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# Get Out Get Love

Redefining recovery from abusive relationships

An end user evaluation of the experience and usability of a digital recovery programme for domestic abuse.

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Innovate  
UK

# Executive Summary - User Evaluation of a Digital Taster of the GOGL Programme.

## Background

This evaluation focused on examining how a taster of the GOGL programme in digital format might be received by service users.

The GOGL programme was designed for people who have experienced domestic abuse, to help them to re-regulate their emotions and have greater confidence, supporting their recovery. Domestic abuse is a major problem worldwide, affecting all genders, sexualities, ages, ethnicities, and cultural backgrounds (1, 2). It has significant and long-term impacts on individuals, society, services and the economy.

Within the UK alone the scale of the problem is growing with 1 in 5 adults (1 in 4 women; 1 in 6/7 men) experiencing domestic abuse in their lifetime (4). There are significant psychological consequences for survivors, including anxiety, depression, suicidal behaviour, low self-esteem, inability to trust others, flashbacks, sleep disturbances and emotional detachment (8, 9).

Large numbers of people experiencing DA access non specialist NHS services, with associated costs of £2.3 billion per year (15,16). Specialist DA support is generally provided by third sector organisations (19). Providing specialist face to face support to DA victims is costly, and services often lack capacity and funding to meet demand (20). People who have been victims of DA need alternative offers to support their long-term recovery.

The Get Out Get Love programme (GOGL) is a therapeutically based, experientially informed long term support programme, designed to fit some of this gap either as a stand alone support, or alongside other therapeutic interventions or services.

## Aim

- To explore the interest and use of GOGL as an online digital intervention.

## Method

A mixed-methods, within-subjects exploratory design was used, including pre and post questionnaires and focus groups, as well as embedded progress questions. Only part of the programme was digitised.

## Results

### Who accessed the programme?

- 61 people were onboarded into the programme, and 44 completed it. People progressed to different points in the programme and needed varying time.
- 8% of those recruited were non-white, and 12% were not heterosexual.
- Most people found leaving very difficult

### What did they think?

Many experiences resonated, such as learned helplessness.

- People liked that it was 'specialist .... About domestic abuse'
- Some experienced a sudden awakening and growth in confidence and self esteem

### How easy was the programme to use?

- They found the platform clean and clutter free
- Some struggled with logging back in
- People liked ticking off stages, some describing this as a process of being mended.
- The sign up journey needed improvement

### Future developments

- People liked the idea of an app
- They were worried about who might see it on their phone.

### Mental health impact

- 7/12 people showed improvement 1 person showed no change, 4 people dropped in their wellbeing

- The mean rates showed improvements.

## Discussion

- Qualitative comments were very encouraging in terms of the value that people experiences.
- It was difficult to make clear evaluations of the quantitative data as the study was not controlled and external life events were not controlled for, it was only part of the programme, and many people had not travelled far through the programme and were still at the point of managing the most difficult section (1.3).
- Future research might focus on the whole programme and the value that this had, as this was only the first act of the programme, and so remained an incomplete journey.
- People felt that this was a really useful intervention and provided support where they had not been able to find specialist support in the area, or were still on waiting lists. They valued feeling in control and being able to pace their involvement in it as appropriate to them, and not having the shame of disclosing to another person. The programme is relevant across genders, ethnicities and sexualities.

Future work might examine how to engage the programme with services.

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# Main Report: User Evaluation of a Digital Taster of the GOGL Programme

## Introduction

This evaluation examined the potential impact of an online programme designed to support people who have experienced domestic abuse, Get Out Get Love (GOGL). This is important because of the extent of domestic abuse, and its long-term impact on people who are affected. Further, there is currently very limited service provision for this group of people, so it seems that there is a gap that a digital version of the GOGL programme could fill.

## The extent of domestic abuse

Domestic abuse is a major problem worldwide, affecting all genders, sexualities, ages, ethnicities, and cultural backgrounds (1, 2). In the UK the term domestic abuse (DA) encompasses physical, sexual, psychological, economic, controlling, coercive, threatening or violent behaviours (3). DA has significant and long-term impacts on individuals, society, services and the economy. Within the UK alone the scale of the problem is growing with 1 in 5 adults (1 in 4 women; 1 in 6/7 men) experiencing domestic abuse in their lifetime (4). Reported rates of DA have increased exponentially since the pandemic, particularly reported incidents of coercive control, rising by 17% since 2017 (4,5). However this is likely an under representation of the actual problem as many incidents of DA go unreported, with 83% of female victims and only 50.8% of male victims personally disclosing abuse (6).

## The impact of domestic abuse

The impact includes both at a personal and at a service level. Personally, many DA victims suffer long-term effects, physically, emotionally and psychologically (7). DA has significant psychological consequences for survivors, including anxiety, depression, suicidal behaviour, low self-esteem, inability to trust others, flashbacks, sleep disturbances and emotional detachment (8, 9). People experiencing DA are more likely to have mental health needs, either because of abuse, or due to pre-existing mental health issues which may increase vulnerability to abuse (10,11). These people can experience profound personal costs such as loss of social support networks,

financial difficulties, lost employment opportunities and homelessness (12,13, 2) greatly impacting their quality of life, and creating demand for crisis, and long term support from services, particularly public health (14) .

The service impact is also considerable. Large numbers of people experiencing DA access non specialist NHS services, with associated costs of £2.3 billion per year (15,16). Current government policy requires primary care services to actively spot and refer victims of DA to support services (17). However, the NHS has no standard pathway for DA referrals. Many victims will access mental health services, already facing demand and capacity issues, with an estimated cost of £176 million to these services (18). Victims of DA with mental health needs are also more likely to have used GP and A&E services prior to accessing specialist support (11). Health service costs contribute to an estimated £66 billion DA cost for the UK government (16). In addition there is an estimated cost to UK business of £14 billion, through staff absence and reduced productivity (16). Therefore there is a clear need for solutions to help reduce the demand on services and overall cost to the economy.

### **Current service provision**

Specialist DA support is generally provided by third sector organisations (19). Providing specialist face to face support to DA victims is costly, and services often lack capacity and funding to meet demand (20). Waiting lists are often long which can detrimentally effect victims (21). In addition, victims may fail to access support due to stigma, particularly male victims and minority groups (22). Many services are situated at the point of crisis, and providing long term support may be challenging (19). Options such as digital services can support people whilst waiting, reduce waiting lists and potential stigma and improve accessibility (23, 24). Current digital offers are limited and are focused on crisis support. The main offers are; The Recovery Toolkit, the Freedom project, the Bright Sky App and the MyPlan App.

### **A digital solution**

People who have been victims of DA need alternative offers to support their long-term recovery. There is a need for digital offers which could complement existing services, increase accessibility and support long-term

recovery. A digital intervention could offer an affordable, spreadable intervention for victims seeking support from services, but also support those who do not wish to engage with DA services (23, 22). This is currently absent from the resources available in this sector.

The Get Out Get Love programme (GOGL) is a therapeutically based, experientially informed long term support programme. It is designed to support DA victims at all stages; people in an abusive relationships, people who have recently left and those who still experience the impact of DA long after leaving. Originally written as a book by Dr Craig Newman a Clinical Psychologist and abuse survivor, the programme has been digitised (audio and text-based content) into a 6-12 month self-paced journey, that can be accessed by DA victims via self-referral or referral from service providers. The programme can be used as a standalone intervention or as a complementary offer to support existing interventions. The programme aims to help victims to understand their own story and their own psychology to support their recovery and self-worth development. It includes regular journaling and self-compassion exercises to support this.

The current project was funded by the UK government and was designed to explore the appetite for, and usefulness of the digital version of the programme for DA survivors in the UK.

## Aims

- To recruit a diverse population.
  - To identify who is interested in accessing the programme
  - To understand what people think of the programme.
  - To understand how easy the programme was to use.
  - To understand what people think we should do in the future.
  - To understand how people think we should enable people to access the programme.
  - To develop methods of evaluating the programme.
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## Method

A mixed-methods, within-subjects exploratory design was used. This consisted of

- Assessment of who accessed the study (relationship experience, experience of services and support)
- Progress questions about the experience of the content of each section of the programme included.
- Pre and post assessment of mood to examine potential mental health impact (though this was not a controlled study and there were numerous additional factors that might have impacted this).
- Focus groups at the beginning of the work to explore why people had entered the study.
- Focus groups at the end to explore what they had gained (or not) and the marketing value.
- A final questionnaire to assess learning, experience and usability of the digitised version of the programme, as well as recommended changes.

## Recruitment and sampling

An opportunity sampling approach was taken. Potential participants were recruited via adverts circulated by charities, universities, forums and social media marketing to the GOGL website. After registering interest, people were emailed a link to a digital participant information sheet (also available with an audio summary). After a week people were sent an email requesting that they complete the screening questionnaire. 77 responded. Based on the inclusion and exclusion criteria in table 1, 16 were excluded. Reasons included showing high suicide risk and not having yet left.

### *Screening questionnaire*

A screening questionnaire was provided at study sign up, to screen for suitability against the inclusion / exclusion criteria (see Table 1,) to collect consent, and enabled participants to opt in or out of pre-study focus groups or to choose an interview.

The questionnaire collected information about: demographics and relationship experiences (timeline, current partnership status). The 9-question Patient Health Questionnaire (PHQ-9) (see Appendix A) was used, to measure self-reported depression levels and screen out people



experiencing self-harm or suicidal risk, who were directed to appropriate services and promised access to the programme at no cost, at a future date once risk was no longer a feature.

**Table 1:**  
*Inclusion and Exclusion criteria for participation*

<b>Inclusion</b>	<b>Exclusion</b>
<ul style="list-style-type: none"> <li>• People confused about their experience of abuse</li> <li>• People who feel their relationships affect them at work</li> <li>• People experiencing difficulties staying away</li> <li>• People who express they find leaving their relationship difficult</li> <li>• Ethnic, gender and sexual diversity</li> <li>• Diversity in employment status</li> <li>• Those in legal processes.</li> <li>• Aged 18+</li> <li>• Access to technology (phone, laptop), and the internet</li> </ul>	<ul style="list-style-type: none"> <li>• Those who show high risk or express suicidal intention</li> <li>• Those who express difficulty with written and spoken English</li> <li>• Those who had not yet left their abusive partner</li> <li>• Those who do not reside in the UK</li> <li>• Those who had experienced abuse, but not with a romantic/intimate partner</li> <li>• Charities and other organisations who wanted to try the GOGL programme, to see if it would suit their services</li> <li>• Those under 18</li> </ul>

**Ethics and Governance Issues**

Formal ethical approval external to the organisation was not sought. However, internal ethical approval was gained, which included rigorous discussion of the appropriateness of questionnaire use. All focus groups were led by Chartered Psychologists, and supervision was provided to all of those people engaging with the focus groups. Consent and debrief procedures followed the Exeter University templates. All data was fully anonymised prior to analysis, and only the research team were involved in

the analysis, who were an internal team distinct from the programme developers.

## **Participants**

61 adults (of 76 respondents, 55 females; 5 males; 1 non-binary) (Figure 1), were screened into the GOGL pilot evaluation.

## **Data collection**

### *Initial questionnaire*

Following the screening questionnaire, where participants were screened into the study, further questions were asked relating to their current relationship experiences and status, their challenges with leaving the relationship, the impact that leaving the relationship had had on their socio-economic experiences, and access to services.

At the end of the study participants selected whether they wished to be involved in individual interviews or mixed / single sex focus groups.

### *Pre-study focus groups and pre-pilot interviews*

5 people participated in 1 interview and 2 focus groups. These were video recorded over MS Teams, and transcribed and anonymised and the audio was then deleted. All sessions included a Chartered Psychologist and a Research Assistant. Participants' expectations of GOGL (see Appendices B, C and D) and the programme's accessibility to the public and services was discussed. Each participant was given a voucher as compensation for their time (at a rate of £15 per hour).

### *Programme embedded surveys*

Short optional questions were included on completion of each module of GOGL. Participants were invited to rate their understanding of each module, and how closely it related to their personal experience. They were invited to comment on how they found the section overall (Appendix M-S). A total of 82 embedded responses were completed.

### *Evaluation questionnaire*

A post-study questionnaire was circulated at the end of the study time period, with participants completing prior to 24th May 2023 receiving a £10 voucher (N=27). This questionnaire explored impact for people and

anticipated impact for others, usage and appropriateness (Appendix A). The PHQ-9 was repeated (without question 9- suicide risk) to measure change in self-reported depression levels. Participants were thanked, debriefed and signposted to relevant resources, and given unlimited lifetime access to the whole GOGL programme.

#### *Post-pilot focus groups and post-pilot interviews*

3 x post focus groups were held (no-one selected an individual interview). Focus groups included exploration of how participants found GOGL, their hopes for GOGL in the future, as well as understanding its potential impact (Appendix E-L). Each participant was given a £30 voucher as a thank you and reminded to complete the ending questionnaire, and that they had unlimited lifetime access to the programme.

