an officer, it can result in positive survivor and police interactions, it was found that empathy and patience were the most significant characteristics that were named by participants. Two survivors had positive experiences when interacting with the police and spoke of how the police were kind and helpful in her incident. Another survivor expressed how the officers' presents were kind and caring and were honest regarding her situation in a gentle manner.

A key theme visible throughout the research was police culture where officers' actions and thinking become institutionalized and is often swayed by peer pressure from colleagues (Kingshot, 2007). Different units in the police specialise in areas of crime, however, not all their ethical morals align with one another (Garcia, 2006). Policing is associated to masculinity and power whilst police culture is seen as masculine and misogynist (Kingshot, 2007). This behaviour can have a profound impact on newly joined officers to also display these mannerisms (Kingshot, 2007). The police service is seen as one of the most masculinised areas of work and is often seen to be the solution to solve DA (Yalley and Olutayo, 2020). Police culture is seen to significantly impact how officers respond to DA and how they interact with survivors, particularly female survivors, encouraging survivor blaming attitudes and stereotypes towards female DA survivors (Yalley and Olutayo, 2020). This can be seen when over entitled police officers target groups of people that are under-represented such as women, ethnic minorities (Kingshot et al., 2007). Notably, survivors that experience violence were more likely to experience dissatisfaction in how they were treated by police (Robinson, 2005). This can be seen in DA incidents where male officer exhibit sexist, judgemental and stereotypical behaviours which was found in the findings, particularly when officers questioned why survivors stay with their perpetrator.

Traditionally the police have demonstrated survivor-blaming attitudes towards survivors which is consistent with the findings. Based on the findings, survivors demonstrated that there were mixed responses in their interactions with officers. One survivor expressed how the officers present demonstrated a lack of empathy, treating the survivor as if they were a job to complete instead of

an actual individual with emotions. One survivor also revealed that the officer did not show concern for their situation because she was not murdered and persuaded her that she was not experiencing DA. Another survivor expressed that the officers present, displayed judgemental behaviours and questioned the reasons why she was involved with the perpetrator. Counsellors stated that negative interactions with officers have a severe impact on the survivor's healing process, especially in counselling. Negative interactions with police impact survivor's confidence in the police, questioning their integrity and legitimacy (Norvich, 2018). Police have the responsibility to treat individuals with respect, but it is not apparent based on some of the findings. Often, survivor dissatisfaction occurs if: The survivor is arrested, the police displayed judgemental behaviours the police believed the perpetrator and if no action was taken (Holder et al., 2009).

Many officers lacked awareness as to why survivors stay with the perpetrator, viewing responding to the incident as a waste of time if survivors are unwilling to co-operate with them which is a dangerous mindset. Typically, many officers will become frustrated with survivors that refuse to co-operate during CC incidents and according to Johnsons (2004) study, officers found survivors to be one of the most frustrating aspects in dealing with a DA case. It was clear from the findings that many officers engaged in survivor blaming behaviours, stating that it was difficult to evidence due survivor disengagement. Clearly, officers need to understand in depth why survivors may not engage with the investigation to reduce their frustrations during DA incidents which also displays a lack of understanding DA and CC. It is known that assuming a survivor will leave their abusive relationship is a common myth within DA and in a study conducted by Gover (2011) it was found that from 309 officers interviewed 71% of them believed that DA survivors can easily leave their relationships, suggesting a lack of awareness. If officers display these survivor blaming behaviours to the survivor, it may result in them feeling retraumatised which contrasted what counsellors stated on the effects of ineffective police practice in the findings. Moreover, if police officers respond inappropriately to their concerns or show survivor blaming attitudes it can discourage survivors from reporting in the future (Gover, 2011).

Barnett (2000) described survivors leaving their relationship through five stages: Identifying that

their relationship is abusive, understanding that the abuse will persist, experiencing setbacks such as injuries, losing hope of the ideal perfect relationship and accepting that their abuse will continue if they stay in the relationship. Officers need to be aware that survivors often will not support the case out of fear, escalation of their abuse, discrimination, and shame (Clark, 2021). As a result of negative police experiences, counsellors stated that because the survivor will have a distrust in services, they do not believe that counselling is effective and will require further work to help them work on that mentality. Another counsellor expressed that when survivors have negative interactions with the police, they are subject to secondary victimisation and are less likely to report future incidents (Holder et al., 2009). The CPS will undergo a 12-week consultation and guidance that sets out to challenge survivor stereotypes, myths and survivor blaming attitudes (CPS, 2022). As well as that, if survivors do not wish to support the prosecution this can be done through evidence led prosecution where the court does not need to rely on the survivor, however, training in evidence led prosecutions for police was found to be lacking (HMICFRS, 2020). Although the police receive mandatory DA training from Women's Aid and Savelives, the HMICFRS (2020) recommended that police be provided with training on evidence led DA incidents.

It was clear that there was a significant emphasis from police on injury and although violence is an element of CC, many low-level assaults that are undetectable can slip under the police's radar (Stark, 2012). This was consistent in the findings with both survivors and practitioners emphasising how the police use injury to gauge abuse, for example one survivor voiced how she wished she was physically injured to receive effective response from police and several practitioners voiced how CC is often missed by police. Importantly, CC goes beyond mental abuse, often resulting in sexual or physical abuse as CC behaviour is a sign of future violent tendencies (Myhill and Hohl, 2016). Although CC is sufficient for abusers to maintain control over the survivor, if there is a loss of control then often the perpetrator will resort to violence (Myhill and Hohl, 2016). It was clear that several officers were unaware of what CC entails as there is a gap in knowledge, minimising experiences of survivors and supporting survivor blaming attitudes which was also seen in accounts from survivor participants (Myhill and Hohl, 2016). In a study conducted by Robinson

(2018) there was a small number of factors that officers regarded as highly important; Injury, strangulation, use of weapon and escalation of abuse. It was found that CC behaviours was ranked one of the least important factors of risk to officers which demonstrates how the police are largely influenced by the presence of injury to gauge risk (Robinson et al., 2018). In the study, officers that received more training placed CC as one of the most important factors to assess risk, supporting the notion that further training would have positive implications for officer's judgement of risk (Robinson et al., 2018). These findings also support the notion that resourcing is a major issue in the Police as it was clear that the need for more female officers was apparent but due to staff shortages this presented several difficulties. If police officers are lacking in numbers, it can be assumed that police work is ineffective (Mendel, 2016). If officers are investigating many cases at once, it can be difficult to keep up with the demand of keeping in touch with survivors for evidence gathering, resourcing is a major issue, resulting in an imbalance in the work overload for officers. Of course, If officers have many pending investigations, the quality of work they provide for each case is questionable.

It was clear that more officers need to be present at DA incidents to ensure that evidence is achieved in the best way possible, specifically in situations where female officers need to be present. To give an illustration one officer stated that two officers at DA incidents are not enough police officers on scene to effectively deal with every aspect of evidence gathering. It was further stated that one officer must be present to solely deal with the survivor, another officer to deal with children on scene and another two officers to deal with the perpetrator, particularly if the perpetrator is hostile. Typically, two officers are always present at DA incidents as they are deemed a high-risk crime, however the difficulty is that one aspect of evidence gathering can be lacking or interactions with the survivor can be ineffective if two officers are on scene for DA incidents. It can be questioned whether two officers can do an effective response just as well as four officers. Ultimately, these officers blamed resourcing for this their quality of work which can be seen to be an excuse. This can be interpreted that they are not taking accountability for their ineffective police work. Police officers need to be accountable to avoid being scrutinised and to ensure lawfulness

(Murphy et al., 2016).

