







know our unique service is a lifeline for many. Paladin is therefore vital to support victims, improve the coordination of multi-agency work, as well as scrutinise the implementation and application of the stalking law. We are the only service of this kind in the world and we know our unique service is a lifeline for many.

## Structure and Staffing

Paladin is a Community Interest Company (CIC 8361675) and operates as a not-for-profit Social Enterprise. The service operates as a discrete function of the registered charity Safer Places (Charity Number 1018832), a high profile, well established domestic violence charity. With effect from July 2015 the staffing structure is as follows:

<b>Chief Executive and Founder</b>	<b>Laura Richards</b>
<b>Director</b>	<b>Allison Mann</b>
<b>Non-Executive Directors</b>	<b>Rachel Horman Allan Aubeelack Zoe Dronfield Shonagh Dillon Baroness Jan Royall</b>
<b>Staff</b>	<b>Chief Operating Officer Senior ISAC Five ISACs Office Manager/PA</b>

We are indebted to all our supporters and our funders and thank them for their continued support:







- A very successful, rewarding and fun off-site developmental day for the Paladin team and Board
- Three affiliations with pioneering services Aurora New Dawn, Fylde Coast Women's Aid and Safer Places
- Announcing our new patron, Lady Edwina Grosvenor.

Here's a more detailed look at our activity in our second year:

### **A. Provide Advice and Support to High Risk Victims of Stalking**

In the first year we aimed to assist between 200-250 victims. Over the past year we have seen an increase in the number of victims referred and have supported and advocated on behalf 296 clients. We have given advice to hundreds more professionals and victims and are now collecting data on this.

Referrals have been received from police, probation, Victim Support, third sector specialist support services as well as self-referrals. Self-referrals are 47% of all our referrals, which is hugely encouraging and illustrates our reach due to the significant media focus on Paladin and stalking.

We triage all cases and use a standardised specialist risk assessment model to inform this process. We then complete a full assessment with the client and also collect data at intake and at closure of a case. Although we advocate in all high risk cases, every client contacting us will be risk assessed and they will then receive advice, signposting, a support package as well as a detailed safety plan

- 54% have been assessed as high risk
- 25% medium
- 21% standard risk.

We collect outcome data in order to understand our client's experience and journey. From our closed cases, and where it has been possible to complete an outgoing assessment, we have extracted the following data, which has been divided into three sections: Safety, Impact and Training.

#### ***Safety***

Overall we seek to increase the safety and well-being and reduce isolation for victims. This is achieved through improved identification and recognition of stalking as a serious crime, improved responses to

victims when stalking is reported, along with better identification of risk and effective risk management interventions. In addition, improved emotional and psychological support to victims enhances their



sense of well-being and reduces isolation. As victims feel safer, they experience an improved quality of life. When they feel their 'lived experience' is believed and heard, this becomes a vital part of their empowerment process and emotional recovery.

From the completed outcome assessments, we know that 69% (N=38) of our clients felt safer upon closure and 58% (N=32) experienced an improved quality of life (Table 1). This is extremely positive and encouraging. Safety is paramount as well as understanding that the psychological impact of being stalked can manifest and continue long after the behaviours have ceased.

**Table 1: Comparison of Closed Cases Outcome Data of closed cases for Year 1 2013-14 and Year 2 2014-15**

<b>Victims Experience after Paladin's Intervention</b>	<b>2013-2014</b>	<b>2014-2015</b>
An improved quality of life	54% (n=34)	58% (n=32)
Felt safer on last contact	64% (n=40)	69% (n=38)
Felt confident to access services	89% (n=56)	93% (n=51)
Safety planning	93% (n=75)	100% (n=16)
Cessation of abuse	70% (n=42)	76% (n=42)
Reduction in risk	76% (n=47)	69% (n=35)
No longer felt frightened	47% (n=29)	35% (n=18)
Reduced levels of isolation	52% (n=32)	56% (n=30)
Felt supported by Paladin	87% (n=52)	91% (n=49)
Felt Paladin's intervention led to a better response from professionals	53% (n=32)	67% (n=36)

Each client has an extensive and bespoke safety plan, which is reviewed if there is any change in risk or circumstance. What is perhaps most significant is that 93% (N=51) of clients felt confident to access services and 88% (N=42) felt able to make plans and manage risks for themselves upon closure of the case. This again is very encouraging and positive.