### **Method of analysis**

Qualitative interviews, focus groups and text entries from the programme progress feedback were analysed following a basic Miles and Huberman thematic analysis approach, building themes from line-by-line analysis into codes, that were grouped and then grouped again.

Quantitative data from the two surveys was analysed using descriptive statistics and graphical representation to examine the numbers in each group.

Quantitative data from the PHQ9 were analysed pre and post to notice any change in wellbeing. However, the sample size was not powered for confidence in any t-test calculation.

The researchers then worked through each of the aims, and grouped the findings under the aims to produce answers to the questions that were asked.

### **Quality of analysis**

Analysis was conducted by an Assistant Psychologist under the supervision of a Chartered Research Psychologist.

Group discussions were held with anonymised data from focus groups across the whole team to ensure reflective and reflexive consideration of pluralistic positions.

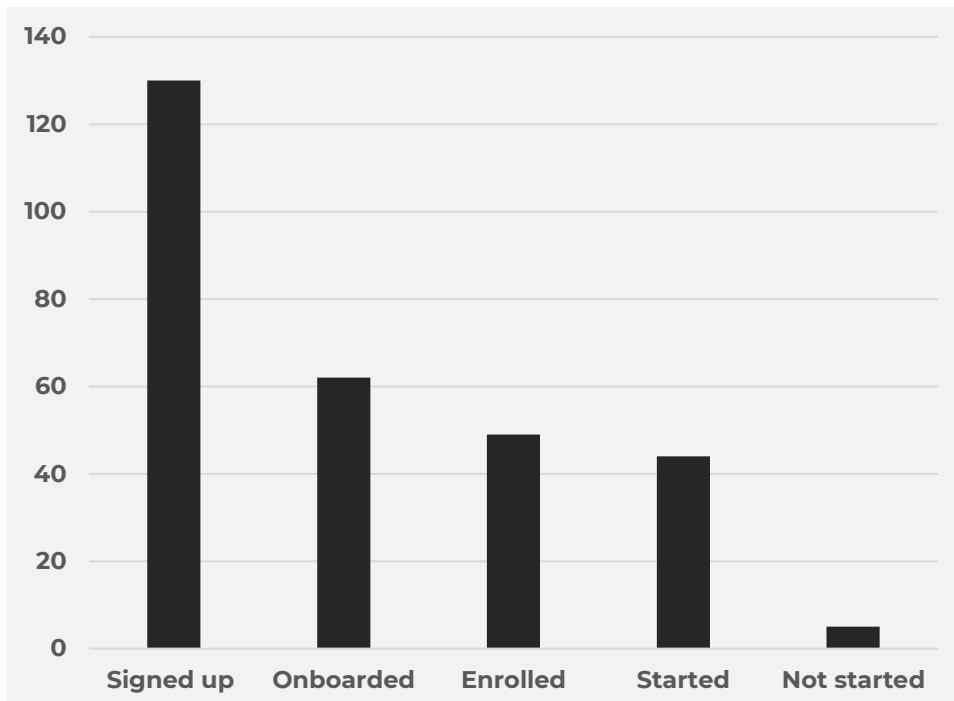
## Results

### Overview of main findings

Overall, participants valued their experience of being involved in the GOGL pilot evaluation. We have integrated evidence from different sources of analysis here into asking the overall questions. There were 89 initial surveys and 5 people in the initial focus groups. 8 people took part in the post focus groups, and 26 participants completed the final survey. 61 people were onboarded into the programme. 44 people had completed anywhere from the welcome stage to Act 2. The work was grant funded and so had to close at this point. Findings from these data have been grouped together to answer the main study questions.

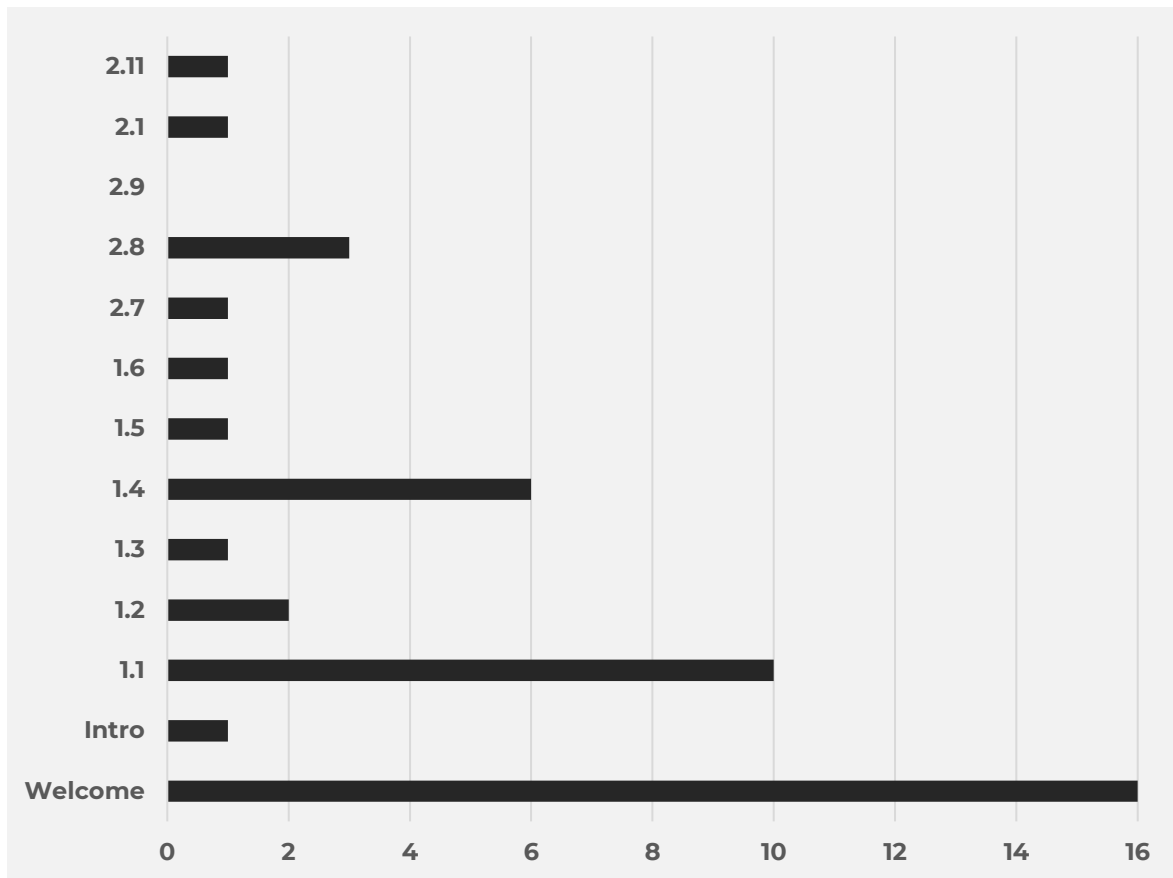
### Figure 1

*Numbers of participant sign ups to started/not started the programme by project close.*



## Figure 2

*Participant progress in the programme to close (n=44)*

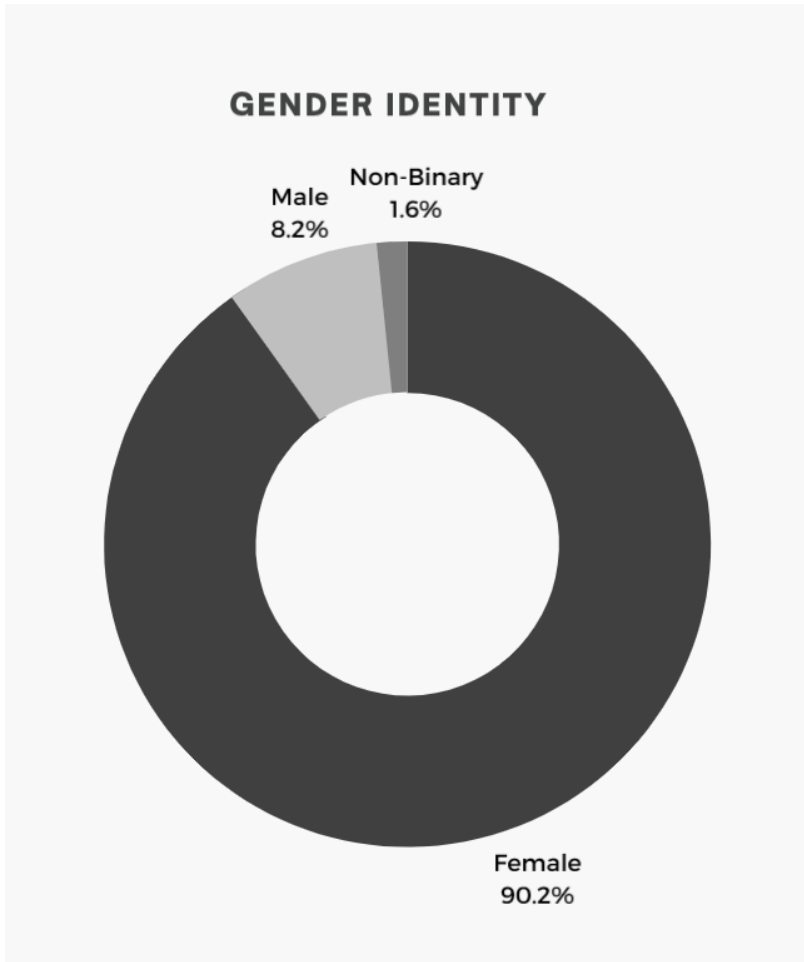


*Who accessed the pilot GOGL Programme?*

Our study met our aims and included a diverse range of people. The 61 people included 5 men, and 1 person who was gender non-binary (Figure 1).

## Figure 3

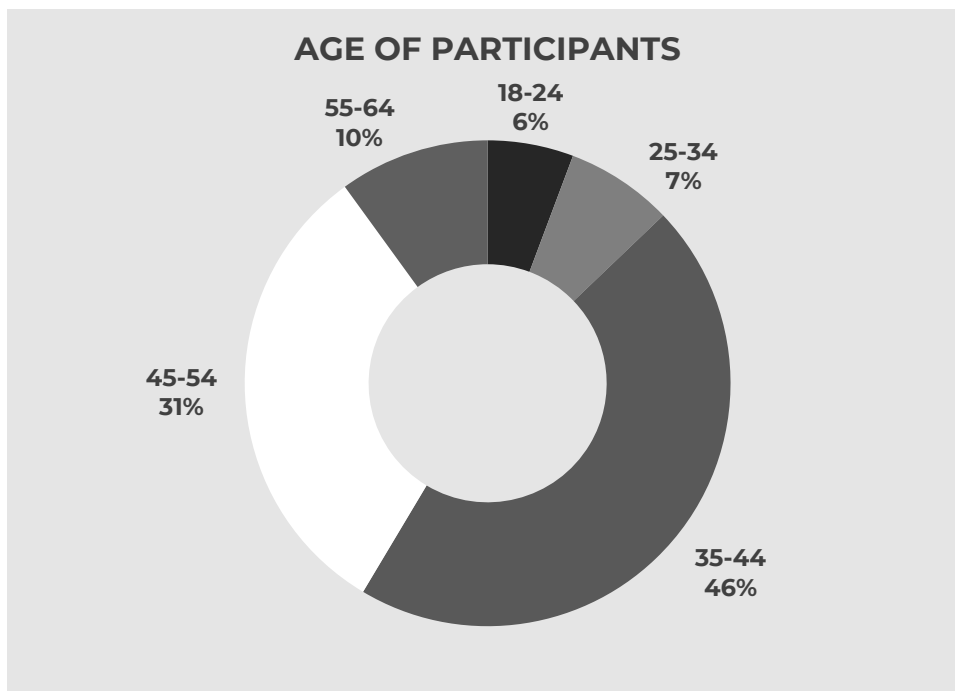
*Gender demographics of respondents*



The sample age range was 18-64. The majority of participants were in the 35-44 age demographic (see Figure 2).

Figure 4

*Proportions for Age-range, of screened-in respondents*



85% were of White British or White English ethnicity. 15% of participants were of BAME backgrounds. 85% of participants identified as being Heterosexual, and 13% identified as being LGB (see Table 2).