It was apparent that not one survivor or counsellor was completely satisfied in the police response to CC. Survivors stated that officers require more awareness on CC, suggesting that the police are focused on the presence of injury instead of CC behaviour which reflects the ideology of the violent incident model. Moreover, the survivors believed that officers are focused on injuries being present which leads to many CC cases going unnoticed and some survivors did not feel believed because they did not have injuries. Also, it was found that officers need to be aware of what interventions are available. This can empower survivors and they will feel as though they have a platform to have their voice heard from interventions and support services. One counsellor stated that 30-40% of their clients had positive experiences with the police. Four counsellors demonstrated that their clients were not happy in the response they received. Counsellors expressed that more training needs to be given to officers on CC. In addition, this training should not be in the form of tick box exercises and should have depth to it, also counsellor expressed how this training should not be done in a single day as its effectiveness can be questioned. Another counsellor expressed that more empathy needs to be instilled in officers but questioned that it is not something that can be taught to an individual but rather something that you already have. On the other hand, two counsellors expressed that their clients were satisfied in the response that they received. One counsellor stated how 95% of their clients were satisfied in the support they received from police whilst the other counsellor expressed that it was not an overwhelming satisfaction from clients but more resigned.

Limitations

A limitation of this research is the small sample size, particularly around DA survivors that were interviewed. It is known that the larger the study the more reliable are the results, however, 20 participants are often too low of a number for many studies (Hackshaw, 2008). When a research study has a small sample, it will take less time to address the research question. Of course, with a small sample size, obtaining approval from the researcher's institution will be easier to receive

(Hackshaw, 2008). Indeed, having a small sample creates more difficulties for the interpretation. There are difficulties in applying this research to larger populations of DA survivors, counsellors, and police officers. Indeed, the small sample size has impacted the length of the findings, particularly from survivors as few participants took part. On the other hand, if this research had a large sample size there would be issues such as; ethics, more resources needed and would utilise more time. If the sample size is large then more participants will be required which will mean more individuals are exposed to risk (Faber and Fonsesca, 2014). Covid-19 has hindered gathering participants for this research significantly and impacted potential collaborations with organisations. As there were many obstacles in gathering survivor participants, this research had to adapt by including interviews with trauma counsellors that have DA survivors as their clients. Training seemed to play a crucial role in how officers interact with survivors. Misperceptions of survivors was clear of how the police perceived their incident report. Due to the difficulties of gathering survivor participants, this study was limited to female survivors of DA that did not have representation of Black, Asian and other ethnic groups. Although it was ideal to also gather perceptions of male survivors due, this study was limited to female survivors due to difficulties. As a result, this study was adapted to fit any survivors that interacted with police and experience DA.

Reflections

Although I wanted to provide a safe space for participants in to feel comfortable in, I was not comfortable with silence during interviews as it made me question my skills as the interviewer. It is important that the researcher provides the participant with time to enable them to collect their thoughts and they should be able to speak without interruptions (Shodal et al., 2015). However, if there is silence when the participant is not responding well to questions it causes difficulties for the researcher when trying to maneuver the conversation (Shodal et al., 2015) as it can reflect a lack of skill to the researcher (Christopher et al., 2005). Moreover, it can signify several meanings both to the researcher and participants as and it can entail the anxiety of disapproval to both (Christopher et al., 2005). The more interviews that were conducted, the further I became comfortable in familiarizing myself with silence. Of course, a good interviewee

guides the participant and knows when to stop talking to enable them to speak (Shodal et al., 2015), so the more experience the researcher has will develop a sense of when to interject in the conversation (Shodal et al., 2015). In the first few interviews that took place, it was difficult to determine when to interject and ask further questions. In fact, being comfortable with silence it allowed me to decide when to interject as the participant, especially when they would not respond for more than five seconds. Often, I found that when providing the participant with silence they would provide a new statement for me to explore on.

I found that my communication skills enabled me to effectively interview participants and explore their views and beliefs that they presented me with. For participants to feel comfortable, it is important to establish rapport (Kirkevold and Bergland, 2007) to receive more information. With hopes of building rapport with participants, if they mentioned an area of interest of their personal life, I asked questions on it to make them feel more at ease with being interviewed as it may seem intimidating. To give an illustration, as one interviewee enjoyed travelling, I questioned their favorite destination to travel to which helped them ease into the interview and created pleasant environment for them. Rapport can mean that there is trust between both individuals or that both parties are responsive to one another (Abbe and Brandon, 2013). In many instances, at the initial questioning during the interview, participants were not fully comfortable which created difficulties for collecting data. However, as rapport was established became comfortable which helped drive the interview forward. It is important to remember that rapport is not established with only one individual's effort but both individuals must participate for it to be established (Abbe and Brandon, 2013). For rapport to be successful it requires for both parties to have mutual respect and liking to one another, for the individuals to be attentive and for there to be coordination between the two (Abbe and Brandon, 2013). As these interviews took place over the phone it was difficult to build rapport, for instance, physical gestures such as leaning forward and making eye contact could not be used. At time, it was found that poor quality audio was an issue at it was incredibly difficult in deciphering what was being said when transcribing. It can be argued that when audio quality is poor, the message will not be as moving and impactful (Newman and Schwarz, 2018). Often, I was

not able to decipher what was said due to the poor quality of audio recordings. As a result, I may have missed the opportunity to transcribe crucial statements made by the interviewee. Of course, possessing adequate audio is not always possible, however, informing the individual that their phone quality is poor, may prevent significant information from being misheard. Therefore, rapport had to be built over the phone using skills such as active listening, using open ended questions, and showing empathy.

Summary

The findings of the study do suggest that many officers failed to consider the impact of CC on the survivor, appearing that officers do not understand the implications of leaving an abusive relationship and the fear that survivors have when supporting the investigation. Officers were clear in their responsibilities in ensuring the survivor's safety and the procedures that takes place during the incident. Also, officers highlighted that patience and empathy were significant in ensuring that their interaction with survivors was a pleasant experience. However, the foundation for being an effective officer suggested that training was significantly lacking. Most officers rely on their experience to effectively respond to CC, but officers suggested utilising guest speakers, specifically survivors to provide them with new perceptions at their training that was not currently available. Police culture plays a major role in over entitled officers demonstrating judgemental behaviours towards survivors and these misconceptions were clear from the findings. Organisational change must occur in police forces to move away from traditional thinking and to steer away from survivor blaming attitudes and the emphasis of physical injury in CC. There was disparity between survivors and counsellors, each describing their experience as positive and negative but the consequences for having negative experiences with the police, results in a lack of trust and confidence in the police. On the other hand, those that had positive experiences with the police were more likely to seek help in the future.