### **Impact of Our Casework**

Our second key outcome is that victims will experience less severe stress levels and feel less isolated on closure of their case. Importantly 58% (N=32) experienced an improved quality of life, 69% (N=38) felt safer on last contact with us, 76% (N=42) experienced a cessation of abuse and 85% (N=35) a reduction in risk.

Feedback from some of our clients include:

- ***‘If Paladin had not been involved in my case I would have been in the same situation as I was two years ago. When Paladin became involved the police started to listen and take action. I am incredibly thankful for Paladin’s support’***
- ***‘I can’t thank you enough for all that you have done’***
- ***‘I genuinely appreciate all that you have done to help me sort this out’***
- ***“Paladin are brilliant and the ISACs are absolutely essential for victims of stalking. They helped to navigate me through a difficult court process and were extremely supportive. People like Paladin save lives. Thank you.”***
- ***“Thank you so much for all your help. My ISAC has been amazing. Every time I have phoned you have given me amazing help and advice. When I first called I was at a very low point. Since working with Paladin there has been so much positive progress with my case.”***
- ***“Paladin were amazing. It was a relief not to feel alone anymore.”***
- ***“I felt very supported and was grateful for Paladin’s support.”***
- ***“I feel a lot safer now and I am so grateful for support felt that Paladin gave me.”***
- ***“Without all of your continued support, guidance and patience, I would not have come so far - I truly feel that I am back to me again”***
- ***“I cannot thank you enough for all the support you have given me and due to your letter to the Court, for the restraining order extension, I have succeeded to get it extended and varied and I feel safer as a result. I am really grateful, relieved and happy”***



### **Training and Intervention by Paladin**

Our third key outcome is that victims will benefit from better informed and trained criminal justice professionals as a consequence of our interventions and training packages. The impact and outcome measurement evaluation measures whether high risk victims experienced greater levels of satisfaction with the criminal justice system response as a result of Paladin intervention.

We have found that 67% (N=36) clients felt that Paladin's intervention led to a better response from professionals, which is positive. We would like to see this improve and there are some agencies who have been particularly slow to change who were highlighted in our report 'Stalking Law Two Years On'. Additionally, our clients do not always know the extent of our discussions with other professionals behind the scenes. However, importantly, 91% (N=49) were satisfied with the response and service that they received from us.

Paladin's intervention has led to an increased number of victims feeling supported and getting appropriate advice as well as many more who were much more confident to access services and in some cases our intervention resulted in a cessation in abuse and a positive outcome for the client.

Feedback from a professional

- *'My project has linked in and worked closely with Paladin on a number of stalking cases. I do not think there would have been such positive outcomes without Paladin's expert input'*

### **B. Raise Awareness of Dangers and Risks of Stalking**

Having set up and co-ordinated the first National Stalking Awareness week in 2011, we fully recognise the need to do much more to raise the profile of stalking and change society's attitude to stalking.

Paladin works closely with the media to promote key messages on stalking including newspapers, magazines, TV and radio. Our records show that we have had over 60 media 'hits' in the last year including the Telegraph, Independent, Mirror, Guardian and Daily Mail, International Business Times and our magazine coverage has been extensive magazines including Take a Break, Cosmopolitan, Closer and Marie Claire. We have also participated in many radio and TV interviews including ITV London News on July 3rd. In the short time we have existed we have become the 'go-to service' for media comment on stalking.