**Table 2**

*Age, Ethnicity and Sexuality demographics of screened-in respondents*

Age range	Ethnicity		Sexuality	
	White British/White English	85% (N=52)	Heterosexual	85% (N=52)
	White Other	7% (N=4)	Bisexual	11% (N=7)
18-64	Mixed Other	3% (N=2)	Lesbian	2% (N=1)
	Black African/ Black Caribbean	3% (N=2)	Prefer not to say	2% (N=1)
	Pakistani	2% (N=1)		

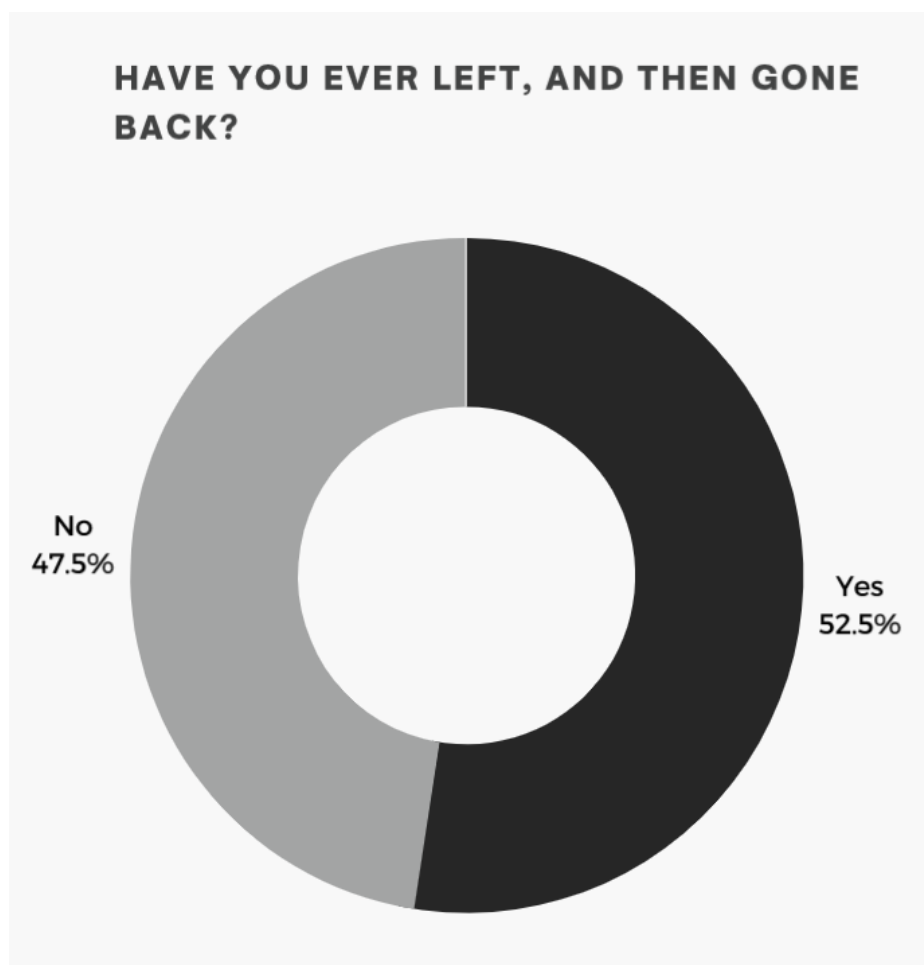
In addition to demographics, we examined relationship experiences. We found that 23% accessed GOGL within 3 months of leaving their partners. However, access in the 3-6 months and 6-12 months categories was low at 10%, with higher numbers accessing use 1-2 years after having leaving, a lull, and then a higher rate post 5 years.

**Figure 4**

*Proportion of participants who had left their abusive partners after different times.*

**Figure 5**

*Proportion of participants who had returned to abusive partners after leaving*



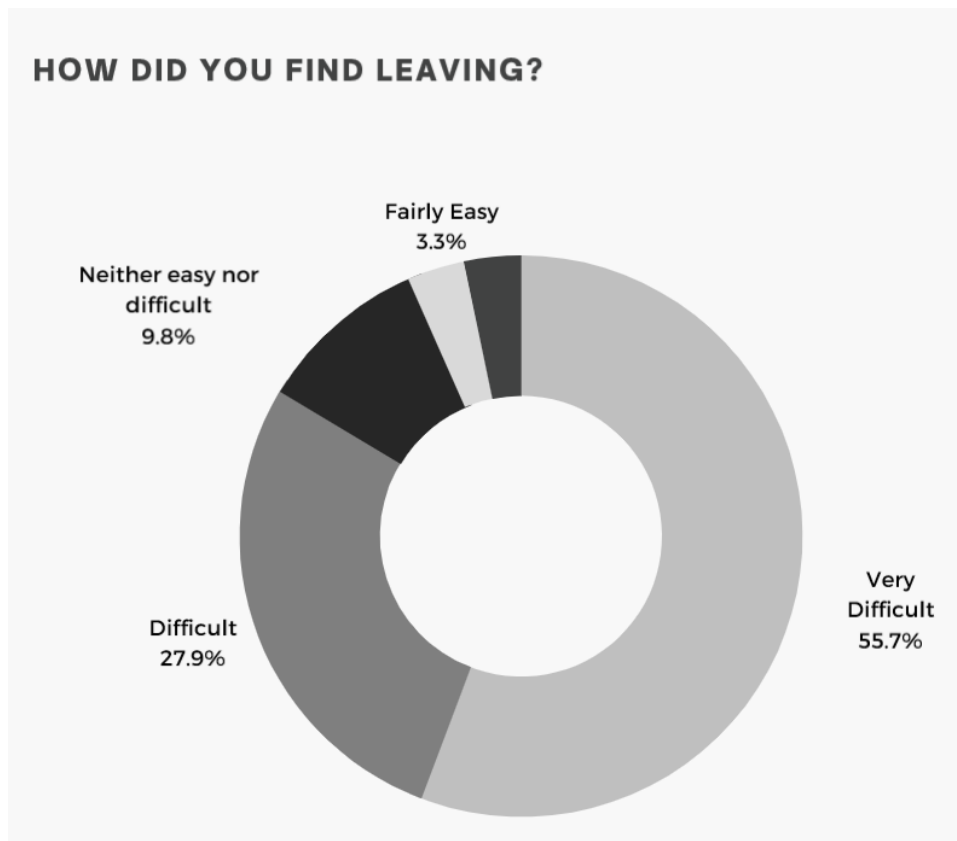


We noted as in figure 4 that more than 50% had previously left and returned.

More than 80% of people found leaving their relationship difficult or very difficult (Figure 5).

**Figure 6**

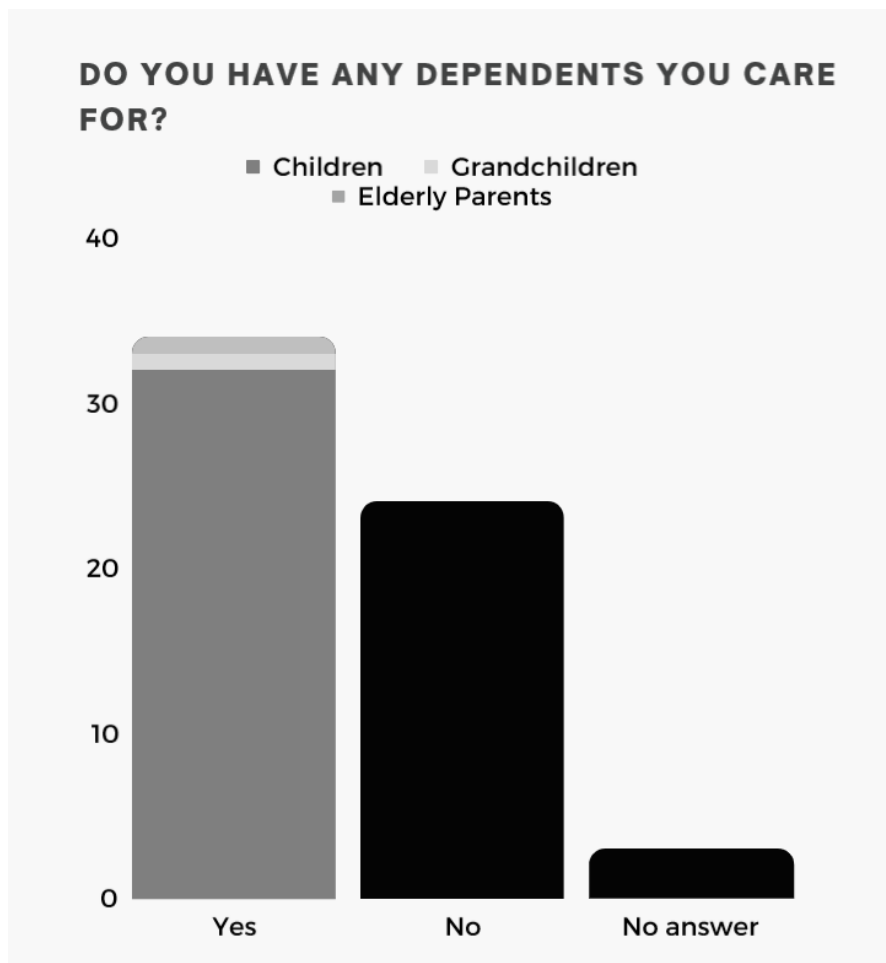
*Proportion of participants who found leaving at varying levels of difficulty*



More than 30% had children, though 25 % did not.

**Figure 7**

*Proportion of participants who had dependents*



The reasons for attraction to the programme were also explored in focus groups. People suggested that there was a need for long-term support and that they were attracted to the programme as it was specialised:

*“And this is more specialist to me...it's about domestic abuse, isn't it? It's not just general therapy and support” (PARTICIPANT 30, FG3)*

Who referred them also affected their choice to engage. For example, those referred by a therapist had high confidence. People were less confident about engaging with the service if it was advocated by an employer or came through a legal route or court-recommendation:

*“If it went through my employer, no way. Because I don't want them to know [...] if it came from my solicitor. No way.” (PARTICIPANT 50, FG5).*

People also discussed that abuse often left people with lower self-worth and limited trust. They emphasised the importance of clarity on 'GOGL's intentions', suggesting that who attends might have depended on how much trust they felt, and that the intentions needed to be clearer:

*"I suppose the more of the content and the expectations of somebody participating in GOGL... The fact that I don't trust, um, I just felt that I just needed a just a little bit, a deeper understanding of the intentions. Does that make sense? About what it's about the fact that it's, you know, it's a healing journey" ( PARTICIPANT 27, FG 6)*

### **What did people think of the programme?**

From the session embedded questions, participants found the ACTs validated their experiences:

*" [The] Deciding to go' section helped me understand my experience where I feared I would not be able to survive on my own. Learned helplessness resonated with me as I learned that whatever I did to diffuse or avoid any behaviours that would lead to abuse did not stop it from happening" (Session Embedded 2.7h)*

People further elaborated in focus groups, valuing the inclusion of reflective exercises, journaling and meditation:

*"... I think meditations are really, really valuable as it's like a therapy tool... So I think the fact that he's incorporating that into the materials is, is really valuable" (PARTICIPANT 92,FG7)*

People commented that the process, although difficult, was necessary for them to move forward in their journey.

They found the addition model challenging but really useful:

*"you know the part about being addicted to abuse. I I was really like, "no, I'm not, no". I had this, you know, sudden awakening, "oh yeah I am. I have all my life I've been addicted" (PARTICIPANT 30, FG6);*

People also experienced the programme as supporting growth in confidence and self-esteem, as the programme can be look upon as a safety net for when things become unexpectedly difficult

*“It's given me confidence. Um. And belief in myself. And it's actually given me some feel of self worth as well” (PARTICIPANT 92, FG 7)*

The questionnaire it was reported that the content (84.7%) and the delivery (89.6%) were engaging. Many participants also found the programme extremely or very helpful (80.2%), with the 96.2% feeling as though the programme connected to their experiences.

Most respondents said they would continue using GOGL, after being told they had full access to the programme (88.9%), with 7.4% being unsure; only 3.7% of respondents said they would not continue using GOGL. Additionally, the majority of participants rated GOGL 5-stars overall (65.4%), with 30.8% rating it 4-stars; only 3.8% rated GOGL 1-star.

The 'Reflective exercises' were the GOGL resources respondents most commonly reported as engaging (81%) and most useful (73%). This was followed by 'Journaling Prompts', with 69% of respondents finding this engaging and useful respectively.

### **Table 3**

#### *Engagement with content*

Resource	Engagement	Useful
Reflective exercises	81%	73%
Journaling prompts	69%	69%
Meditations	77%	65%
Self-compassion	69%	65%
Emailing GOGL support email	12%	12%
Other	12%	12%

However, participants also commented on how abuse is a lonely experience, which leaves dealing with it difficult. Some participants wanted the programme to help them to find people to talk to and to

manage the isolation and vulnerability they feel. Other aspects include learning how to journal and meditate more effectively, as this was something that some had not done before.