Conclusion

This study has examined the perceptions of survivors to the police response in CC. The training that officers received on CC was found to be extremely lacking as many officers rely on their experience to effectively understand CC. If this is the standard of performance, then for newly recruited officers their response can be questioned. Some officers suggest that their training should include real life cases of CC, so they are better equipped to put their skills into practice and to have training on how to evidence CC. As training is the foundation for officer skills, e-learners were found to be viewed as a tick boxing exercises which was not impactful to officers. There were many positive indications that officers were aware of the signs of CC but despite this, some officers demonstrated a lack of understanding CC with survivor blaming attitudes, questioning why survivors stay in their relationships. This mindset can be blamed on the police culture that is evident in police forces today. As the police is one of the most highly masculinised workplaces, officers are more inclined to have sexist and discriminatory behaviours towards the opposite gender which can impact their interactions with survivors. Officers need to be more aware why survivors stay in abusive relationships to reduce their frustrations as many officers expressed that it impacts their quality of response to CC. Some officers expressed that it was also frustrating how many survivors do not understand the definition of CC behaviour and when they investigate their incidents it often is not CC. Ultimately it is down to the officers investigative interviewing to uncover this information from survivors as survivors will often minimise or deny their abuse. It was found that officers preferred DASH over the DARA risk assessment as it allows survivors to elaborate on their answers more. Based on the literature review, DASH was found to be ineffective with frontline officers as it was not being consistently used in the correct way. Also, although DASH has the potential to be an effective tool for CC behaviour, it was found that it prioritised physical injuries.

Furthermore, it was found that the presence of injuries is an indication of high-risk DA cases, failing to include CC cases as escalation of violence is common and can lead to fatalities. One survivor

expressed that she felt as though police have not taken her concerns seriously as she lacked physical injuries and that she is alive because of their safety measures she has taken upon herself. Officers adequately provided what procedures they would undertake when dealing with CC, such as separating the parties, but they expressed that resourcing is a major setback to their response to CC. Obviously resourcing is an issue within the police, but it can be argued whether resourcing has a major impact on their quality of work or if it often is used to justify poor work. The experience of survivors ranged from positive to negative but there were several inconsistencies discovered. Several survivors had issues with continuity and found it difficult to check the progress of their case which contrasts what counsellors stated. Officers need to be more aware about organisations they signpost survivors to, knowing in depth how the organisation can provide support. For many of the survivors the police were quick to arrive on scene and did their initial procedures effectively. However, two survivors experienced negative interactions with the police and survivor blaming attitudes which affected if they would report to the police in the future. The other two survivors had positive interactions with the police and had a pleasant experience, officers demonstrating patience and empathy. All the counsellors expressed how supporting CC clients is a regular occurrence for them but there were mixed opinions on how the police respond to CC. Some clients had negative feedback in relation to their client interactions with police that demonstrated sexist and discriminatory behaviour. Counsellors also expressed how more training needs to be provided to officers on CC and that officers need to have more empathy when dealing with survivors. It was clear that not one survivor or counsellor participant was fully satisfied in how the police respond, therefore more work needs to be done. To conclude this research is an explorative study and that there is more to find on how the police respond to CC. More research should be conducted in this area with a larger sample size, specifically for survivors to provide their experiences of interacting with police. Although progress has been made, more improvements can be done.

Recommendations

For Police

1. Forces should facilitate interactive training that utilises speakers ranging from academics to survivors to teach police to enable knowledge exchange on how they can improve their response to CC
2. Although e-learners can still be utilised for training, this should be in balance with face-to-face training to ensure that officers are receiving a substantial amount of knowledge on CC
3. Officers need to understand how to consistently use risk assessments more effectively by not viewing it as a tick box exercise as the survivor's safety is at stake.
4. Officers require more awareness on what CC entails and straying away from the ideology that physical injury must occur to identify abuse.
5. The police need to collaborate with more DA organisations to understand the perceptions of CC survivors as some officers displayed survivor blaming attitudes
6. It should be mandatory that response teams have regular meetings on how they responded to DA incidents and what areas they could improve on
7. Police culture training should be taught to officers to avoid discriminatory behaviours reaching the survivors they are in contact with

To the College of Policing

1. Work with Police Services to assess how they are responding to CC and do yearly reports on how effective forces police response is
2. Training courses should be provided to Police Services on how to shift away from traditional police cultures and how the police can effectively respond to CC
3. Training courses should also be provided to Police Services on how to evidence investigations

4. Provide examples of good police practice when responding to CC so forces can put their skills to good practice

Nationally

1. The DARA risk assessments need its answers to be revised as it does not allow for survivors to expand on their answers which can prevent acts of CC going undisclosed
2. Guidance should be provided to all Police Services on how they can evidence and respond to CC incidents
3. DASH needs to be revised to shift from prioritising physical violence to include all forms of abuse

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Appendices

Appendices A: Participant information Sheet for Survivors

<p style="text-align: center;"> Canterbury Christ Church University</p> <p style="text-align: center;">Perceptions of Victims and Police Officers Regarding the Police Response to Domestic Abuse in the South of England</p> <p style="text-align: center;">PARTICIPANT INFORMATION</p> <p>A research study is being conducted at Canterbury Christ Church University (CCCU) by Sarah Elgezouli under the supervision of Dr. Martin O'Neill and Dr. Emma Williams</p> <p>Please refer to our Research Privacy Notice for more information on how we will use and store your personal data.</p> <p style="text-align: center;">Background</p> <p>Historically, the police have had many difficulties when responding to domestic abuse. Despite this, there have been many improvements in police forces when dealing with calls centred around domestic abuse. The offence of coercive control has recently been criminalised in England and Wales (Robinson et al., 2018). According to section 76 of the Serious Crime Act, it is an offence if an individual consistently engages in controlling or coercive behaviour over another (Robinson et al., 2018). Professionals saw the criminalization of coercive control as a stepping-stone to improve the response to DA (Soliman, 2019). It is important to remember that domestic abuse/ coercive control is complicated as it can easily go unidentified by individuals and professionals. This is the opportunity for participants to engage in help police in developing their response to domestic abuse calls. This research is aimed at speaking to those that have interacted with police when responding to these incidents and gather what changes need to be made from police officers themselves. Importantly, this research will NOT require victims to speak on the incident itself, only their perceptions of how the police responded as it may help to improve police responses in the future. From that, a summary report for [REDACTED] and a Thesis will be created underpinning what needs to be changed in the Police response to coercive control in England and Wales.</p> <p style="text-align: center;">What will you be required to do?</p> <p>Participants in this study will speak to the researcher for approximately 45 minutes to an hour about their experience of supporting those that have interacted with Police Officers during incidents of coercive control/ domestic abuse. Participants will also be reminded that they will not have to speak of the incident that occurred itself but only their clients experience with the Police will be necessary for the research. They will also be informed that they can withdraw from the interview at any point they feel is necessary. The interview will take place either via telephone or Skype depending on the participants choice. The participant must be in a secluded area of their home to take part in the interview to avoid any distractions or anyone in their household hearing the interview. Upon the commencement of the interview, participants will be asked on a few demographic questions, such as their age, ethnicity, their role, etc.</p>	<p style="text-align: center;">To participate in this research you must:</p> <ul style="list-style-type: none">• You must NOT be in a current relationship with the perpetrator• You must NOT live with the perpetrator• You must have been involved in an incident of domestic abuse that was reported to the Police within the previous three years• That report must have been investigated by the Police• You must NOT speak about the domestic abuse incident that you have experienced, only your perceptions of the police response will be necessary for the research <p style="text-align: center;">OR</p> <ul style="list-style-type: none">• You must be a Counsellor and have clients that have experienced domestic abuse/ coercive control and have interacted with the police during these incidents <p style="text-align: center;">Procedures</p> <p>You will be asked to take part in a virtual interview either via telephone or Skype at a time and date organised that is convenient for you. The interview will approximately run for 45 minutes to an hour. You will be asked for your consent to be audio recorded from the website where the interview will take place or on an encrypted audio recording device. If the interview takes place via telephone, an encrypted recording device will be utilised. If participants decline, notes will be taken throughout the interview. You do not need to answer any questions you are uncomfortable with. If you do feel distressed, we will end the interview and will signpost you to venues of support. All participants will be assigned a code name so that their real name will not be used. Only the researcher will know of the participant's real name.</p> <p style="text-align: center;">Feedback</p> <p>The results will be written up in the form of a report [REDACTED] publications. If you are interested in seeing this, please contact the researcher who will provide you with a copy.</p> <p style="text-align: center;">Confidentiality and Data Protection</p> <p>The following categories of personal data (as defined by the General Data Protection Regulation (GDPR)) will be processed:</p> <ul style="list-style-type: none">• Your name will be used on the consent form and if you wish to withdraw <p>Your personal data will be anonymised and kept confidential</p> <p>Data can only be accessed by, or shared with:</p>
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Perceptions of Survivors and Police Officers Regarding the Police Response to Domestic Abuse

