



Examining the acceptability and effectiveness of H.O.P.E cross-cultural training programme for professionals supporting victims of domestic abuse and sexual violence (DASV)

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Programme and context

- 2020-2021 H.O.P.E National Meetings during C19
- 2020 H.O.P.E Report with a number of recommendations
- Cultural competence should be a core requirement across the sector, helping organisations better understand and respond to the needs of Black, Asian and other minoritised victims of domestic abuse.
- Funded by Lloyds TSB Foundation & Supported by Safelives
- 12 webinars all speakers from black , Asian or Minority Ethnic backgrounds running from March 2021-November 2021
- Chaired by Founder & Director of H.O.P.E
- Webinar registration ranges from 127-276 bookings average attendance 110

2021 H.O.P.E CCT Webinars
23/03/2021: Natasha Broomfield-Reid - Race and Privilege
15/04/2021: Hibo Wardere – Why Female Genital Mutilation needs to be discussed
29/04/2021: Naomi Donald – From reporting domestic abuse as a survivor to gaining a successful prosecution
15/05/2021: Ngozi Fulani – In conversation with Sistah Space
08/06/2021: Jahnine Davis – Strong Black girls also experience abuse
01/07/2021: Dr Prospera Tadam – Witchcraft and Spiritual abuse is not just a hidden issue
27/07/2021: Sahdaish Pall BEM, Sikh Women’s Action Network (SWAN) – Discussing sexual abuse/exploitation/grooming within the Sikh community
02/09/2021: Salim Khalifa – LGBTQ+ communities and domestic abuse
21/09/2021: Jenni Berlin and Sophie Wainwright, The Traveller Movement – Domestic abuse within the Traveller community
28/10/2021: Bal Kaur Howard – Discussing Modern Slavery
11/11/2021: Craig Pinkney – Working with Black men and boys
15/11/2021: Imran Manzoor – Incels and online hate

Methodology & participant profile

- Pre- and post- training online survey data collected from participants – demographic details, profession, expectations for the training, confidence and knowledge (five-point Likert scale).
- Open-ended responses regarding participants' views of the CCT session.
- Virtual interviews with 10 CCT trainers –recorded and transcribed using speech to-text software.
- Predominantly White audience (approx. **78%**)
- Only **36%** had previously received training on cultural competency
- Only **19%** had received guidance and help from their employer in relation to working with racially minoritised clients
- Most participants in frontline roles or work within statutory, health or educational services.

Quantitative findings

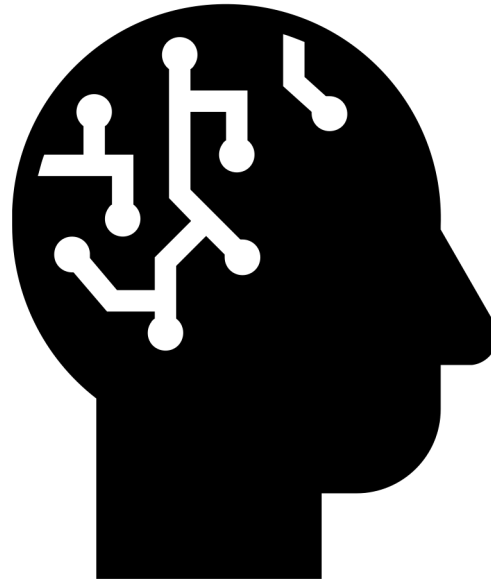
- N=147 matched pre- and post-intervention survey responses
- Self-reported knowledge and confidence ratings analysed using Wilcoxon Signed-Rank Test in SPSS v28
- Post-survey responses showed a **statistically significant increase** in self-reported knowledge of cross-cultural issues ($Z = -9.385$, $p = < 0.01$)
- Median knowledge scores rating was 1 (Some Confidence) and 2 (Fairly Confident) pre-training and post-training respectively.
- Post-survey responses also showed a **statistically significant increase** in self-reported confidence in supporting survivors from diverse cultural ethnic backgrounds ($Z = -8.288$, $p = < 0.01$), with median scores at 1 pre- training and 2 post-training

Qualitative findings



**Talking about adultification
bias for black girls**

Knowledge



**Understanding how family,
friends and community can
have a huge impact on
reporting to the police**

**The barriers to reporting in
various communities**

**Accepting that certain things do
happen in society, for instance
people being labelled as witches**

Unconscious bias, also about examining my own attitudes towards race as person of colour and how I am with other people of colour