## How easy was the programme to use?

### *What was easiest*

Participants found the points made in the programme and the educational value was clear. The platform and pages were described as “clean” and “clutter-free” [PARTICIPANT 21, FG5]. The programme was “well thought out” and “there’s no jargon” [PARTICIPANT 16, FG5].

### *From the survey*

Many people engaged with the programme a few times weekly, or daily. Engagement frequency was affected by personal circumstances, as well as people taking time to reflect and journal. Some put it down to losing momentum when waiting for the next ACTs to become available, as well as difficulties logging back in. Some also struggled to find the time and space to manage the emotional demands of the programme. People commented that the audio and transcript options, as well as the pacing helped participants continue to engage with the programme in a discrete manner:

*" I also felt I was being mended by ticking off the acts and going through the programme step by step".*

*"I read the transcripts as it's easier for me to find time for that in short bursts and also not be overheard..."*

Respondents felt that the programme allowed them to understand abuse in a different way especially regarding the ‘FOGS’, the ‘Addiction model’ and the fact that it was being delivered by someone who have lived experience and credentials.

### *What was most difficult*

A number of improvements were suggested. Suggested Improvements to the programme were made in the focus groups and included:

- 1) The sign up journey needed clarity and streamlining [“And I found that the e-mail through, I had to close it and then I had to go on -

'cause I'm doing this on the phone - had to close down the e-mail, copy and paste the code, go and find the e-mail address - actually the e-mail was the website - it wasn't the thing." (PARTICIPANT 50, FG5) [see Appendix E]

- 2) The programme was long ["One thing that might well, kind of be a barrier would be, uh, possibly the amount of content. But umm, but yeah, it's a it's a difficult balance that because of the kind of need it to be comprehensive and at the same time" (PARTICIPANT 16, FG5) [see Appendix F]

From the survey, people commented that the technical side of the delivery, such as emailing, logging in and signing up were the main issues. There was also mention on how the pacing may have not been to everyone's taste, especially when some participants felt they had already dealt with those aspects and were thus waiting to be able to get to an ACT that would benefit them; there were differing opinions as some appreciated being drip-fed content, as it allowed them to digest the content.

### **Future developments**

There were concerns over the user experience, such as being able to bookmark and "stay awake" [PARTICIPANT 92, FG7; see Appendix I]. It was also noted how important it was that an individual must make the conscious choice to use GOGL, having already physically left the abusive partner; participants believed this would help users fully engage with the content. Other suggestions included:

- 1) Creating different versions of the programme, specifically concerning young people, as a preventative measure. ["I'd just be absolutely desperate for a programme like this aimed at young people who has lived through, witnessed" (PARTICIPANT 27, FG6). [Appendix J]
- 2) Making GOGL as mainstream as possible, as participants felt as though a programme like this filled a gap in the market ["Could you get like Durex to sponsor it or something as part of their corporate social responsibility or the people who provide the pregnancy tests or like there are other routes here? Have you seen HSBC? They're doing a lot on financial abuse" (PARTICIPANT 50, FG5). [Appendix L]
- 3) Training ["this should be part of their training to make them aware, so that it gave adequate support and protection" (PARTICIPANT 27, FG6). [Appendix F].

Concerning the development of the app, participants were worried about other people seeing it installed on their phone. They were also worried about it being slow, glitchy and having poor formatting. However, they anticipated it would make the programme easier to access in comparison to the online platform used in the pilot, which presented itself to have a difficult sign-up and log-in process.

Participants also commented on what the notification process ought to look like, as they saw it useful to be prompted and to bookmark. The mapping of the programme contents as well as the progress was anticipated to improve and have more of a presence, as well as the general accessibility, concerning fonts sizes and viewing colours.

The majority of respondents believed GOGL is something they would pay for (64%), with the remainder being unsure; none believed GOGL was something they would not pay for. Understanding that GOGL would be two thirds off for those on benefits, the majority of respondents believed GOGL was worth £4.99 per month (65.4%), with 19.2% believing it was worth £9.99 per month.

The most common service pressure that participants believed GOGL could alleviate was when providing useful coping support while on a waiting list for therapy (40%), with the belief it could provide support to manage emotions, to better engage with legal services being the second most (33%). Only 18% also believed it could reduce the need for GP appointments.

### **What mental health impact was observed?**

The study included low numbers that were not powered for statistical effect, nor was the pre-post design controlled to ensure that only the GOGL programme had an effect. However, there was a clear reduction in mean scores, of greater than 1.5 and therefore this would be considered in IAPT terms as clinically significant change. This is illustrated in Table 4.

**Table 4**

*Mean comparative PHQ8 scores*

Variable	Obs	Mean	SD	Min	Max
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Pre Total Scores	12	8.8333	5.718126	0	19
Post Total Scores	12	6.5	5.072206	0	17

Mean scores for both sections were under the clinical cut off for data (10, Alias de-la Torre et al, 2021). Despite this, 50% were above clinical cut toff (Range 10-19) and 50% below (Range 0-10) pre. Post intervention, 4 remained at or above clinical cut off (10-17) and 8 were below (0-6). This individual raw data is summarised in Table 5.

**Table 5**

*PHQ8 Participant raw data indicating change.*

Participant number	Pre	Post	Change
1	10	0	10
2	0	6	-6
3	11	4	7
4	7	3	3
5	17	17	0
6	5	6	-1
7	1	4	-3
8	5	10	-5
9	9	0	9
10	19	12	7
11	12	11	1



12

10

4

6

On detailed examination, participants 2, 5, 6, 7 and 8 had not completed as far into the programme as the remainder.

## Discussion

This study evaluated the feasibility of a digitalised version of the GOGL programme, where 44 people engaged in the programme until the closure of the project, with an initial group of 61 completing the pre-questionnaire. This therefore seems like a useful approach to pursue, and that it will be acceptable for many.

## Summary of main findings

We demonstrated that there is interest in this approach, and further that there was some improvement in the wellbeing of those progressing in the programme from their initial presentation. We were also able to attract a diverse range of participants into the programme, including men and non-binary individuals, as well as some participants from non-white backgrounds (8%) and different sexualities (15% non-heterosexual). However, this is still a low level of non-white backgrounds, and it will be important to explore in the future how to increase this to closer to 20% to reflect the general population. It is also noteworthy that people had not declared that they were gay men, and this population might also need consideration on how to access them. People suggested that they were attracted to the programme by the positive imagery, and referrals by a therapist – there was considerable emphasis on the credibility of the programme as being most important.

People found the programme validating, and many of the emotions resonated with them. They found the section on the addictive cycle hardest and this took longest to complete. During the process additional compassion focused programmes were added in to help to support this component. Important outcomes included that people felt that they had gained confidence in themselves, and that reflective exercises were important.

When asked about ease of use, people reflected on written versus auditory experience, and the value of both. People, however, were really aware of their life circumstances, and so their access varied depending on time and other issues they were experiencing. In terms of the future, the idea of the app was valued, but the importance of ease of use identified. Most importantly, people did show change through their journey.

### **Implications for the literature**

The underpinning model suggested that managing emotions such as Fear, Obligation and Guilt can be important in the recovery from domestic abuse. These preliminary findings do not reflect a rigorous test of the model, but provide indication that for this sample, of 28 people completing and engaging with all of the evaluations, and 44 engaging with the embedded evaluations, there was resonance with their personal experience. This was even for people who had had prior therapy, suggesting that there may be a gap in provision.

A significant area of discussion in the focus groups was also around the appropriate time for people to engage with the GOGL programme, and our data suggests that some people had been out of a relationship for a considerable time, but yet were still experiencing challenges. This reflects the complexity of recovery from domestic abuse, and that support might be required for some considerable time after a relationship is left.

### **Implications for practice**

The current gap in provision arguable reflects not just a lack of clear models and understanding of domestic abuse, but also modes of delivery. Significant findings here were conversations in the focus groups suggesting that there can be considerable challenges with seeking support for domestic abuse. This includes a desire for being in control, and having trust in any support that is delivered. The advantages of an app or digital solution include that individuals can exercise control. They did not want access to be controlled but wanted to be able to pace this themselves. It also removed any shame of disclosure of experiences, and for men in particular, enabled people to feel accepted in help seeking behaviour. Several men expressed their challenges in being believed when claiming that they were being abused, and that this had also had significant effects on their recovery. The app approach enabled people of

all backgrounds to self-refer, and further removed any focus on blaming the abuser, so that the victim was able to focus on themselves.

It seems from this study that an app could be helpful and would be valuable in this space.

## **Limitations**

This study was a rapidly designed evaluation, within the parameters of an Innovate UK grant. The work was conducted over a period of 6 months, including the digital development of this part of the programme. It therefore does not represent a full trial of the programme or of the methods. The findings of change do not account for any additional variables such as whether someone began the programme in high distress, or any factors that people might have experienced on the way. It was an exceptionally small sample, and not powered to draw large scale generalisable conclusions. This is a white paper and did not receive ethical review, in line with innovate approaches, and has not been peer reviewed.

## **Future developments**

Future developments suggest that a smooth and working app version would be an appropriate development. It would be useful to further investigate peoples narrated experiences of taking part in the full GOGL programme, and to examine more closely where in the recovery journey GOGL might fit.

## **Conclusion**

GOGL is a programme developed by Dr Craig Newman as an approach to recovery following domestic abuse. This study has shown that there is interest in the programme from people of a diverse range of genders, ethnicities, and sexualities. The programme, even in the taster version here, was able to show some difference in wellbeing for most people. People generally valued participating, some finding it life changing. Further development is needed to explore where in service provision it may fit, and to develop a full version in app form.

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# Appendices

## **Appendix A: Post participation survey**

Link to post participation survey for participants in the taster evaluation.

[GOGL Digital taster programme Evaluation \(Copy\) \(office.com\)](#)

N.B. This is a copy of the original form for reference only.



## Appendix A(i) – PHQ-9 questionnaire

### PATIENT HEALTH QUESTIONNAIRE-9 (PHQ-9)

Over the last 2 weeks, how often have you been bothered by any of the following problems?  
(Use "✓" to indicate your answer)

	Not at all	Several days	More than half the days	Nearly every day
1. Little interest or pleasure in doing things	0	1	2	3
2. Feeling down, depressed, or hopeless	0	1	2	3
3. Trouble falling or staying asleep, or sleeping too much	0	1	2	3
4. Feeling tired or having little energy	0	1	2	3
5. Poor appetite or overeating	0	1	2	3
6. Feeling bad about yourself — or that you are a failure or have let yourself or your family down	0	1	2	3
7. Trouble concentrating on things, such as reading the newspaper or watching television	0	1	2	3
8. Moving or speaking so slowly that other people could have noticed? Or the opposite — being so fidgety or restless that you have been moving around a lot more than usual	0	1	2	3
9. Thoughts that you would be better off dead or of hurting yourself in some way	0	1	2	3

FOR OFFICE CODING   0   +        +        +         
=Total Score:       

If you checked off any problems, how difficult have these problems made it for you to do your work, take care of things at home, or get along with other people?

Not difficult at all	Somewhat difficult	Very difficult	Extremely difficult
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Appendix B - Pre-focus group Themes: How did you find out about the programme?

How did you find out about the programme?

Codes	Theme
<ul style="list-style-type: none"> <li>- Facebook (group/post)</li> <li>- Therapist Networks</li> </ul>	SNS
<ul style="list-style-type: none"> <li>- Therapists</li> <li>- Clinical Psychologist</li> <li>- Health cover GP</li> </ul>	Medical
<ul style="list-style-type: none"> <li>- Friend</li> </ul>	Personal
<ul style="list-style-type: none"> <li>- Refuge</li> <li>- DA support</li> </ul>	Organisations
<ul style="list-style-type: none"> <li>- Flyers</li> </ul>	Print
<ul style="list-style-type: none"> <li>- Good rapport</li> <li>- Privilege to have access to professionals</li> <li>- Need multiple avenues</li> <li>- Utilise avenues where victims can't be monitored by abusers</li> </ul>	<ul style="list-style-type: none"> <li>- Organisations. should reach out &amp; work together</li> <li>- Can't be overwhelming</li> <li>- Adverts spread wide</li> </ul> Usefulness

### Quotes

It was mentioned to me by um my uhm clinical psychologist who's been helping me with uh treatment for [...] PTSD [...] I have been very, very lucky that um that I have been able to access treatment with it with Doctor [name redacted] [...] I had been trying for five months, unsuccessfully, to access help via woman's aid, uh my IDVA, my GP [...] it couldn't be the only way to access it. It would have to be through, to my mind, the channels that victims are tapping into so far. For example, I lost count of the number of organizations all under a kind of umbrella, but they were all operating. (PARTICIPANT 25; FG2)

## Appendix C - Pre-focus group Themes: What do you hope to get out of the programme?

### What do you hope to get out of the programme?

Codes	Theme
<ul style="list-style-type: none"> <li>- Protecting/educating children</li> <li>- Legal proceedings</li> <li>- Not being responsible for abuse</li> <li>- Putting a language to experiences</li> </ul>	<b>Responsibility</b>

### Quotes

<p>[...] my solicitor has been very kind through this, but I do recall at the beginning a couple of times for saying, you know "[name redacted], I am here to support you legally [...] you're running up and using your money for something that I can't give you". [...] If solicitors could point somebody towards something like that [...] [PARTICIPANT 25, FG2]</p>	<p>So I applied for divorce and then the solicitor said "well you will have been through mediation already" - I said "No..? [...]" like I just didn't get it. Never done it before you know? [...] But I really needed somebody to sit me down as if I had never heard of any of these words before [...] quite tailored to my situation [...] So, that for me was such a big obstacle to leaving [...] that there was this kind of logistical nightmare [PARTICIPANT 20, FG1]</p>
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### What do you hope to get out of the programme?