- Myself as the principal researcher and my supervisors

The identified period for the retention of personal data for this project:

- Audio recordings will be destroyed once they are transcribed
- All data is destroyed after five years
- Consent forms are destroyed upon completion in 2021

If you would like to obtain further information related to how your personal data is processed for this project please contact Sarah Elgezouli at se247@canterbury.ac.uk

You can read further information regarding how the University processes your personal data for research purposes at the following link: Research Privacy Notice - <https://www.canterbury.ac.uk/university-solicitors-office/data-protection/privacy-notices/privacy-notices.aspx>

Dissemination of results

The finished thesis will be published in the Canterbury Christ Church Library and the research will also be written up as a report for [REDACTED]. These are available upon request.

Process for withdrawing consent to participate

You are free to withdraw your consent to participate in this research project at any time without having to give a reason. To do this feel free to email me or my supervisors within two weeks of your interview without having to give a reason. If you wish to withdraw during the interview, feel free to as you are not obliged to continue. If you have any questions or concerns about the nature, procedures or requirements for participation do not hesitate to ask me.

You may read further information on your rights relating to your personal data at the following link: Research Privacy Notice - <https://www.canterbury.ac.uk/university-solicitors-office/data-protection/privacy-notices/privacy-notices.aspx>

Any questions?

Please contact Sarah Elgezouli from the MSc By Research in Policing programme via email se247@canterbury.ac.uk
School of Law, Criminal Justice and Policing, North Holmes Road, Canterbury, CT1 1QU

Perceptions of Survivors and Police Officers Regarding the Police Response to Domestic Abuse

Appendix B: Participant Information Sheet for Police



Perceptions of Victims and Police Officers Regarding the Police Response to Domestic Abuse in the South of England

PARTICIPANT INFORMATION

A research study is being conducted at Canterbury Christ Church University (CCCU) by Sarah Elgezouli under the supervision of [Dr. Martin O'Neill](#) and [Dr. Emma Williams](#)

Please refer to our [Research Privacy Notice](#) for more information on how we will use and store your personal data.

Background

There have been many successful developments in how the police respond to domestic abuse. Historically, academics have debated the obstacles that police officers face when responding to coercive control, particularly in relation to police officers understanding the term means and what officers look for when responding to reports. This research wishes to delve into victim's experiences as well as the police perspective, in relation to responding to domestic abuse involving coercive and controlling behaviour. This research is aimed at identifying best practice from both different perspectives. A summary report will be created for Kent Police relating to the findings.

What will you be required to do?

Participants in this study will speak to the researcher for approximately 45 minutes to an hour on their experience of responding to domestic abuse incidents that involve coercive or controlling behaviour. The interviews will take place virtually (using Cisco [Webex](#)) and you will be sent a link in order to access the platform. The interview will be audio recorded through the website. If a participant declines to be audio recorded, notes will be taken. The participant should be in a secluded area of their home to take part in the interview to avoid any distractions or anyone hearing the interview. Upon the commencement of the interview, participants will be asked a few demographic questions; such as their age, ethnicity, time spent in the Police and previous roles.

To participate in this research you must:

- Be a uniformed response officer in [REDACTED]
- Have responded to a domestic abuse incident within the past year

Procedures

You will be asked to take part in a virtual interview over Cisco [Webex](#) at a time and date convenient for you. The interview will take 45 minutes to an hour. It will only be undertaken with your consent.

The whole interview will audio recorded. Should participants decline, notes will be taken throughout the interview. You do not need to answer any questions you are uncomfortable with. If you do feel distressed, we will end the interview and will signpost you to venues of support. All participants will be assigned a code name so that their real name will not be used. Only the researcher will know of the participant's real name.

Feedback

The results will be written up in the form of a report for [REDACTED] and other publications. If you are interested in viewing these, please contact the researcher who will provide you with a copy.

Confidentiality and Data Protection

The following categories of personal data (as defined by the [General Data Protection Regulation](#) (GDPR)) will be processed:

- Your name will be used on the consent form and if you wish to withdraw.

Data can only be accessed by, or shared with:

- Myself as the principal researcher and my supervisors
- The identified period for the retention of personal data for this project:
- Audio recordings will be destroyed once they have been transcribed
- All data is destroyed after five years
- Consent forms are destroyed after completion in 2021

If you would like to obtain further information related to how your personal data is processed for this project please contact Sarah Elgezouli at se247@canterbury.ac.uk

You can read further information regarding how the University processes your personal data for research purposes at the following link: Research Privacy Notice - <https://www.canterbury.ac.uk/university-solicitors-office/data-protection/privacy-notices/privacy-notices.aspx>

Dissemination of results

The finished thesis will be published in the Canterbury Christ Church Library and the research will also be written up as a report for [REDACTED]. These are available upon request.

Process for withdrawing consent to participate

You are free to withdraw your consent to participate in this research project at any time without having to give a reason. To do this feel free to email me or my supervisors within two weeks of your interview without having to give a reason. If you wish to withdraw during the interview, feel free to as you are not obliged to continue. If you have any questions or concerns about the nature, procedures or requirements for participation do not hesitate to ask me.


You may read further information on your rights relating to your personal data at the following link:

Research Privacy Notice - <https://www.canterbury.ac.uk/university-solicitors-office/data-protection/privacy-notices/privacy-notices.aspx>

Any questions?