Self - reflection



I had made assumptions about which groups may perpetrate such behaviour

The privilege questionnaire - the results for my own responses was a surprise

Next time I have someone approach me for 40p in the street... what might be going on for them

[Trainer's] personal journey captures the audience and makes us question society and how we can redress the issues faced by these women

Lived experience



Hearing quotes from girls who partook in the research - personal experience always helps learning stick for me

Honest conversation about lived experience

The [case study] really highlighted the fundamental issues facing women

I came on to this training to increase knowledge so I can use this to support my training delivery to staff in children and family services

Learning outcomes

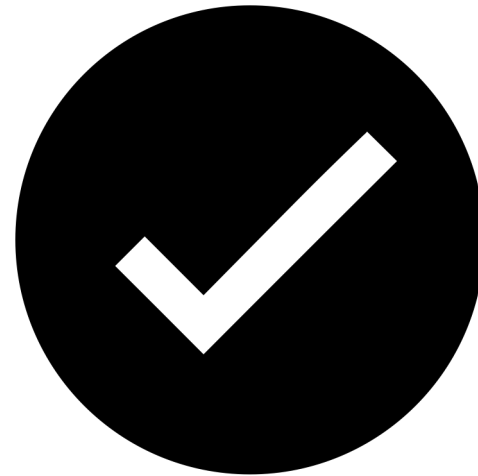


It was very thought provoking and raised awareness of the many other factors that can get overlooked or downplayed making life even more complex for survivors from Black communities

Hearing explanations of concepts explained very clearly in a way that I feel I could repeat to others in the future

Is our service as knowledgeable as it needs to be to support victims/survivors of FGM / breast ironing?

Feedback



Practice-focused

More time

Solution-focused

**More time for
interaction**

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Interview findings

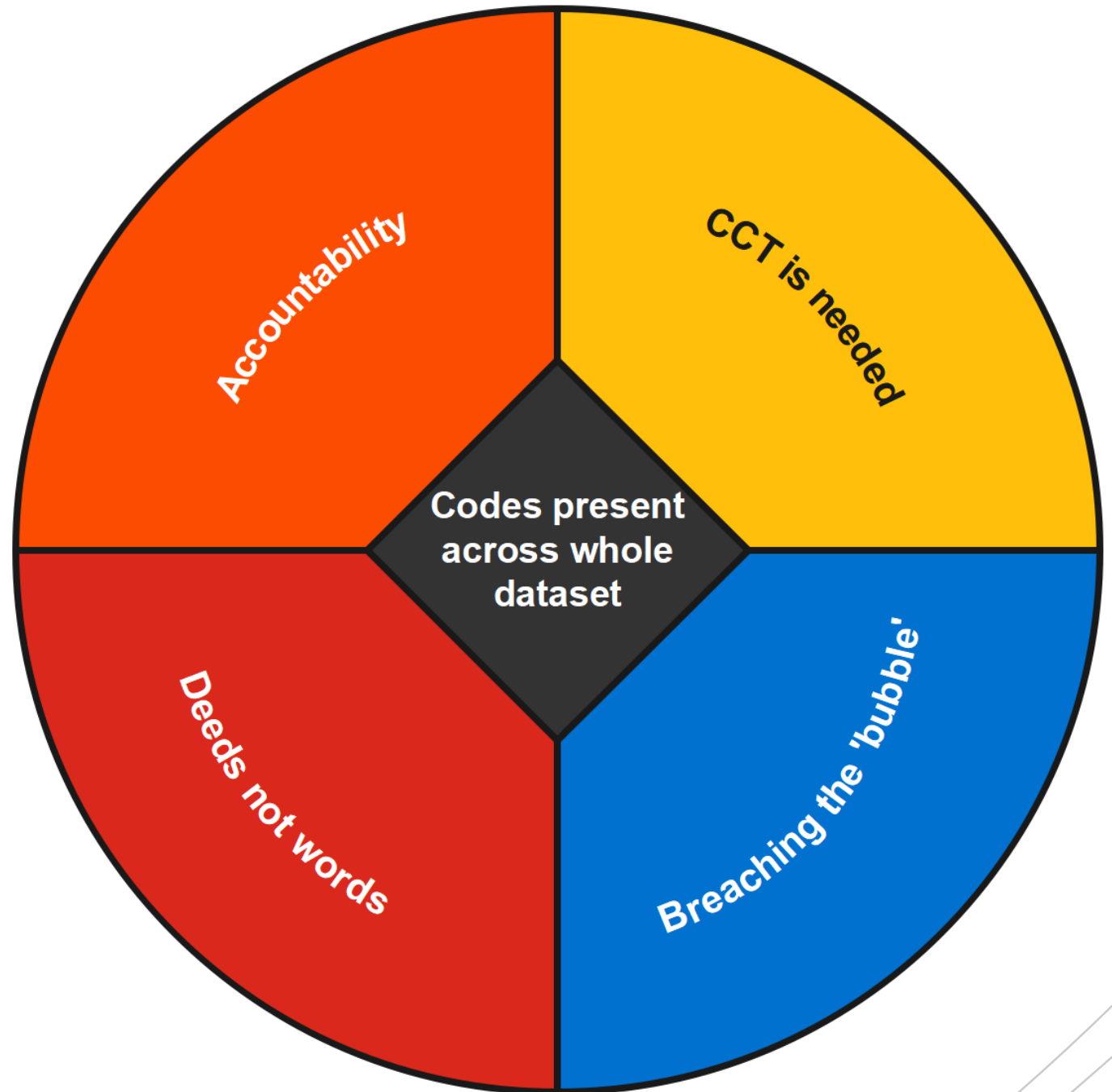
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Ten interviewees: 'A'-'J'