Codes	Theme
<ul style="list-style-type: none"> <li>- Not making excuses for abusers</li> <li>- Control negative memories</li> <li>- Do programme at own pace</li> </ul>	<ul style="list-style-type: none"> <li>- Manage trust issues</li> <li>- Establish boundaries &amp; routine</li> </ul> <b>Control</b>

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- A sense of self

- Not  
relying/ventin  
g on loved  
ones for  
support

## Quotes

I want to be able to move forward in my life and be able to enjoy the things that I used to enjoy and be the person I used to be without that experience, hence impacting my personal relationships. That's because otherwise he has actually taken me. [PARTICIPANT 25, FG2]

I'm not sure [...] it is that acceptance, strategies is quite it's the knowledge, the the right word, but understanding, uhm. ways of kind of Being able to, grow, [...] noticing and Because it's, you know, naming and not it's a long time of of just falling into old being in existence for patterns "[...] How do somebody else's purpose. [...] I was alive for for you know the boundaries and for for you know the protect myself, other person. protect my [PARTICIPANT 27, FG4] children? [...] how do I just do these things in a reasonable way? How do I meet unreasonableness, with reasonableness in a way that I don't just get steamrolled?" [PARTICIPANT 20, FG1]

Because even in my day-to-day thoughts um, or day-to-day activities, I find it very difficult to control when memories come [...] And I know that moving forward, that's going to be a real challenge [...] So it's it's not allowing all those suspicions, and all those triggers, uh and that people don't have an ulterior motive that I can go back to being me and set boundaries without losing my teeth or having a black eye or suffering financial consequences. [PARTICIPANT 25, FG2]

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## What do you hope to get out of the programme?

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### Codes

- Recognising abuse
- Acknowledge complexities
- Feel legitimised/validated
- Coping with guilt

### Theme

#### Acceptance

- Visibility of different extremes of abuse
- Links to childhood
- Feeling believed

### Quotes

I slightly want to be legitimised. I slightly want to someone to say "yeah, that was bad and that that was abusive and that was controlling and that shouldn't have happened to you and that wasn't OK". And I'm also really terrified of coming here, I was terrified of coming to a focus group and sitting with 20 people who will've told the kind of awful stories that I have heard as a therapist [...] and people going oh "ok now that was just you being an idiot. I'm sorry. That's on you" you know "that's not abuse, that's just poor life choices", you know? So I think it's partly that there's a part of me that wants to kind of name this [PARTICIPANT 20, FG1]

...something that will help with the guilt. [...] the biggest thing that I think I'm gonna find so hard, um, around the kids especially. [...] it's all very well people saying to you "ohh you, you can't feel guilty. You did what you did at the time" [...] but, it doesn't stop those feelings, of, yeah, just pure guilt. [...] I suppose, yeah, better understanding of perhaps, why I might have justified things, or [...] put down and manipulated and all manner of things in one day, but they could do one good thing, just one good thing, and, everything was forgiven [...] I feel extremely stupid. [...] I'm a pretty intelligent person, but I just feel like I've just been taken, just made a fool of completely and just cannot fathom how or why I've let myself get into this position, and let alone sit by and watch it not only happen to me, but to five children. [PARTICIPANT 29, FG3]

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## What do you hope to get out of the programme?

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### Codes

- Connect with others
- Improve personal relationships
- Build moral

### Theme

#### Social

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### Quotes

I suppose. Um, [being] sociable - I don't see any body? Taking part in things that are outside?, you know groups [...] what's made it difficult is that, uhm, my my friendships were stopped. Uhm they they weren't allowed, uhm, so people drifted away [...] Even family things so it's it's very difficult- so so friendships are very hard to to hold on to, when all the time you just say "oh I'm really sorry, I can't", when, you know, you've made arrangements, so for that, for that to be able to change, um, I'm not, I'm not quite sure how I can do that again [PARTICIPANT 27, FG4]

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## What do you hope to get out of the programme?

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### Codes

- To move forward/enjoy life
- To feel whole / complete
- Become informed on experience

### Theme

#### Positivity

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### Quotes

...what I've actually been through and how I've dealt with it – “has been right?” Or “how I could have done it differently?” Or how would, you know, “how other people think it couldda been done”, and then the place I've found myself at now is , I've got through it all, umm, with the help of me friends and, um, the survival skills that I've learned growing up. And now I've just plateaued. [...] In myself, I'm alright, but. I probably feel 60% of who I should be. There's a big chunk missing. And it's, it's rebuilding that that that I'm looking for. [PARTICIPANT 30, FG3]

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**Appendix D - Pre-focus group Themes: What attracted you to the GOGL programme?**

What attracted you to the GOGL programme?

Codes	Theme
<ul style="list-style-type: none"> <li>- More specialised to DA</li> <li>- Felt relevant</li> <li>- Educational; informed by lived + educational experience (Craig)</li> <li>- Additional support - missing in sector</li> </ul>	<p><b>Targeted</b></p>

**Quotes**

And this is more specialist to [PARTICIPANT 30] I need to feel safe, me...it's about domestic abuse, that I'm going to get something from isn't it? It's not just general this that I can improve and and therapy and support. specialist - because when I went to (PARTICIPANT 30; FG3)

umm - I'm heavily involved with Trusthouse, which is, you know, it's, it's a Rape Crisis centre, ehm, and, what I find is that I come across survivors of child abuse who have been to counsellors and things, and because they're not specialists, it's only when they get to Trusthouse and it's specialist that they actually get anywhere um, which is one of the attractive parts of this to me. It's to me it's specialist.

[PARTICIPANT 29] It's the specialism (FG3)

What attracted you to the GOGL programme?

Codes	Theme
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- 
- Diversity of experiences
  - Format usable for neurodivergent people / health differences
  - Helpful to laymen as well as those with psych background
  - Discrete
  - Not alone in abusive experiences

**Inclusive**

**Quotes**

I suppose done at my own time and pace, uhm, for me personally because of health difficulties. So not having to physically leave the house or being able to leave the house at a certain time, go somewhere to be able to do my own, you know, in my own time. Uhm, but also to have access to support, when perhaps when it's quiet - obviously not in the middle of the night - but you know? [PARTICIPANT 27, FG4]

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What attracted you to the GOGL programme?

**Codes**

**Theme**

- 
- Have had time process after leaving
  - Persuaded themselves, not just by others
  - At a new life stage (ie. new relationships)
  - Don't have to force yourself to be in a negative headspace

**Timing**

**Quotes**

That is that is it really, because nothing's been on your own terms. And then even the support you're getting is not on your own terms. And I know that's because of the restrictions, [...] and even Doctor [name redacted], you know, she has to put me in her diary for two weeks on Thursday [...] But that doesn't necessarily mean that come two weeks and Thursday, I'll necessarily be in the mood to do the next bit of my timeline and that's putting yourself in that mindset - now I'm happy to do that, and I want to do that because from the PTSD thing, [...] But in terms of additional underlying support, yes, it would be lovely to have something one can dip in and out of as and when, uhm you're able. [PARTICIPANT 25, FG2]

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## Appendix E - Post-focus group Themes; What was it like for you, using GOGL?

### What was it like for you, using GOGL?

Codes		Theme
<ul style="list-style-type: none"><li>- Remembering to use it</li><li>- Difficult finding the time</li><li>- Seems easier on PC over handheld; not as portable this way</li></ul>	<ul style="list-style-type: none"><li>- Clunky initial sign-up journey</li><li>- Reading vs listening preferences</li><li>- Accessible</li></ul>	<b>Convenience &amp; Practicality</b>

### Quotes

I think for this topic there needs to be a combination of 1) remembering to do it; 2) having the time to do it; and 3) because of the topic, being mentally in a space that you want to do it and to get those 3 to coincide together isn't easy, and if they do it needs to be super frictionless. And I found that the e-mail through, I had to close it and then I had to go on - 'cause I'm doing this on the phone - had to close down the e-mail, copy and paste the code, go and find the e-mail address - actually the e-mail was the website - it wasn't the thing. [PARTICIPANT 50, FG5]

I actually listened to Craig's voice. Mainly because I've got dyslexia and I started reading it and I get bored really quick. I just turn off. [PARTICIPANT 30, FG6]

I find reading the transcript easier than than listening to audio files [...] I've thought about downloading some of the audio files and listening to them in the car or whatever, because I do a lot of driving for work. [PARTICIPANT 16, FG5]

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## What was it like for you, using GOGL?

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### Codes

- Reflections
- Journalling
- Emailing (prompting)
- Being drip-fed, even if they had already dealt with these themes before, could be seen as an accomplishment, seeing how far they've come

### Theme

#### Useful elements

### Quotes

OK, I think the prompts. You know the e-mail prompts. They were quite good [...] I was sort of chucking myself into that and without prompts and reminders, I might not have come back to it [...] I needed that little bit of a kick at times, but I think everyone processes, you know, things differently. Dependent on, you know, on their life experience. So there was bits with me that and you know the part about being addicted to abuse. I I was really like, "no, I'm not, no". I had this, you know, sudden awakening, "ohh yeah I am. I have all my life I've been addicted". [PARTICIPANT 30, FG6]

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## What was it like for you, using GOGL?

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### Codes

- Programme deals with denial & downplaying beh.
- Feeling it was collated and guided

### Theme

#### Clarity

### Quotes

You know ...like I say, two years down the ...I'd been looking for when you line, possibly still in a little bit of resources that could help make sense denial, you know, "was it really me understand. I find of it, it abuse and am I making more of things really difficult to doesn't it? And maybe it wasn't abuse, process [...] So I find that make any maybe it was cruelty, bit really helpful because sense at all. unkindness." [...] you go through there was explanations What's this programme and Craig kind that I wouldn't have

happened to of speaks directly to you. It's like necessarily realised I you? And actually, no, this was abuse, [...] it needed an explanation you know can't be anything other and it for.[...] if I had tried to find you just can't makes it very, very clear to you, that information, I comprehend you know what is acceptable, wouldn't have found it. what's not acceptable [...] along everything I needed. Um, [PARTICIPANT 33, FG7] with that, really, really harsh so it's good to be guided T 33, FG7] realisation is backed up with the through that. support. [PARTICIPANT 92, FG7] [PARTICIPANT 33, FG7]

...you sort of able to answer the questions that you didn't know you even had. [...] therefore the understanding, has just been such an eye opener and quite a quick process with starting Healing Journey. Because the knowledge and understanding has empowered me to see, as in not necessarily see as in visually, but I suppose you're waking up. That realisation and an appreciation of actually how I was there in the first place. And the impact that's had for so many years, whilst I was there, [...] and some aspects were very hard to deal with. And it took time to process. [PARTICIPANT 27, FG6]

What was it like for you, using GOGL?

Codes	Theme
<ul style="list-style-type: none"> <li>- Determination</li> <li>- Curiosity</li> <li>- A sense of urgency</li> <li>- Empowering</li> </ul>	<ul style="list-style-type: none"> <li>- Supportive</li> <li>- Sparking a drive</li> <li>- A sense of authority, empathy and urgency from Craig</li> </ul> <p style="text-align: right;"><b>A call to action</b></p>

**Quotes**

[It was] empowering. I found it supportive. But I also felt like with Umm, yeah - I'm - for me, Craig, the way he spoke and the things that it's been a real whole he said that there was like this - he was a bit journey of awakening. And like an authority figure kind of. And it was like learning so much about that kind of, "OK, I'm supporting you. I get it. myself. Having been out of I've got empathy for what you're going abusive marriage through because I've experienced it." But relationship for a long there was that almost like that, urgency was

time, but recognising saying "you have to act. You have to act on everything's still there, um this. It's not going to be easy, but you have to - and just because you've act on it." And I think it was that that kind of walked out of the door sparked something in me. [PARTICIPANT 92, doesn't mean you've FG 7]  
 closed that door.  
 [PARTICIPANT 27, FG6]

What was it like for you, using GOGL?