Please contact Sarah Elgezouli from the MSc By Research in Policing programme via email se247@canterbury.ac.uk
School of Law, Criminal Justice and Policing, North Holmes Road, Canterbury, CT1 1QU

Appendix C: Consent form for participants

 <p>CONSENT FORM</p> <p>Title of Project: Perceptions of Victims and Police Officers Regarding the Police Response to Domestic Abuse in the South of England</p> <p>Name of Researcher: Sarah Elgezouli</p> <p>Contact details:</p> <p>Address: Faculty of Social <u>And</u> Applied Sciences North Holmes Rd Canterbury Kent CT1 1QU</p> <p>Email: <u>se247@canterbury.ac.uk</u></p> <p style="text-align: center;">Please initial box</p> <ol style="list-style-type: none"> 1. I confirm that I have read and understand the participant information for the above project and have had the opportunity to ask questions. 2. (If applicable) I confirm that I agree to take part in a virtual interview either via telephone or over Cisco <u>Webex</u> and any audio and/or visual recordings. 3. I understand that any personal information that I provide to the researchers will be kept strictly confidential and in line with the University <u>Research Privacy Notice</u>. 4. I understand that my participation is voluntary and that I am free to withdraw my participation at any time, without giving a reason. 5. I agree to take part in the above project 6. I understand that disclosure of gross misconduct will need to be reported. 	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">Researcher:</td> <td style="width: 33%;">Date:</td> <td style="width: 33%;">Signature:</td> </tr> <tr> <td>Sarah Elgezouli</td> <td></td> <td></td> </tr> </table> <p>Copies: 1 for participant 1 for researcher</p>	Researcher:	Date:	Signature:	Sarah Elgezouli		
Researcher:	Date:	Signature:					
Sarah Elgezouli							

Name of Participant:	Date:	Signature:
Name of person taking consent (if different from researcher)	Date:	Signature:

Appendix D: Demographic Survey Police

<p># Demographic Survey (Police)</p> <p><u>Please fill out this survey for a great research. The answers that you provide will be kept confidential</u></p> <p>Please place an X next to the appropriate answers below</p> <p>What is your gender?</p> <p><input type="radio"/> Male</p> <p><input type="radio"/> Female</p> <p><input type="radio"/> Other</p> <p><input type="radio"/> Prefer not to say</p> <p>What is your age?</p> <p><input type="radio"/> 18 to 25</p> <p><input type="radio"/> 26 to 35</p> <p><input type="radio"/> 36 to 50</p> <p><input type="radio"/> 51 to 65</p> <p><input type="radio"/> Over 65</p>	<p>What is your ethnicity?</p> <p><input type="radio"/> White</p> <p><input type="radio"/> Mixed/ multiple ethnic groups</p> <p><input type="radio"/> Asian</p> <p><input type="radio"/> Black/ African/ Caribbean</p> <p><input type="radio"/> <u>Other</u> ethnic group</p> <p><input type="radio"/> Prefer not to say</p> <p>Time Spent in Career?</p> <p><input type="radio"/> 0-5 years</p> <p><input type="radio"/> 10+ years</p> <p><input type="radio"/> 20+ years</p> <p><input type="radio"/> 30+ years</p> <p><input type="radio"/> 40+ years</p> <p>What is your current position within the Police?</p> <p>_____</p> <p>What previous roles did you have within the Police?</p> <p>_____</p> <p>_____</p> <p>_____</p>
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Appendix E: Demographic Survey for Counsellors

<p>Demographic Survey</p> <p><u>Please fill out this survey for a great research. The answers that you provide will be kept confidential</u></p> <p>Please place an X next to the appropriate answers below</p> <p>What is your gender?</p> <p><input type="radio"/> Male</p> <p><input type="radio"/> Female</p> <p><input type="radio"/> Other</p> <p>What is your age range??</p> <p><input type="radio"/> 17 to 25</p> <p><input type="radio"/> 16 to 35</p> <p><input type="radio"/> 36 to 50</p> <p><input type="radio"/> 51 to 65</p> <p><input type="radio"/> Over 65</p>	<p>What is your ethnicity?</p> <p><input type="radio"/> White</p> <p><input type="radio"/> Mixed/ multiple ethnic groups</p> <p><input type="radio"/> Asian</p> <p><input type="radio"/> Black/ African/ Caribbean</p> <p><input type="radio"/> Other ethnic group</p> <p><input type="radio"/> Prefer not to say</p> <p>What is your role?</p> <p>What qualifications do you have?</p> <p>What is your experience in your role? How many years have you been doing it for?</p>
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Appendix F: Demographic Survey for Survivors

Demographic Survey

Please fill out this survey for a great research. The answers that you provide will be kept confidential.

Please place an X next to the appropriate answers below

What is your gender?

Male

Female

Other

What is your age range?

17 to 25

16 to 35

36 to 50

51 to 65

Over 65

What is your ethnicity?

White

Mixed/ multiple ethnic groups

Asian

Black/ African/ Caribbean

Other ethnic group

Prefer not to say

Appendix G: Questions for Survivor Participants

Proposed Victim Questions

1. Was the incident reported to the police?
2. How quickly did the police arrive after it was reported?
3. What did the police do when they initially turned up?
4. How did the police make you feel when they spoke to you?
5. Were you satisfied with your interaction with the police?
6. What kind of safety interventions did the police provide to you?
7. Were you given a point of contact to check the progress of the case?
8. Were you updated regularly with the progress of the case?
9. What was the outcome of your report?
10. Would you contact the police again in the future based off your interaction with them?
11. What do you think the police could have done better in the situation?
12. Any recommendations on how the police could improve?


Appendix H: Questions for Police Officer Participants Appendix I: Questions for Counsellors Participants

Interview questions for Counsellor participants

1. How often do you support victims of domestic abuse? How many of those cases relate to Coercive control?
2. What training and/or understanding do you have of coercive control?
3. When you have had clients who are DA victims, what proportion have reported to the police? Why do you think this is?
4. What sense do you get of the time police take to respond to these incidents?
5. What kind of safety interventions do the police provide to your clients in domestic abuse cases and where coercive control has been identified? Is the response the same?
6. what points of contact (if any) are your clients provided to check the progress of the case?
7. According to your client's cases, have the police conducted risk assessments and were they graded accurately? Is this the same with DA cases where coercive control is an element?
8. Please provide some examples of good practice by the police when interacting with your client(s) in a) DA cases and b) those with a coercive control element? What effect did the good practice have on your client(s) in both cases?
9. Please also provide some examples where the police response demonstrated poor practice in both types of cases. What effect did the poor practice have on your client (s)?
10. From your experiences with clients, how could the police response to a) domestic abuse and b) domestic abuse where coercive control is evident, be improved?
11. Have you any experiences in which you are a survivor of DA and you have interacted with the police during this time?
12. Based upon what you hear from your clients, overall do you think that they are happy with the police response they received?

Appendix J: Risk Assessment for Participants

Perceptions of Survivors and Police Officers Regarding the Police Response to Domestic Abuse

DATE of Assessment:	08/06/2020	RD ETHICS APPLICATION REFERENCE No:	[Enter the RD ethics application reference]	 <p style="font-weight: bold; font-size: 1.2em;">RESEARCH HEALTH AND SAFETY - RISK ASSESSMENT</p>
Assessed by:	Sarah Elgezouli	SCHOOL/DEPARTMENT:	School of Law, Criminal Justice and Policing	
NATURE OF ACTIVITY:	Research Study for Master's Involving Interviews With Participants		DATE OF ACTIVITY: July to September 2020	
LOCATION:	Canterbury Christ Church University	NEXT H&S RISK REVIEW DATE:	[maximum 3 years after date of assessment]	
REVIEWED BY*: <small>(for students only)</small>	Dr Martin O'Neill	REVIEW DATE*: <small>(for students only)</small>	[01.09.20]	
APPROVED BY**:	Dr Dominic Wood, Head of School, <i>DMW</i>	APPROVAL DATE:	12/06/2020	

*For students: Your Academic Supervisor should review this form with you before it is sent for approval

**Heads of School/Departments are ultimately responsible for Health and Safety Risk Assessments within their area, however, they may nominate senior members of staff (such as a manager or senior lecturer) who have undertaken the University Health & Safety Risk Assessment training to support them by approving risk assessments under their control.