We also proactively engaged with the media to ensure extensive coverage across the last year for our DV Law Reform campaign. As a result of this successful campaign domestic abuse, coercive control and the pattern of abuse was criminalised on March 3 2015 when the Serious Crime Bill received Royal Assent.







We have also developed advice leaflets for victims, police and other agencies and our new leaflet on cyber and digital stalking has been very well received. We take them to all our events and also send them out to professionals and services. We also have posters, bags and pens to increase our brand awareness and continuously look at new ways of getting the key messages out as well as marketing our service.

Our website has just been updated and refreshed. It includes comprehensive information about our referral process, service information and advice for victims and professionals as well as the leaflets which can now be downloaded.

We have developed a new workplace package for businesses which outlines their legal obligations to support and protect staff and individuals as well as policy, implementation guide, a safety audit amongst other practical tools to assist. More information about this is on our website.

### **C. Provided Training to Professionals**

Training is vital to ensure more professionals identify stalking earlier and are able to respond appropriately. Between July 2014-July 2015 Paladin delivered over 40 training sessions to 2500 professionals including police, CPS, IDVAs and specialist support services, probation, magistrates, Victim Support, probation and trade unions. Feedback is consistently positive with 98% of participants rating the training as either 'Good' or 'Excellent'.

Of note we were delighted to deliver:

- 10 training sessions to more than 1200 City of London Police staff and two sessions on DASH risk assessment between January and March
- 5 training sessions to 266 police officers in Devon and Cornwall Police
- 2 sessions to 50 Surrey Police
- 3 sessions to Thames Valley Police
- 150 police staff in Cleveland Police
- 50 Hertfordshire Police
- 70 Magistrates and Judges at Buckinghamshire Magistrates Association
- 50 CPS staff
- 60 safeguarding professionals in the Catholic Church
- 25 Refuge.

Here's an example of some of the feedback from attendees at Paladin training events:

- ***'This training has given me a great understanding of the stalking legislation. It has made me think seriously about how I look at stalking and harassment cases in the future. I plan on reviewing a harassment case that was no further actioned by the CPS as I feel it should be reconsidered as a stalking offence'***

Patron: Lady Edwina Grosvenor

Chief Executive Laura Richards & Director Allison Mann

Non-Executive Directors: Rachel Horman, Allan Aubeelack, Zoe Dronfield, Shonagh Dillon and Baroness Jan Royall

Paladin – National Stalking Advocacy Services CIC

Company Number: 8361675





Feedback from those who attended ISAC training included:

- *'Fantastic course. Learned a lot. All content good and inspiring and motivational'*
- *'Excellent speakers'*
- *'I have really enjoyed learning new things and refreshing old learning specifically re cyberstalking and the legislation. The info on stalking and harassment behaviour, impact of it will enable me to support clients far better in the future. Thank you'*
- *'I found the course interesting and a pleasure to be part of the first intake. Speakers were amazing. It was worth every penny of my organisation's funding to allow me to attend. Thank you'*
- *'High quality content. Fantastic speakers and knowledgeable staff'*
- *'I felt I learned a lot throughout the course and have expanded on my skills. Very informative'*

We have been proactive in offering training and due to demand we are growing a network of Associate trainers. Our new Associates, who are already renowned and cutting edge trainers, share our passion and vision and will help us roll out Paladin's key messages.

Paladin were delighted to be asked by the College of Policing to sponsor an award for a police officer who had gone the extra mile for victims of stalking and present it in October 2014 at their awards event as well as deliver a presentation on stalking and harassment. DC David Thomason, Cheshire Police was awarded for his outstanding partnership work keeping victims of stalking and Sharon Stratton, College of Policing for her outstanding dedication and commitment to homicide prevention. The day was opened by DCI Steve Jackson, National Domestic Abuse Co-ordinator at the College of Policing and I also addressed the 50 officers who attended. It was an inspiring day with many individuals receiving recognition for outstanding work on domestic violence and stalking.