Codes	Theme
<ul style="list-style-type: none"> <li>- Couldn't skip Acts they felt were less relevant at the time</li> <li>- Wanted to be able to self-regulate their journey rather than it being done for them, although waiting for next parts to open allowed them to be more reflective</li> <li>- Acknowledgment at how men are having this necessary representation as survivors, but that this is something women have been affected by; concerned it's only taken seriously when a man goes through it. Male-only voice-over could be off-putting to some</li> </ul>	<ul style="list-style-type: none"> <li>- Worried being able to cherry pick what topics to listen to would confuse how the programme is supposed to be received - as some parts lead into other</li> <li>- Didn't like having someone else telling them they needed a certain time to process information; it was triggering</li> <li>- Didn't like having to wait to be able to find something useful, as some of the elements were things they had already dealt with</li> </ul>

**Quotes**

I think for me, I don't really like that it's founded by a man. I'm a bit Anti-men. And I think, oh it's always when a man goes I think for me I'd probably say it's two things I was I would come back on. The first one is the idea of being controlled when you can access something - that

through something - I'm sorry to the men in the call. But for always, it feels always when a man goes through something, then actually is taken seriously, something's done about it. So I think that for me goes against it and I'm mean the male participants would feel totally differently to that, that actually it's nice to have a man talk about it because they're not so represented in this area, but that's my view. [PARTICIPANT 50, FG5]

doesn't go down well with. So yeah and you know that kind of content being revealed to you - they don't even do that anymore, even like a Netflix show the whole season drops in one go. That way of delivering content doesn't, doesn't operate anymore. And the other thing is to have somebody else decide that I need to have a week to process it before I can go into the next stage, that I'm very I find that a triggering thought, [PARTICIPANT 50, FG5]

I'm 4-5 years out we're all we all have different ways of progressing and also it's not and it's not linear. [...] I know what the signs of abused [...] I've been educated about it now because I've been on another programme. So to have to think I'm going to have to work through all of those weeks before I can get something useful to me really is making me think I don't know if I'm actually going to be the starting because how many weeks is it till I get to the bit that will find useful to my stage [PARTICIPANT 50, FG5]

**Appendix F - Post-focus group Themes; Why would you / why wouldn't you recommend GOGL?**

Why would you / why wouldn't you recommend GOGL?

Codes	Theme
<ul style="list-style-type: none"> <li>- Although a long programme, it tries to be comprehensive</li> <li>- It fills a gap in the sector</li> <li>- A clean and uncluttered interface</li> </ul>	<ul style="list-style-type: none"> <li>- Not too much jargon (accessible)</li> <li>- Confidence in the programme comes from that it's clinically backed and seems regulated; feels more comfortable</li> </ul>

**Attention to detail and trust**

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recommending it  
because of this

## Quotes

..the things I did like was the pages are quite clean and definitely like clutter free, and that cognitively sort of just visually just really helped. [PARTICIPANT 2], FG5]

I think it's pretty One thing that might well, kind of be a comprehensive in terms of barrier would be, uh, possibly the amount of content. It's clearly well content. But umm, but yeah, it's a it's a thought out, and it's also difficult balance that because of the kind of quite accessible in terms of- need it to be comprehensive and at the there's really there's no same time so yeah, but yeah, definitely I jargon and there's no kind of would recommend other people get on get um, doesn't feel kind of on the programme and. [PARTICIPANT 16; FG5] terms of how, how it, how you approach it. [PARTICIPANT 16; FG5]

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Why would you / why wouldn't you recommend GOGL?

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## Codes

## Theme

- Caution to recommend to those who are ready to receive **Mental space**
- Need to some out of 'survival mode'
- Cannot be forced onto someone

## Quotes

At the stage that I'm at now, would I have embraced it while I was still in that relationship? I actually don't think I would have had the mental faculties to be able to engage with it then. There was too much other stuff going on. I was in survival mode and I think you maybe need to come out of survival mode to fully 100% engage with this and benefit from it. So I would recommend it. But with a side note of caution as to it being the right time and also the person's got to be ready, Craig talks about work on yourself. That person's got to be ready to put that work in as well and there are a number of factors which can prevent you from being able to do that. [PARTICIPANT 92, FG7]

...And I don't think there's anybody I wouldn't recommend it to [...] But I think you need to have had that waking up moment and you need to have had the headspace to be able to deal with it and commit to it and you know. Some people might have the waking up moment and then start slipping back into denial and it could be helpful for them even if they are in the relationship, just to kind of reinforce that this isn't right. But I think in most cases it's going to be people that are already out that, you know, are starting to process things. [PARTICIPANT 33, FG7]

Why would you / why wouldn't you recommend GOGL?

Codes	Theme
<ul style="list-style-type: none"> <li>- Those involved in court process</li> <li>- Loved ones of victims, for their education, realisation and know how to help</li> <li>- Orgs involved in child arrangements (ie. CAFCASS)</li> <li>- Being believed</li> <li>- Spread understanding</li> </ul>	<p><b>The importance of reaching other demographics</b></p>

**Quotes**

...I think every single person who is involved with domestic abuse in terms of the courts, uh, with children so CAFCASS, uh, anybody - solicitors - they have to do this programme first to have that understanding of what people - in terms of any domestic abuse survivor, and if they've got children - what they go through. Because the reality is they do not

understand. I was judged. My child was judged. Her wishes and feelings weren't accounted for. They were ignored. Um and we were put at risk through the court system for another 16 years. So anybody involved, for me, I feel very, very strongly - this should be part of their training to make them aware, so that it gave adequate support and protection. [PARTICIPANT 27, FG6]

## Appendix G - Post-focus group Themes; How did you engage with GOGL? Why did you stick with it?

How did you engage with GOGL? Why did you stick with it?

### Codes

- Determination
- The need to heal
- Something difficult / emotionally challenging, but need to start to get the hard part out of the way

### Theme

#### Motivation

### Quotes

...the sensations that I was having, that the thoughts it was bringing back. The fog lifted. I knew it was actually doing me good if that's if that sounds that makes sense, you know, Yeah. Something really difficult, but it was doing me good because I needed to face it and it was that determination to get better and to understand and basically to heal. You know, I want my life back and I want to be the mum to my three children that that should be. And yeah, it it just fired something in me which was basically determination that you know, I need to do this and I need to do this for myself and it's not something that I've saw face to face therapy out over [PARTICIPANT 92, FG7]

How did you engage with GOGL? Why did you stick with it?

### Codes

- Preventative for future self
- Recognising future vulnerability

### Theme

#### The Future



## Quotes

I think again, for me it's like that sort of sticking plaster analogy. You know, I'd started to peel the plaster off and it was kind of painful, but do you know what, having started pulling it off? That's that that the hard part is starting and I had just had that "that's it, going for it now" even though it was difficult, you know, like I say the hard part is the starting [...] And so the commitment really was to finishing it. [PARTICIPANT 92, FG7]

I think it was the wanting not just to understand what had happened, but to never let it happen again. And you know some of the stuff is still there, that's a vulnerability, um, because of my background. Um, and if I can get those tools to make sure I'm not vulnerable in that way again, then you know I want to do that. [PARTICIPANT 33, FG7]

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How did you engage with GOGL? Why did you stick with it?

### Codes

- Being able to take time away from GOGL and feeling it was not difficult to get back into it
- Periods doing GOGL, then taking time away
- Not having to worry about waiting to receive help

### Theme

**Pace & Accessibility**

## Quotes

So for me, this was, you know, something that I could do immediately without a two year waiting list. Or, you know, and. I actually found it accessible. When I say challenging, I don't mean challenging in terms of my understanding or yeah, challenging in terms of using the materials. Challenging emotionally [PARTICIPANT 92, FG7]

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**Appendix H - Post-focus group Themes; What do you think was the impact, as well as the potential impact of using GOGL?**

What do you think was the impact, as well as the potential impact of using GOGL?

Codes	Theme
<ul style="list-style-type: none"> <li>- Confidence, hope &amp; optimism</li> <li>- How shame has it's impact</li> <li>- Exercising self-compassion &amp; self-care</li> <li>- Realising you are enough</li> </ul>	<ul style="list-style-type: none"> <li>- Acknowledging own pain, not taking away from who you are</li> <li>- Accommodating own needs</li> <li>- Feels like a safety-net, in case things become difficult (ie. setting boundaries)</li> </ul>

**Quotes**

It's given me confidence. ...Because you can, you feel like such failure. Um. And belief in myself. You feel like it's down to you not being good. And it's actually given me enough and through understanding that some feel of self worth as that's not what it's about, it helps remove well. Because again, that that element of shame, I think um, I think realisation that it wasn't that's the biggest impact. That I saw. And I something that I brought think people, different people take different on myself, that I wasn't to things out of it, you know, and there's blame. And I suppose one enough there. There's you know you, you of the big things it's done is take what you need and you leave what you alerted me to red flags and don't need. And in some ways. [PARTICIPANT 33, FG7]  
 feel like I'm very aware of red flags now. [PARTICIPANT 92, FG7]

What do you think was the impact, as well as the potential impact of using GOGL?

Codes	Theme
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- |   |  |                      |
|---|--|----------------------|
| <ul style="list-style-type: none"> <li>- Realisation of own experiences</li> <li>- Education on psychology theory and processes</li> <li>- Not forgetting experiences but not being re-traumatised</li> </ul> | <ul style="list-style-type: none"> <li>- Feeling educated in emotions</li> <li>- Taking what you need; leaving what you don't</li> <li>- Dealing with trust</li> </ul> | <b>Understanding</b> |
|---|--|----------------------|

### Quotes

I think I had disassociated quite a lot from my experience, and again particularly when there'd been a two year gap from actually coming out of the situation. And I think it was very useful for me as well to understand like that psychology of disassociation um and sort of cognitive dissonance and to sort of actually understand how that theory was sort of working on me and the progress that I wanted to make, made and had made. So I found actually that theoretical basis very useful as well and something that I sort of take with me into the future and really just that kind of telling myself, "yeah, I have disassociated this stuff." But kind of things, things need to be painful. You need to acknowledge the things that are painful to be able to move on. And that was a big, big learning point for me. [PARTICIPANT 92, FG7]

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What do you think was the impact, as well as the potential impact of using GOGL?

Codes	Theme
<ul style="list-style-type: none"> <li>- Ability to recognise abusive situations in everyday life</li> <li>- Being able to say 'no'; setting boundaries</li> <li>- Being able to 'read' people better / assessing the intentions of others</li> </ul>	<ul style="list-style-type: none"> <li>- Responding to own discomfort, taking action to address it</li> <li>- Acknowledging own pain to move forward</li> <li>- Aware of own needs / self-care</li> <li>- Realising you left because of other</li> </ul>

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- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>- Being able to articulate their experience, whilst being more observant and aware of ones-self</li> </ul> | people (ie. children) but that you also need to emotionally leave for yourself |
|---|--|

**Quotes**

<p>Like there was a point at which I was going round [a supermarket] of all places and there was this couple and I just had to get away from them, because the conversation between them, which I normally or previously wouldn't have thought was disturbing, I was just finding it really triggering because it just felt really abusive - you know the interaction between the pair of them [...] it's kind of raised my awareness but it's also helped me understand why I found myself in that position [...] and helped to take some of the shame out of it [PARTICIPANT 33, FG7]</p>	<p>I do feel like I'm becoming a bit more self aware and I did relate to those stories about um that they only left when it affected somebody else. And I did exactly the same thing with my, you know, when it concerned my children, I didn't do it for me. I did it for somebody else. And that sort of, I didn't even think about that before until then, so. I think just being more self aware and hopefully learning more about myself so that I never get in that position ever again, I think. [PARTICIPANT 101, FG6]</p>
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**Appendix I - Post-focus group Themes; What needs do you think GOGL should cover in the future?**

What needs do you think GOGL should cover in the future?

**Codes**

**Theme**

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- |   |   |   |
|---|---|---|
| <ul style="list-style-type: none"> <li>- Yearly refresher</li> <li>- App notifications to keep at it</li> <li>- Email notifications to keep going</li> <li>- Providing summaries of sections so that you can quickly understand how far you have come and celebrate that</li> </ul> | <ul style="list-style-type: none"> <li>- The outcomes of GOGL should stay with someone for the rest of their life; there needs to be a way to refresh that knowledge</li> </ul> | <p><b>Staying awake &amp; reminders</b></p> |
|---|---|---|

**Quotes**

[PARTICIPANT 92] But I do have that fear, in that when I put this programme, you know, when I when I get to the end, and it's fresh in my mind that that's great. But maybe a year down the line, 2 years down the line, how do I, how do I stay awake? That that's something that, you know, I kind of think "well, is it just a case of going back through the programme, reading my journals is it? [...] Because I kind of feel that this is going to be part of me now for kind of forever. And I and I need to make sure that I don't slip back in any way.