Hazard/Risk	Persons at Risk & Nature of harm	Current Control Measures	Risk Rating (High /Medium /Low)	Additional Control Measures Required	Revised Risk Rating (High/ Medium /Low)	Action by who	Action by when	Date action complete
A hazard is anything that <u>may</u> cause physical or mental harm, e.g. lone working, travel (domestic and international),	State here who is at risk – this could be an individual or a group of people and the type of harm they are at risk of.	Describe the measure(s) that you have in place to reduce or remove the risk of the hazard occurring.	See table below.	Describe any other measure(s) that could be applied to further reduce or remove the risk of the hazard occurring. Additional measures are mandatory should the risk outcome be rated as medium or high.	See table below.	Who is responsible for the management of this risk	Date control measures need to be implemented by.	This should be completed once the risk has been managed.

Risk rating	Likelihood of Harm				
	1 Very unlikely	2 Unlikely	3 – 50 / 50 likelihood	4 – Likely	5 – Very likely / certainty
1 – Minor injury or illness	Low	Low	Low	Low	Medium
2 – Moderate injury or illness	Low	Low	Medium	Medium	High
3 – "3 day injury" or illness	Low	Medium	Medium	High	High
4 – Major injury or illness	Low	Medium	High	High	High
5 – Fatality	Medium	High	High	High	High

Risk rating	Action to follow
Low	No additional actions. Ensure controls in place are maintained.
Medium	Improve risk reduction measures within specified timescale.
High	Stop or restrict activity and make appropriate improvements immediately

Perceptions of Survivors and Police Officers Regarding the Police Response to Domestic Abuse

Hazard/Risk	Persons at Risk & Nature of harm	Current Control Measures	Risk Rating (High /Medium /Low)	Additional Control Measures Required	Revised Risk Rating (High/ Medium /Low)	Action by who	Action by when	Date action complete
sensitive research topic etc.								
<i>For example: Lone travel in unfamiliar area</i>	<i>Researcher personal safety</i>	<ul style="list-style-type: none"> • Pre plan the route to be taken and print off a local map • Inform a colleague and/or supervisor of planned travel itinerary • Inform a colleague and/or supervisor 1) when arrive at planned destination and 2) when the <u>days</u> activities have been safely completed • Arrange the activities to avoid travelling in the dark 	Low	<ul style="list-style-type: none"> • Arrange a travel companion 	Low	Researcher	Date(s) of research activity involving lone travel	After completion of lone travel
Audio Recording of Participants	Participants may feel uncomfortable being recorded	Participants will be asked to be audio recorded for the duration of the interview. An audio recording encrypted device will be used. However, if the interview takes place over Skype, the site allows the researcher to record the interview at the click of a button. This can be done without the participant's face being shown to secure anonymity. If the participant requests not to be recorded, written notes can be made as an alternative.	Low		Low	Researcher	Date(s) of research activity involving interviews	Prior to interviews taking place
Confidentiality and anonymity	All participants	Confidentiality and data protection requirements will be discussed at the start of interviews. On completion of interviews/data collection all data will be made anonymous (personal information will be removed) and participant data will include an alias for participants rather than their real names. Audio recorded material will be recorded onto a non-encrypted/non-password recording device and then immediately on to encrypted University computers. Original audio recordings will be erased.	Low		Low	Researcher	Date(s) of research activity involving interviews	Prior to interviews taking place

Perceptions of Survivors and Police Officers Regarding the Police Response to Domestic Abuse

Hazard/Risk	Persons at Risk & Nature of harm	Current Control Measures	Risk Rating (High /Medium /Low)	Additional Control Measures Required	Risk Rating (High/ Medium /Low)	Action by who	Action by when	Date action complete
Inability to give consent	All Participants	Whilst victim participants will be recruited through ██████████ for the police officer perceptions), the professionals involved with these organisations will judge whether participants are suitable for this study. In addition, the researcher will seek informed consent at the beginning of the study and interviews, ensuring that the research conforms to appropriate ethical principles	Low	Consent and ability to give consent will be paramount considerations throughout the process.	Low	Researcher	Date(s) of research activity involving interviews	Prior to interviews taking place
Health and safety of premises	Location is not fit/accessible for research interviews	In the event of the Coronavirus lockdown being lifted, the locations where the interviews will take place will already have their own health and safety measures. I will inform participants of the fire exits in the building as well as any requirements of the building's occupiers. It is likely that interviews will take place on either police premises or ██████████ premises, so this is unlikely to present any particular issues.	Low	Awareness of health and Safety protocols at each venue (researcher), from the hosting organisation, and agreement to follow any safety protocols required for visiting premises.	Low	Researcher	Date(s) of research activity involving interviews	Prior to interviews taking place
Participant withdrawal from study	Participants feeling obliged to take part in study when they do not have to	Prior to the study, all participants will sign a consent form which states that they can withdraw from the study at any point. If participants change their decision to partake in the study, they can email about this change within two weeks of the interview	Low	Verbally inform participants before the interview that they can terminate the interview if they feel the need to do so, or if they wish to have a break at any point	Low	Researcher	Date(s) of research activity involving interviews	Prior to interviews taking place
Interviews not capable of being face to face because of Coronavirus outbreak	All involved in research	Contingencies in place to conduct interviews virtually. For instance, via Skype, Microsoft Teams, Blackboard Collaborate which can utilise audio recording. For victims, they have the choice of having their interview via Skype or telephone. Police participants will be utilising Cisco Webex for their interviews.	Low	Participants will be informed of the virtual interview through initial contact, their participant information sheet, and at the beginning of each interview	Low	Researcher	Date(s) of research activity involving interviews	Prior to interviews taking place
Participants being overheard by the perpetrator or others present	Participant at risk of being overheard by the perpetrator	As part of the criteria for the interviews, participants must not be in a relationship with the perpetrator. In addition, victims must not live with the perpetrator. They will be informed of this through the participant information sheet.	Low	The criteria for the interview will be provided to participants through the information sheet. They will also be informed through the participant information sheet and at the beginning of the interview, to move to a	Low	Researcher	Date(s) of research activity involving interviews	Prior to interviews taking place

Perceptions of Survivors and Police Officers Regarding the Police Response to Domestic Abuse