## **D. Campaigning on Behalf of Victims**

After establishing the All Party Parliamentary Group (APPG) on Stalking and Harassment last year, there have been four meetings. The main focus of the APPG was Paladin's campaign work including cyberstalking, restraining orders, abuse of the Family Courts and assessment and treatment for stalkers. Across this time Paladin has drafted and submitted more than 21 briefings papers on stalking, as well as a paper on the register for serial stalkers and DV.

## **Our Campaigns**

### ***Domestic Violence Law Reform Campaign***

Paladin, Women's Aid and Sara Charlton Foundation joined together to campaign for a legal framework that effectively criminalises domestic violence. By criminalising this form of violence and having



specialist legislation, similar to the stalking law introduced in 2012, it sends a message that abusive and coercively controlling behaviour within a relationship is unacceptable and will not be tolerated and signals a much needed cultural change.

Our DV Law Reform Campaign had victim's voices at the heart of it. We campaigned and changed law in less than 12 months. We were told this is the shortest campaign in the history of Parliament. Coercive control has now been criminalised, with the Serious Crime Bill received Royal Assent on March 3 2015, and with the right training and implementation will afford significant protection to victims at a far earlier stage. In a short time we have achieved long lasting and significant change.

### ***Register for Serial Stalkers and Domestic Violence Perpetrators***

Paladin is calling for a register of serial stalkers and domestic violence perpetrators. The register was a recommendation in the All Party Stalking Law Reform report in 2012 and we know through our work that there is no existing framework to track or monitor serial domestic violence perpetrators and stalkers. Rather than the perpetrator being effectively controlled and managed, often we see that it is the victims who are forced to modify and change their behaviour.

We believe that there should be an order that places a positive obligation on the perpetrator:

- stalking perpetrators (those who have had an intimate relationship and those who have not) as well as domestic violence offenders who meet the criteria;
- protection for potential future victims, through tracking, monitoring/supervision;
- imposing positive obligations and responsibility on the serial perpetrator;

In order to meet the objectives outlined above primary legislation is required to permit the regulation and 'tracking' of serial perpetrators of violence. Notification requirements and prohibitions placed would be akin to that of a Registered Sex Offender. Offenders would be placed on 'VISOR' (Violent and Sexual Offenders Register) and similar to other sexual and violent offenders are subjected to robust proactive supervision, monitoring and management. This would ensure protection to primary, secondary and potential future victims. This would impose positive obligation on a perpetrator creating a much needed cultural change and placing the emphasis and responsibility back on the perpetrator, ultimately saving lives and money.

John Clough and Pam Treloar whose daughters Jane and Kirsty were murdered by a serial stalker are spearheading the campaign for the register. We launched a petition in July 2014 and to date 124, 694 people have signed the petition <https://www.change.org/p/rt-hon-theresa-may-mp-create-a-stalker-s-register> There have also been debates in both Houses and Paladin have written numerous briefings for Parliamentarians. On 28th October 2014, amendments to the Serious Crime Bill, which included strengthening the law around domestic violence and specifically, the need for a serial stalker and perpetrators register were debated in the House of Lords I met with Parliamentarians to advise on this



subject using both Paladin and national data as well as writing briefings. Read the [full Hansard paper](#). The Bill was debated again on the 20<sup>th</sup> January with a powerful speech by Seema Malhotra, MP, including acknowledgments and mentions of Paladin. The Hansard can be read [here](#)

On 17<sup>th</sup> December 2014, Mayor Boris Johnson pledged support for the campaign in a meeting at the General London Assembly. He stated that he was “supportive” of adding stalkers and violent spouses onto sex offender register and would consult experts I also was invited on London Live to talk about our campaign. There have been more than 15 newspaper articles on this across this year alone and we will continue to campaign and lobby for this.