Expertise in research,
advocacy and practice -
domestic abuse, sexual
violence, 'honour' based
abuse, modern slavery &
spiritual abuse

Wealth of lived &
professional experience

Disrupting ignorance, disseminating knowledge: Interview themes



Theme 1: CCT is needed

- Majority of interviewees expressed that there is a clear need for CCT, and that lack of attention to this need has **negatively impacted responses** to culturally & racially minoritised survivors

I think [CCT is] very much required. Covid has really shone a light on the gaps in service provision and I think we've been almost been floating along blindly. Particularly from a commissioners' and a leadership perspective, I think for a long time, at least the last 10 years, I've seen a decline in service provision for diverse communities. And I think that there was this sort of thought process where it was assumed that having somebody who speaks a South Asian language in your organisation makes you culturally diverse because now you can meet the needs of the community because you've got somebody speaks the language. And I think that this mindset almost overtook this whole sector. And it meant that the government saved a lot of money and commissioners, local authority saved money because it meant that they didn't have to then commission specialist services and so on with this presumption that if they just employ somebody with the language skill, that that generic organisation can then provide that support. And I think over the last 10 years, what we've seen is a consequence of that, a decline in victims from BAME communities reporting we've seen a decline in them accessing help, in them trusting service provision to come forward. You know, and it's I think it's led to some very, very dangerous situations and, you know, people remaining in abusive relationships for a lot longer than they that they needed to.

Interviewee B

Theme 1: CCT is needed (cont'd)

- However, interviewees emphasised that CCT should be **action-focused** and incorporate substantive analysis

I think cross-cultural training is good, providing it has the elements that enable practitioners to look beyond the superficial things that we hear about. So we use words like cultural competency. We use words like inclusion and equality. But what is the action that entails all of these words that we use? What does it mean in terms of the context of change?

Interviewee H

Theme 2: Deeds not Words

- In addition to scaling up effective CCT provision, interviewees stressed that in order to see meaningful change across the sector, they would expect to see concrete, measurable actions:

A lot of organisations have woken up to you know, Black lives mattering (laughs) in the wake of George Floyd. And they've changed their EDI plans, they've put out that anti-racist statement. But what is actually happening on the inside? Because for me, change isn't coming quick enough. It's almost like people are scared to move. Like, yes, you've put out this statement. Yes, you've commemorated it's been a year since George Floyd has passed away. But is your staff predominantly still white? Like what have you actually done for the community and for change?

Interviewee C

Theme 2: Deeds not Words (cont'd)

- The 'so what'? question – in order to benefit survivors and professionals the learning & insights from CCT need to be cascaded from leadership down, and embedded in everyday practice

I think one of the limitations is that you do training and then so what? So we can say this is great because it means that you get to hear different experiences - but then there is the so what? How do we ensure it's systemic? How do we ensure it's not just [reaching] those who are actually engaged and who enjoy this work anyway? How do we [reach] those who turn up their noses or think that this is all just a bit political correctness gone mad? It's those ones, it's the people who aren't in the spaces who need to be in the spaces.

So I think with regards to workforce development, I think we still have quite a long way to go for it to be systemic and not based on individual interest or individual expertise, but something which is very much brought in from a director level all the way down, that it's something which is role modelled and acknowledged as just a part of our everyday. Where cross-cultural training isn't seen as something so specialist or unique, [and] it's not challenging for workers to force themselves to acknowledge identity, to think about intersectionality, to think about equity, diversity and inclusion, that it's just embedded in the everyday. And I think until we get there, I think any kind of training whether it's cross-cultural or not, is always going to have its limitations.