Hazard/Risk	Persons at Risk & Nature of harm	Current Control Measures	Risk Rating (High /Medium /Low)	Additional Control Measures Required	Revised Risk Rating (High/ Medium /Low)	Action by who	Action by when	Date action complete
		All data will be stored securely on University encrypted computers in accordance with the GDPR and Data Protection Act 1998.						
Breach of confidentiality in relation to potential harm	All participants	Relevant organisations/ authority will be notified in order to prevent harm. This will be made clear in both the Participant Information sheet and the Consent form.	Low	Speak with ██████████ to create a safety and care plan	Low	Researcher	Date(s) of research activity involving interviews	Prior to interviews taking place
Research topic on police response to domestic violence/ coercive control	All participants may feel distressed when discussing these incidents and the police	Participants are not obliged to be involved in the study if they are not comfortable in doing so. They will be reminded of this before the interview commences and can end the interview at any point if they wish. Discussions will relate to how they were treated in the investigation, NOT what happened to them. Importantly, the researcher has been thoroughly vetted and accepted through the ██████████ vetting process. The researcher has also been vetted and accepted by ██████████. Importantly, the researcher has previously worked with and supported victims at Victim Support for two years. The researcher also specialised in providing support to domestic abuse victims. Therefore, the researcher is familiar with discussions related to domestic abuse.	Low	Speak with the organisations involved to create procedures/processes to prevent psychological distress. ██████████ can also provide support to the researcher or participant if emotional distress occurs as a result of the interview discussions, but this is unlikely due to concentration on police practices.	Low	Researcher	Date(s) of research activity involving interviews	Prior to interviews taking place
Paperwork containing notes/USB containing audio recording and notes	Participants confidentiality and anonymity breached, if the USB or paperwork is lost or stolen	Data consisting of information from the research process will be saved on the encrypted USB. Once this is completed, the data will be destroyed once uploaded onto the main encrypted University computer system. All data will be destroyed at an appropriate time following completion of the MSc by Research in Policing, complying with the CCCU confidential waste policy.	Low	Inform Participants of the steps taken to prevent this from happening	Low	Researcher	Date(s) of research activity involving interviews	Prior to interviews taking place

Hazard/Risk	Persons at Risk & Nature of harm	Current Control Measures	Risk Rating (High /Medium /Low)	Additional Control Measures Required	Revised Risk Rating (High/ Medium /Low)	Action by who	Action by when	Date action complete
	or others in their household	As well as that, participants will be informed to move to a secluded spot in their home to avoid others who they live with overhearing the interview. This is to ensure anonymity and confidentiality		secluded spot in their home to avoid others overhearing the interview and to avoid any distractions				

All members of staff and where relevant students affected by this risk assessment are to sign and date to confirm they have read and understood it and will abide by it.

NAME	SIGNATURE	DATE

Perceptions of Survivors and Police Officers Regarding the Police Response to Domestic Abuse


GUIDANCE NOTES:

1. This risk assessment form is designed to capture health and safety risks **only**.
2. Research projects will potentially carry certain risks to the physical or mental health and safety of the researcher(s), participants and the general public. Your risk assessment should consider what in your project might cause harm, how it may cause harm and the people who might be affected. It should take into account any control measures which are already in place and identify what, if any, further controls are required.
3. The potential health and safety hazards in research are many and varied. Each research project is different but included in the list below are suggestions for some things that you may wish to consider. Please note that this is by no means an exhaustive list and you should review the available guidance materials (refer to point 6 below) and consider your own project carefully to determine the risks and appropriate control measures:

Risk area	Potential hazards to consider
International travel	<ul style="list-style-type: none">• Researcher safety due to lone travel in an unfamiliar location• Loss of travel documents/money• Potential of extreme weather due to season e.g. monsoon/cyclones
Domestic travel	<ul style="list-style-type: none">• Lone travel on public transport• Driving long distances
Lone working	<ul style="list-style-type: none">• Potential emotional/physical harm to researcher from participants• Researcher fatigue due to intense research schedule over multiple locations
Research location/Fieldwork	<ul style="list-style-type: none">• Site specific safety• Access to emergency services/health care due to remote location
Mental overload/Stress	<ul style="list-style-type: none">• Harm to researcher wellbeing from overworking due to intense research schedule
Emotional harm/hurt	<ul style="list-style-type: none">• Distress to participants due sensitive research topic• Distress to researcher due to participant/general public negative reactions

4. You should be able to show from your risk assessment that:
 - a proper check was made
 - all people who might be affected were considered
 - all significant risks have been assessed
 - the precautions/control measures are reasonable
 - the remaining risk is low
 5. You **do not** need to include insignificant risks. You **do not** need to include risks from everyday life unless your research activities increase the risk.
 6. For staff: Further guidance on Health and Safety Risk assessments can be found at the links below:
 - a. [University web pages](#) - these include example risk assessment forms e.g. Travel
 - b. [Responsible research - Managing health and safety in research: guidance for the not-for-profit sector](#) – this explores all aspects of Health & Safety within a range of research projects and includes case studies – for example ‘Case Study 1 – A risk assessment of a social science research project’ (p.18-19).
 7. For students: Please seek further advice from your supervisor who will be able to access the guidance above.
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Appendix K: Data Sharing Agreement for Police

 <p>Information agreement and data protection statement between Sarah Elgezouli (MSc Researcher, Social and Applied Sciences, Canterbury Christ Church University) and Rubicon Cares</p> <p>The purpose of this document is to outline the roles and responsibilities of parties involved in this research</p> <p>Project Title: Perceptions of Victims and Police Officers Regarding the Police Response to Coercive Control in the South of England</p> <p>Principle Researcher: Sarah Elgezouli</p> <p>Research Supervisor(s): Dr Martin O'Neill, Dr Emma Williams</p> <p>Data Subjects: Participants from [redacted] Police Constables from [redacted]</p> <p>Data Controller: Canterbury Christ Church University</p> <p>Data Processor: Sarah Elgezouli</p> <p>Data Protection Officer: Robert Melville Assistant University Secretary Canterbury Christ Church University Rochester House St George's Place Canterbury CT1 1UT</p> <p>E-mail: dp.officer@canterbury.ac.uk Telephone: 01227 767700</p> <p>Legal Basis of data collection: Consent</p>	<p>Methodology:</p> <p>Phase 1: In depth, semi-structured virtual (or telephone for victims) interviews will be conducted with ten victims that were impacted by coercive controlling behaviours. This will be convenient to collect data on the participant's experience, personal history and various perspective sensitive topics are discussed throughout. This methodology will provide information on feelings, beliefs, emotions, relationships and opinions of the interviewees. Participants will be handed a short questionnaire in order to gather data from those that are engaging in research</p> <p>Phase 2: Semi-structured virtual (Cisco Webex) interviews with ten, male (5) and female (5) participants. Participants will be asked on the importance of how effective they believe the police response to be to coercive control and how well equipped they are to deal with these incidents. The purpose of these interviews is to ascertain their experience with coercive control and any changes needed to improve domestic abuse training. The aim of interviewing police officers is to gain a different perspective on the police response to domestic abuse.</p> <p>Phase 3: Finally, in order to analyse the qualitative data gathered from all interviews and questionnaires, the software NVIVO will assist in the organising, storing and retrieving support the creation of a final report of recommendations to [redacted] on what needs to be changed in their response to coercive control.</p> <p>Details of Data Security and Data Handling to Ensure GDPR Compliance:</p> <ol style="list-style-type: none">1. Informed consent will be gained from all participants involved via an information sheet and participants can retain and the signed consent forms2. Data processor(s) will be security vetted by forces3. CCCU will be the only agency outside of [redacted] to receive information, and only the staff from within CCCU's social and applied sciences act in the research shall receive the information4. Information received will be stored in an independent encrypted database (CCCU) with password protection and access restricted to the named researchers only5. The data will be stored for six years to be in compliance with GDPR regulations, when researcher has left the University after completing their degree all material is handed to the supervisor Martin O'Neill and Emma Williams until the six years has past, for follow up research with participants.6. Hard copies of data (questionnaires) will be stored in a locked cabinet to which the researcher/ data processor/ school research assistant will have access, which is located in the House7. If electronic data needs to be physically transported between locations encrypted provided by the University will be used- However, this is unlikely to occur as it will be on CCCU computers
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8. Consent forms which contain names and contact details to be collected and transported separately from completed surveys.
9. Consent forms and surveys will be coded upon retrieval to allow any data subject to withdraw their data at any time (GDPR requirement)
10. Consent forms to be stored separately from any other data
11. No attempt will be made to match consent forms to completed surveys to ensure that raw data is suitably anonymised (with right to withdraw data accepted as above)
12. - No attempt will be made to identify individual participants from demographic data.
13. The identity of subjects taking part in interviews will be kept strictly confidential.
14. Only general trends will be reported in any writing
15. Recordings of interviews will be deleted once they have been transcribed to avoid voice-identifications
16. An audible log will be kept of data access and processing
17. The physical data will be stored until successful completion of the work and only anonymised responses will be stored for future use, if deemed necessary
18. University data protection policies will be strictly complied with