[PARTICIPANT 33] So maybe we need like a annual refresher, like a short version that kind of touches on a lot of points

(FG7)

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What needs do you think GOGL should cover in the future?

<b>Codes</b>	<b>Theme</b>
<ul style="list-style-type: none"> <li>- Flagging parts of the programme, to refer back to</li> <li>- A method to quickly refer back to certain lessons</li> <li>- Screensavers with statements of important lessons</li> </ul>	<p><b>Bookmark</b></p>

**Quotes**

...I would have found it really useful to be able to bookmark or flag certain bits of it so remembered exactly what to go back to. But I think I also put on my feedback form it would be really good if there was like principal pages or screening savers that had like you know, some of the top tips so that you could save it on your phone and look at it. [PARTICIPANT 33, FG7]

What needs do you think GOGL should cover in the future?

Codes		Theme
<ul style="list-style-type: none"> <li>- Acknowledging who the majority of the target audience is and the social media they use</li> <li>- Helping people stay awake and feeling encouraged</li> </ul>	<ul style="list-style-type: none"> <li>- A closed Facebook group, to facilitate reminders, members can signpost each other and extend empathy, if they choose to be part of it</li> <li>- Taking influence from SNS for how to implement content; Pinterest style images / mood boards as content</li> </ul>	<p><b>SNS</b></p>

**Quotes**

...I don't know. I was taking screenshots on my phone of the stuff that spoke to me because I couldn't think of an easier way to quickly find that material within the programme. So yes, some way of, I don't know, a clipboard or like a Pinterest board. Yeah, I don't know, but yeah. [PARTICIPANT 92, FG7]

...my kids called me a Gen X and older lady um, I use Facebook [...] you get closed groups on Facebook [...] You have to actually sort of be accepted into the group. I wondered whether that might be quite a good sort of space for GOGL - [...] the GOGL team [...] can post those reminders about self-care. They can post inspirational quotes, they can maybe post some short meditations, relaxation exercises, but that the community [...] Um, I know not everyone wants to talk about experiences, but, I imagine if people did there's probably a lot of things in common that we have and there will be a lot of expertise amongst people who have unfortunately been through this awful

experience [...] who can reach out, help support each other, signpost each other. And I think I would actually use that. And that would be one way that would help me to stay awake. [PARTICIPANT 92, FG7]

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### ***What needs do you think GOGL should cover in the future?***

<b>Codes</b>	<b>Theme</b>
<ul style="list-style-type: none"><li>- All parts of GOGL are relevant, but being able to choose which topics to go through</li><li>- 'Welcome' ACT too long - just want to start</li><li>- Stand-alone compassion course, as more focused training</li><li>- Meditation is associated with calm; the language in these exercises shouldn't be triggering (ie. abuse)</li></ul>	<b>Consider each user's focus</b>

### **Quotes**

...maybe like a standalone self-compassion type thing, it was nice having them occasionally through the programme, [...] it maybe needs a little bit more than just the occasional nudge because I don't know how to be compassionate to myself. I know how to be compassionate to other people. I'm horrible to myself so much of the time. So, you know, I think. I think we need a bit of training on that [PARTICIPANT 33, FG7]

...It was in some of the meditations that he that Craig did - I think meditations are really, really valuable as it's like a therapy tool and it's something that a lot of people who are very busy, like myself, find very difficult and find very difficult to to find the time for and to focus fully be present. So I think the fact that he's incorporating that into the materials is is really valuable [...] when I start doing a meditation and title something

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like self-compassion meditation [...] and then he'd start talking about abuse. And I kind of think - now I've got the fast heartbeat and I'm feeling all tense. And actually, yes, the programme is about abuse, but when I'm meditating, and when I'm trying to be compassionate to myself, I'm not actually sure I wanna hear that word in that particular segment of the programme. And it may be just, it may be just me. [...] the self-kindness and the meditation and the compassion side. I think it would be good if there was some meditations that were sort of a bit separate from the abuse. Because but I did find that quite triggering. [PARTICIPANT 92; FG7]

What needs do you think GOGL should cover in the future?

Codes		Theme
<ul style="list-style-type: none"> <li>- Consider giving a choice for a female-voice over, as well as the male voice-over</li> <li>- Having honest conversations about not only what does leaving look like, but also what staying looks like</li> </ul>	<ul style="list-style-type: none"> <li>- Adding references and links to the psychological concepts (ie. the addiction model)</li> <li>- Discussions on deciding to leave, versus being told to leave</li> </ul>	<p><b>Considering user-preferences and differences in understanding</b></p>

**Quotes**

But whether you have an option of having a female voice and a male voice and that again and gives you some choice as to which one you want to choose might be something. [PARTICIPANT 21, FG 5]

I think there needs to be a space around vocalising what would what a staying look like? What if I don't leave? What would that look like? Because, you know, we are intelligent people making decisions for ourselves and then we are in our head playing this all off. How bad does it need to be before I leave? Is he really going to do that? Maybe if I stay and maybe he's going to die, maybe he's got an illness, he's going to die anyway. Whatever the thing - maybe my parents gonna die, then they don't have to know. I think there needs to be some



conversation around there of deciding to leave, not just telling people you need to leave because but like a more rounded conversation to happen. [PARTICIPANT 50, FG5]

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## Appendix J - Post-focus group Themes; Who do you think might find GOGL useful?

Who do you think might find GOGL useful?

Codes	Theme
<ul style="list-style-type: none"><li>- Schools</li><li>- Courts, social services, barbers/hairdressers as part of training</li><li>- Community centres</li></ul>	<b>Organisations</b>

### Quotes

Even places like salons, Barbers, where you're more intimate with that person and you're probably gonna talk about stuff with them and then maybe, you know, maybe they could have training to just pick up on this and then just say ohh, look, this is, you know, something you might want to look at. I think just more people need to be aware first. [PARTICIPANT 101, FG6]

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Who do you think might find GOGL useful?

Codes	Theme
<ul style="list-style-type: none"><li>- GOGL is inclusive to different abusive experiences (coercive, physical ect.)</li><li>- GOGL outline how abuse exists across abuse and sexuality</li></ul>	<b>Inclusivity</b>

### Quotes

[PARTICIPANT 92] ...I do like as well in the programme, you know, [...] you're kind of sort of stereotypical view of abuse is that you know the victim as a woman, the abuser as a man. And it's very, very clear in that programme that you know that's it's the roles can be, you know, either gender. Um, so again, that's why I say at any age I think it's relevant to any gender, any sexuality. And yeah, I think it was the programme is inclusive to everyone.

[PARTICIPANT 33] Yeah, just like the stories where it was gender neutral and so it would have been applicable whatever your situation, I think.

(FG7)

Who do you think might find GOGL useful?

Codes	Theme
<ul style="list-style-type: none"> <li>- Those who are directly affected by abuse</li> <li>- Those who are coming to the realisation of their experience / right headspace People in the right headspace</li> <li>- Young people</li> </ul>	<ul style="list-style-type: none"> <li>- Anyone; but GOGL is more accessible to those who have already left the relationship</li> <li>- Emphasis on physically leaving versus emotionally leaving</li> </ul>

**Quotes**

[PARTICIPANT 92] Anyone ...but also you know for anybody maybe that wants to access it or who's starting to come to that realisation, the feels they need to access it. get out section, again that was that voice of I don't think there's any authority kind of you know "you've got this group that wouldn't far, come on, this is what you need to do. The benefit from it if they door is open." So I think that's still needs to be thought they needed it. in there. [...] I did kind of whiz through and Yeah. sort of payless attention to just because it wasn't as relevant, but I do think it needs to

[PARTICIPANT 33] Yeah, kind of the same basically, who are kind of [...] really in that conundrum you know, as long as this is

an issue that affects you of "do I don't, I do I stay? Do I go? Do I?". [...] then, I think it would be but possibly most of the advice maybe is, I useful for anybody in that don't know, perhaps more accessible to situation, even if it's years somebody who's got the brain space having down the line, you know? already left [PARTICIPANT 92, FG7]

(FG7

I I just, I really strongly feel that this programme just needs to be thrown out everywhere. Schools even - obviously not to the same extent, but young people should have the understanding of what a relation - a good relationship should be and what abuse looks like. Because it can be very subtle, as it was with me. It's very, very subtle and then built into the extremes and you don't even know it's notice it's happening. I never knew [...] I'd just be absolutely desperate for a programme like this aimed at young people who has lived through, witnessed.[PARTICIPANT 27, FG6]

### Appendix K - Post-focus group Themes; Would you engage with GOGL if an employer or a solicitor provided you access? Who should pay for a programme like this? Would you?

Would you engage with GOGL if an employer or a solicitor provided you access? Who should pay for a programme like this? Would you?

Codes	Theme
<ul style="list-style-type: none"> <li>- If it's costing the NHS; what this means for their pressured situation</li> <li>- Government; the idea there needs to be a return on their investment is important to consider</li> <li>- Employers; who is really comfortable with employers paying for this</li> <li>- Costing the self-employed and victims themselves; may need to charge them in phases due to low self-worth and financial accessibility</li> </ul>	<p><b>Concerns over cost implications</b></p>

### Quotes

But there's lots of revenue and tax from the government's perspective. You know asking the victims themselves to pay it is really unlikely because they're at a point where they think they're rubbish and useless and should they invest in themselves - they think they're not worth 5.99 a months.[...] If you're going to charge the person that the user I think you're going to need to do that in phases and phase one there might be only think they're worth two quid. Then when they see the benefit from it and their self-worth is growing then they might be willing to invest £20 a month [...] But I think trying to charge people money for something they don't think they think was all their fault anyway, it's quite a difficult sell. [PARTICIPANT 50, FG5]

Would you engage with GOGL if an employer or a solicitor provided you access? Who should pay for a programme like this? Would you?

Codes	Theme
<ul style="list-style-type: none"> <li>- Needs to be a sympathetic employer</li> <li>- Anonymity; through Employee Assistance Networks</li> <li>- Survivors need to feel like they're investing in themselves</li> <li>- Not wanting employer to know</li> <li>- Fear of not being believed or being monitored, or that it will be used against them in court</li> <li>- Wanting discretion</li> <li>- Not trusting the court cares; anything recommended will feel like something that is pushed onto people</li> </ul>	<p><b>Reluctance</b></p>

**Quotes**

I would have if I'd come by with the NHS because it's clinically backed; [...] If it come through my domestic abuse charity with the Freedom Programme I went on; Yes, I would have because I felt that all that did was open your eyes and then leave you merry way to like it, what the holy craps happened. If it went through my employer, no way. Because I don't want them to know. If it went through my kids school. Yes, because then I'm more motivated because I've got children and they picked up from school

and the trauma support the family. So it very much depends \_if it came from my solicitor. No way. (PARTICIPANT 50, FG5)

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Would you engage with GOGL if an employer or a solicitor provided you access? Who should pay for a programme like this? Would you?

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### Codes

- Before solicitor intervention

### Theme

#### Timing

### Quotes

I think it needs to be available before the point of solicitors. Personally, I think, you know, possibly at the point of solicitors it's maybe too late.

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Would you engage with GOGL if an employer or a solicitor provided you access? Who should pay for a programme like this? Would you?

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### Codes

- Children affected, will have the schools alerted to what's going on; schools to signpost parents
- Medical professional recommendation as it's a trusted opinion
- Through therapists; who can purchase licenses and offer it to those accessing therapy, as a package
- Gifting programme; a fund which people can gift licenses that can be used for

### Theme

#### Method of delivery

- Getting people to try GOGL first (trial) to help recognise if they need it
- Adverts in person (shops)
- SNS is helpful to reach many
- Self-employed people need to be considered
- Gender differences in marketing
- People trust NHS & charities (ie. Freedom Programme)

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- |                     |  |
|---------------------|--|
| anyone who needs it | - Schools suggesting this as a form of self-help for parents is likely, as it then helps the child |
|---------------------|--|

**Quotes**

And what I what I'd like is, you know, where a school say, say things like, "I presume you've been in contact with Women's Aid?", I'd actually like them to say, "I presume you've been in contact with Women's Aid. And have you heard about this great programme called GOGL? You might want to have a look at it", you know? [PARTICIPANT 92, FG7]

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**Appendix L - Post-focus group Themes; How is it best to market GOGL to reach those who need it? What would attract someone to GOGL?**

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***How is it best to market GOGL to reach those who need it? What would attract someone to GOGL?***

<b>Codes</b>	<b>Theme</b>
<ul style="list-style-type: none"> <li>- Seeing GOGL advertised on posters outside / shopping /pharmacy / pubs</li> <li>- Partnering with SNS support groups survivors utilise</li> </ul>	<ul style="list-style-type: none"> <li>- Press / magazines</li> <li>- TikTok shareability is based on how people love to hear personal stories</li> <li>- As part of corporate social responsibility (ie. a Durex campaign)</li> <li>- Mainstream healthcare</li> </ul>

## Quotes

[PARTICIPANT 50] Could you get like Durex to sponsor it or something as part of their corporate social responsibility or the people who provide the pregnancy tests or like there are other routes here? Have you seen HSBC? They're doing a lot on financial abuse..