## **E. Post Legislation Scrutiny**

We continue to scrutinise the use of the legislation through our casework and have published numerous reports including six months, one year and more recently two years on from the stalking law. November 25 2014 marked the two year anniversary of the stalking laws being introduced. We released our report ‘Stalking Law Two Years On’ to mark International Women’s Day in March 2015 and it was highlighted by the Sunday Mirror, Independent and Cosmopolitan who all published detailed articles on our findings and recommendations.

Key headlines include:

- Only 1% of stalking cases result in a charge and prosecution by the CPS. Many fail to understand or identify stalking behaviour and without specialist training this will sadly continue.
- Currently there are still no sentencing guidelines for stalking cases in England and Wales despite the law change. We have raised this in Parliament and with the Sentencing Council as a major concern. Consequently this results in unduly lenient sentences.
- There is still a lack of perpetrator programmes and treatment available for stalkers.
- Our Report can be read [here](#).

We were invited to present our findings and recommendations at a ‘roundtable’ organised by the CPS. The recommendations have been agreed and we are working closely with the CPS to take them forwards, which is hugely encouraging. We also have been proactively highlighting lessons learned from high risk cases with strategic leaders in agencies when critical issues arise.



## **F. Develop a Victim's Network of Support**

During the Stalking Law Reform Campaign, and in the early stages of Paladin, it was clear that there was no arena for victims of stalking to empower and provide mutual support for each other. Therefore, it was one of Paladin's key objectives to develop a network of victims who could offer each other support and should they wish, become more involved in the work of Paladin. Helping to develop the mutual support group was a group of Paladin clients and ambassadors who helped with key issues arising from this project. The first Paladin Victim Network Reference Group meeting was held last year. The objective of this network was to:

- Establish a network of victims who want to work with others, to offer mutual support and empowerment to those also working with Paladin
- Establish national sessions run by the reference group victims who are local to the session, to offer empowerment sessions and support/advice in person
- Further develop a network of victims in order for them to become self-supporting and, should they wish, be more engaged in the governance of the organisation.

Two meetings were held this year and an evaluation by the University of Kingston. Following feedback from the group session with clients we are now taking this forward.

We also now maintain a network of clients who are willing to speak out in the media as well as attend training days and many say this is empowering, supportive and validating in itself to be given a wider platform to galvanise momentum through awareness training.

## **3. Conclusion**

It has been an incredibly busy year and it is hard to believe that we are only two years old! The achievements of the service are a real testament to the strength of the Paladin team and Board. Our staff remain committed and focused on assisting, advising and advocating on behalf of victims of stalking and their dedication to this has been unwavering.

We are excited to be growing a new network of associate trainers to meet the training demand and we will continue to deliver training to improve the response to victims of stalking by front line providers. We also continue to grow our ISAC professional network across the UK and will be delivering another accredited course in September. We continue to use a range of high profile national and local media to increase public awareness of our campaigns, the impact of stalking and our unique service.



We are very proud to have been part of the successful Domestic Violence Law Reform Campaign and continue to work with our partners and government to ensure that training and guidance is fit for purpose. The campaign was nominated for Westbourne's Change of Opinion Award in March 2015. Additionally, we were also finalists at the Suzy Lamplugh 'Take Stalking Seriously' Awards. Finally, I was honoured and excited to be voted one of the top ten women in business at the Marie Claire Award in October 2014. Paladin and some of our clients and supporters were featured in both the November 2014 and January 2015 issues of the magazine. This again was fantastic coverage for the service and our work.

Paladin is the only service of this kind in the UK and the world and we must ensure victims have a service of this quality in the future. To this end we have commissioned an independent university evaluation. Early indicators show that we have assisted hundreds of victims and continue to run an effective and quality service. The evaluation will be published in October 2015. We would like to thank and acknowledge all our partners, funders and supporters who have made our invaluable work possible.

We look forward to the next exciting chapter ahead.

**Laura Richards**  
**Co-Founder and Chief Executive of Paladin**

**11 July 2015**