Name: Sarah Elgezouli

Date: 09/12/2019

Appendix L: Data Sharing Agreement for Survivors



Information agreement and data protection statement between Sarah Elgezouli (MSc Researcher, Social and Applied Sciences, Canterbury Christ Church University) and Rubicon Cares

The purpose of this document is to outline the roles and responsibilities of parties involved in this research

Project Title:

Perceptions of Victims and Police Officers Regarding the Police Response to Coercive Control in the South of England

Principle Researcher:

Sarah Elgezouli

Research Supervisor(s):

Dr Martin O'Neill, Dr. Emma Williams

Data Subjects:

Participants from [redacted] Police Constables from [redacted]

Data Controller:

Canterbury Christ Church University

Data Processor:

Sarah Elgezouli

Data Protection Officer:

Robert Melville
Assistant University Secretary
Canterbury Christ Church University
Rochester House
St George's Place
Canterbury
CT1 1UT

E-mail: dp.officer@canterbury.ac.uk
Telephone: 01227 767700

Legal Basis of data collection:

Consent

Methodology:

Phase 1: In depth, semi- structured virtual (or telephone for victims) interviews will be utilised with ten victims that were impacted by coercive controlling behaviours. This will be convenient in order to collect data on the participant's experience, personal history and various perspectives when sensitive topics are discussed throughout. This methodology will provide information that is based

CCPR GDPR/Information Sharing Agreement - Version 1.0 September 2018



on feelings, beliefs, emotions, relationships and opinions of the interviewees. Participants will also be handed a short questionnaire in order to gather data from those that are engaging in the research

Phase 2: Semi-structured virtual (Cisco Webex) interviews with ten, male (5) and female (5) police officers from [REDACTED]. Participants will be asked on the importance of how effective they believe they respond to coercive control and how well equipped they are to deal with these incidents. The emphasis for these interviews is to ascertain their experience with coercive control and any changes they feel that is needed to improve domestic abuse training. The aim of interviewing police officers is in order to gain a different perspective on the police response to domestic abuse.

Phase 3: Finally, in order to analyse the qualitative data gathered from all interviews and questionnaires, the software NVIVO will assist in the organising, storing and retrieving data. This will support the creation of a final report of recommendations to [REDACTED] on what needs to be changed in their response to coercive control.

Details of Data Security and Data Handling to Ensure GDPR Compliance:

1. Informed consent will be gained from all participants involved via an information sheet which participants can retain and the signed consent forms
2. Data processor(s) will be security vetted by forces
3. CCCU will be the only agency outside of [REDACTED] to receive the information, and only the staff from within CCCU's social and applied sciences actively involved in the research shall receive the information
4. Information received will be stored in an independent encrypted database (CCCU systems only) with password protection and access restricted to the named researchers only
5. The data will be stored for six years to be in compliance with GDPR regulations, when the researcher has left the University after completing their degree all material is handed over to the supervisor Martin O'Neill and Emma Williams until the six years has past, for the purpose of follow up research with participants.
6. Hard copies of data (questionnaires) will be stored in a locked cabinet to which the only researcher/ data processor/ school research assistant will have access, which is located at Glebe House
7. If electronic data needs to be physically transported between locations encrypted USB sticks provided by the University will be used- However, this is unlikely to occur as it will only be used on CCCU computers
8. Consent forms which contain names and contact details to be collected and transported separately from completed surveys.
9. Consent forms and surveys will be coded upon retrieval to allow any data subject to withdraw their data at any time (GDPR requirement)



10. Consent forms to be stored separately from any other data
11. No attempt will be made to match consent forms to completed surveys to ensure that raw data is suitably anonymised (with right to withdraw data accepted as above)
12. No attempt will be made to identify individual participants from demographic data.
13. The identity of subjects taking part in interviews will be kept strictly confidential.
14. Only general trends will be reported in any writing
15. Recordings of interviews will be deleted once they have been transcribed to avoid voice-identifications
16. An audible log will be kept of data access and processing
17. The physical data will be stored until successful completion of the work and only anonymised responses will be stored for future use, if deemed necessary
18. University data protection policies will be strictly complied with

Name: Sarah Elgezouli

Date: 09/12/2019

Appendix M: Initial Ethics Approval



Miss Sara Elgezouli

School of Law, Criminal Justice and Policing

Faculty of Social and Applied Sciences

22nd June 2020

Dear Sara

Confirmation of ethics approval: Doctoral Research Project

Your ethics application complies fully with the requirements for ethical and governance review, as set out in this University's Research Ethics and Governance Procedures, and has been approved.

You are reminded that it is your responsibility to follow, as appropriate, the policies and procedures set out in the [Research Governance Framework](#) and any relevant academic or professional guidelines.

Any significant change in the question, design or conduct of the study over its course will require an amendment application, and may require a new application for ethics approval.

It is a condition of approval that you **must** inform ethics@canterbury.ac.uk once your research has completed.

Wishing you every success with your research.

On behalf of

Faculty of Social and Applied Sciences Ethics Panel

dennis.nigbur@canterbury.ac.uk



Miss Sara Elgezouli

School Of Law, Policing And Social Sciences

Faculty of Science, Engineering and Social Sciences

10th March 2021

Dear Sara

Confirmation of project amendment ethics approval: Victim and police officer experiences of potential coercive control cases

Your application to amend your research project has been reviewed and approved.

You are reminded that it is your responsibility to follow, as appropriate, the policies and procedures set out in the [Research and Enterprise Integrity Governance Framework](#) and any relevant academic or professional guidelines.

Any further significant change in the question, design or conduct of the study over its course will require an amendment application, and may require a new application for ethics review.

It is a condition of approval that you **must** inform Canterbury once your research has completed.

Wishing you continued success with your research.

On behalf of

Faculty of Science, Engineering and Social Sciences Ethics Panel

ping.zheng@canterbury.ac.uk