Interviewee A

Theme 3: Accountability

- To create a more equal sector, and achieve better provision for survivors, interviewees emphasised the need for accountability – CCT cannot be an optional extra, but should be considered a ‘core’ part of professional practice

There has to be some way of making [CCT] mandatory. Maybe mandatory is a bit strong, but do you know what I mean? Core, yeah, you go and do a course on whatever you do, social work and there's some core modules that you do to be a practitioner. I believe that that should be the same with cross-cultural training. And in fact, I've gone in other bits where I've done specifically antiracist training. I've said to people there really needs to be at the end of that training a test, and if you fail it, you need to do it again. Health and safety online stuff. If you fail, if you get two wrong or whatever it is, it makes you do it again because it means you're not safe or you will put other people at risk. I think it should be the same really for for specifically antiracist training.

Interviewee E

Theme 3: Accountability (cont'd)

- Accountability includes investing in good cross-cultural practice – with leadership ‘putting their money where their mouth is’ – and challenging those who do not adhere to inclusion principles.

So to me, it's around working with the people who are in those powerful positions, them understanding their power and them understanding their privilege and what are they doing with that power and privilege for one. And then are they putting their money where their mouth is, basically? Because it needs money, and it needs investment. What are you doing to make sure there are real opportunities for Black and Brown people ? So for me, put your money where your mouth is. Educate the people with power and control and privilege so they know what they need to be doing. Also challenging and getting rid of any of those who aren't adhering to inclusion principles and challenging them. Because often people are in those roles and they shouldn't be, because they're not fostering good relations in terms of inclusion, whether it's race, whether it's gender, whether it's disability, LGBT plus whatever. So it's holding those people to account who aren't currently doing what they're saying. They may say it on a tin, they may say it on a website, in a meeting, but are they truly demonstrating it?

Interviewee D

Theme 4: Breaching the 'bubble'

- Lived experience, and the desire to use experiential knowledge to change the sector for the better, emerged as a key theme from interviews

So for me, being a person of colour and from a diverse community, I don't think the issues were understood in my journey, my own survivor's story. Even not just during that journey, but afterwards because of therapists not understanding about [these issues]. And so I could never find a therapist at all who would actually think, 'Ah, I understand'. I just went through several therapists and nobody understood that I was going through this grief process.

That then led me on to [professional role], because I wanted to be a voice for the diverse communities, and just to change those hearts and minds of professionals as well to look at it differently. And if I can do that through my own story, change hearts and minds.

Interviewee G

Theme 4: Breaching the 'bubble' (cont'd)

- Interviewees reported feeling alone and misunderstood by 'mainstream' services who lacked an adequate understanding of their individual experiences and cultural context

For me when I first started working in the voluntary sector, it was really about it was my own experience. It was knowing as a South Asian gay man, actually, there wasn't a lot out there. I suppose on a personal level, I've always known that there's a lack. In a way, doing LGBT activism work was always going to be in my DNA from a very young age. And I think as a result of that, that's what always drew me. And then the other part of it was also understanding that, you know, when I had gone through [experience], I realised actually my story's really important. People need to know about this because it's still missing.

Interviewee F

Theme 4: Breaching the 'bubble' (cont'd)

- Interviewees stressed the importance of moving beyond one dominant 'narrative' where a few, privileged voices drown out the rest:

My motivations were- I was fed up of experiences like mine just not being acknowledged, I was fed up of picking up a report which said it was about children and young people, but the sample only included two percent or three percent of those from Black communities. I was fed up of seeing that footnote which you tend to see at the bottom of a report saying 'We do know that 'BAME' children experience additional barriers...'. [...] So I think I wanted to ensure that I was very much a part of providing a narrative which [isn't] overwhelmingly based on the experiences of the dominant group, which for me erased and continue to raise our experiences

Interviewee A

Key findings

- Quantitative findings demonstrate statistically significant **gains in knowledge and confidence**
- Survey findings and interviewee comments support that CCT is needed
 - CCT can **challenge, educate, amplify neglected voices, create counter-narratives, mobilise and empower**
- Feedback from attendees suggests speakers' discussion of **lived experience** and having a space for **open, authentic conversation** were key to learning
- Interviewees suggest CCT is necessary for promoting equitable sector, but **accountability and action** are also crucial

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