[PARTICIPANT 21] Yeah. And even like Steve Bartlett, you know, like think about who are people who've got platforms who are wanting to do good things and actually have that social justice who have got massive platforms. So you know Dragons, then? I mean, I, you know, and just think big.

(FG5)

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### ***How is it best to market GOGL to reach those who need it? What would attract someone to GOGL?***

#### **Codes**

- More incised over GOGL's overarching message from recommendations, rather than current imagery
- Facebook marketing is generally seen as too crowded

#### **Theme**

- Imagery didn't necessarily make them more interested in GOGL (Instagram)
- Needs more information on GOGL's intentions and content, as to enable trust

**Imagery +  
current  
marketing**

## Quotes

I suppose the more of the content and the expectations of somebody participating in GOGL I don't know where my brain works it. It may be the. The fact that I don't trust, um, I just felt that I I just needed a just a little bit, a deeper understanding of the intentions. Does that make sense? About

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what it's about the fact that it's, you know, it's a healing journey.  
[PARTICIPANT 27, FG6]

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**How is it best to market GOGL to reach those who need it? What would attract someone to GOGL?**

Codes		Theme
<ul style="list-style-type: none"><li>- Emphasising how target audience should invest in themselves</li><li>- Target audience' most used social media</li><li>- Vulnerability of it being something people can do discretely</li><li>- Survivors search for how to change their abusers; should tap into that line of thinking with algorithms</li></ul>	<ul style="list-style-type: none"><li>- Trust; emphasising Craig's credentials and education</li><li>- Comfort in Craig's lived experience - this helps in not feeling patronised</li><li>- Not overwhelming adverts with too much info; considering target audience's headspace</li><li>- Survivors look to SNS groups and spiritual means of self-help</li></ul>	<b>Mindset of target audience</b>

**Quotes**

But I think you don't want so much information because when you've come out of a situation, that's abusive, um that's - it's just overwhelming. So to then have an advert with loads and loads of information on would actually turn me off. I would prefer an an advert or post it to be on the simple side, with the chance to click on find out more. But that initial thing to draw me in, I don't want anything that's gonna look like it's gonna be overwhelming [PARTICIPANT 92, FG7]

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**Appendix M – Session Embedded Feedback Act 1.1**

**Feedback**

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[a] I found the ACTS to be difficult to follow and not sure about what an Act is, in my head it was easier when I saw these as Chapters with sections like a book. I found the coercive control example of woman with anxiety being controlling hard as my ex used my mental illness to say I was abusive to him. This part of the programme has made me question more about whether he is right. I think this is not what the programme is trying to do, but think that removing that the woman is controlling because of anxiety may be useful as I know lots of women in my support group who have had the abuse turned back to them and mental health being used against them, particularly in family court by professionals so this seems to be giving more weight to that idea.

[b] I learnt that I have deep compassion for others in my situation but high expectations of myself. I realise I have come a long way already since leaving [...] but I still have a way to go to understanding and loving myself. A couple of sections had minor typos, couldn't screen shot for you. Some of the exercises seemed to be a repeat of others. Assume this was on purpose but letting you know in case it wasn't.

[c] The balance of audio, reflection, journaling and self care meditation and exercises really worked for me. I appreciated the narration and personal experience of Craig, and I think this did help build trust in the programme. I could really relate to the subject matter in relation to my own experience. And I felt a huge sense of relief at finding a programme which I feel so far really potentially seems to grasp my experience and what I need to recover. I felt an optimism and hope by the end of Part 1:1 that I had maybe after lengthy searching found the right path and guide to take me out of the fog and cycle of chaos and trauma. This was my life for a number of years and still feels like what I need to break free from despite having left just under a year ago. I felt a sense of increasing safety that in this programme I could find a safe place to really process and move on in an action focussed, challenging, joined up and healthy, supported way. One aspect I struggled with however was in relation to the reference to leaving and my own final experience of leaving. I previously left my abusive relationship a number of times only to return. My final departure although preceded by a very acute and piercing aha moment which galvanised action in me, was really conclusive and final

as a result of my abuser discarding me essentially and locking me out of our marital home. When the act of leaving was referred to, I had a sense of being somewhat of a fraud due to this, but from my reading prior to the programme I believe this is not an unusual thing to happen, so I think this might be worth adding some reference to this type of leaving to validate all leaving experiences.

[d] Helping me to be calm and put my thoughts into a rational order. Not thinking too much ahead and panicking that I can't do this. Although not there yet, realising that I have to work towards understanding why and accepting that this has happened. I may never get an answer as to why, or get proper closure but I have to help myself emotionally through self care and self love to be able to move forward. The feelings I have of grief guilt of leaving and disbelief are normal and understandable. Writing in journal helps to gather my thoughts and feelings in a more calm and rational way rather than jumbled in my head.

[f] That I'm not alone in my story. The explanation of the Aha moment really resonated with me. It's helpful that I need to 'stay awake' in order to continue to understand myself and to heal. That I still have some way to go to be more self compassionate. I like the meditation and the suggestions of ideas to help me with this. I like the feeling that this is 'work' but that I am 'working' on my self and towards being able to live a better life.

[e] The range of emotions I have felt . The physiological health symptoms I have suffered over the years, knowing other people have had them too. The loneliness , isolation , guilt, anger and frustration of the situation. I know I made the right decision to leave, not feel guilty - to put myself first

[g] Prompts to journal and enjoying the audio approach of listening. The meditation sessions have been very relaxing. I had my realisation moments this time last year so "remembering" and reflecting have been empowering to empathise with myself of how far I have travelled in 12 months.

[h] Hearing Craig's own story helped me to trust the GOGL course. The material resonates with me and validates my own experience. I no longer feel alone as I now feel understood and believed. I found the journaling helpful as it assisted in organising thoughts.

[i] That it's not just me [j] I feel like I am about to unravel the chaos. [k] Helpful was the similar story to my own with the wake up moment. Supportive is the journalling.

[l] It was useful to have stories of other people's awakening as it brought mine back so much clearer. [m] Yes in a way but it felt repetitive and seemed to not go anywhere. [n] That it's normal to question what you went through & doubt it was abuse, that I'm not weak for staying or going back & that this is probably the most difficult but important thing I'll ever do in my life

[o] "Waking up" and how that process isn't linear, this can come and go, just like going back to a previous partner...how we can realise and then almost forget and then realise again. Also feeling strange about labelling a relationship as abusive being a common experience.

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## Appendix N – Session Embedded Feedback Act 1.2

### Feedback

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[a] That I'm not alone in my experience. That I had low self worth but am worthy of self love. That understanding the past can lead to not falling into the same habits and help to move forward towards a better life.

[b] I was previously completely unaware of this being an addiction. It took me a while to understand it but the programme has nurtured this realisation in me. I can now reflect on numerous examples of how this has played out in my relationship. I have also spent time noticing where and when it first began for me and

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how my addiction has got stronger with each relationship I have had in my adult life.

[c] to understand how the transition from me supporting them when they were upset about the past or triggered turned into them being upset with me and my accepting it

[d] A description of what had happened that I could relate to and helped me understand what was going on.

[e] Journal exercises which I will come back and revisit and the meditation sessions. Not something I've done much before - going to try and build some going forward into my rhythms of life.

[f] That I had an addiction- had never looked at it like that . That I am not alone . Walking on eggshells for years . The description of the cycles was exactly how I was describing my life . Stress & relief .

[g] Having the images of the abuse cycle along with the chemical reactions that take place within us, helped me to understand the concept of addiction within abusive relationships. Being encouraged to pause and process the information and journaling (I use spider diagrams) enabled me to take the time to unscramble the chaotic thoughts and emotions that emerged. I find having both audio and transcript helpful with concentrating and understanding the information.

[h] Walking on egg shells and the cycle, waiting for the good bit and then knowing bad was due.

[i] The abuse model was helpful but it took me a while to understand that I wasn't addicted to the person, that didn't ring true. I was addicted to the series of feelings in the sequence they provided to me. This was something I became addicted to without my knowledge or even awareness this was a type of addiction. In my case the reason I could not break free is because my partner used gas lighting to confuse me to deliver the love bombing to get me back in the cycle.

[j] I had an existing consciousness of many of the ideas explained, but this was in a scattered sense from things I had learned from a diversity of disjointed sources in my quest to process and cope with my experience of abuse. I found exploring them all together in such a clear, structured way

was an intense and emotional experience. It highlighted to me feelings of shame, but also hope that accepting the idea of addiction and exploring it may give me a structure and logic to experiences that were bewildering, distressing and humiliating. I struggle often with intense longing to return to the husband and life I thought I had, and find it so difficult to accept that neither exists and these were harmful to me. On the other hand the idea of finding a path to a happier and healthier future with self worth and love while somewhat unreal at present gives me hope. I found this a tough section and needed to repeat it multiple times to really process it and I think I will return to it in future. My abuser had his own addiction issues and I wonder how my experience of this which often fuelled the abuse I experienced will impact me as I explore the idea of my own addiction more.

[k] The realisation [l] The familiar stories of love at first sight felt that the behaviour I experienced repeatedly was wrong and that I had become conditioned to accept it just try to keep the peace.

[l] The familiar stories of love at first sight felt validating & the story of addiction made sense, it finally let me understand what was happening & helps me to stop ruminating over why I keep going back & what's wrong with me - I may lack self worth but I'm not crazy!

[m] To get understanding of why I stayed and endured the cycle of abuse. Although I still struggle to accept I was addicted to this, I realise that there was positive emotion and self worth, doses of positivity and love that served to reinforce me to stay. I miss and regret losing this love after 32 years of marriage. My only love since we were 17. Self compassion is needed as I am learning it is ok to feel this way. To be kind to myself, do things that make me feel good and not feel guilty about leaving. I deserve to be treated with respect and to be happy. I felt the need to stay and help my husband understand why he was so distressed and ultimately blaming me for his feelings. I related to the model of the cycle of abuse and stress, relief and love. Recognising we are addicted is hard to process and understand as although the intense love we had is pulling me back, I feel I did not need the lows to feel the highs. Committing to going cold turkey is hard. Although I have so far, it seems extreme and callous, but understand I will take a step backwards emotionally by having contact.

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## Appendix O – Session Embedded Feedback Act 1.3

### Feedback

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[a] Joan's story helped me in that I now know it is not unusual to still love my abuser, and that there are so many survivors who feel the same. This gave me a sense of grounding and reassurance I needed to not worry about this so much and be less hard on myself. My friends and family think this is odd and weird and I have been struggling with this as I know it does not make sense logically to love someone who has abused me. Toni and Sam's story although a little different than my own, still explained essentially the same transition I experienced. For me I went from being seen as perfect, supporting my abusers past traumas with love and kindness, other people causing anger and me soothing and rescuing, to me being told I was the cause of anger and experiencing cyclical abuse as described. I also found it useful to read Sam and Toni's story swapping the abuser role to myself and the victim to my abuser as I was so often told it was my 'ill treatment' of my abuser that was the issue. Although I know truthfully this is not the case, a part of me absorbed that belief and continued to wonder if I had been abusive. But this really helped me see how untrue that was, and that was reassuring and calming. FOGS is a great acronym and very much resonated with my experiences past in abuse and present out of abuse. FOGS was central to me returning to my abusive marriage after the desperate moments when I left only to return. I feel FOGS is going to be critical to my recovery and found the diagram very helpful to label the different stages of the abuse cycle and where FOGS comes in in respect to these. While experiencing the abuse cycle and FOGS I often felt so disorientated and confused (lost in the FOGS) that it just felt like blind survival and was impossible to process as it felt so blurry, volatile and confused. I have always found labels set me free in a sense, as once I know what the problem is and can see the structure I can work out how to fix it so much better. This section worked well for me as such. The self care suggestions and meditations scattered through are a really positive balance with the tough reality of the subject and I really enjoyed them. Writing about the film of my love story which I first was completely blank about, turned into quite an oddly funny and therapeutic creative exercise. And the letter to myself which again I initially felt blank about was a positive and loving experience.

[b] Dissecting the FOGS - I'd endured them but didn't realise . Having someone explain them - knowing other people had experienced what I had was a reassuring revelation - I didn't feel frustrated or alone .

[c] A love story retold - It was helpful to hear and listening to it gave me insight into my own story. Learning about grooming and FOGS was overwhelming but gave me understanding as to how I was so blinded. I now 'see' how these emotions are still affecting my life and I am curious to learn more about myself in order to change my present and my future. I feel supported in my journey. The self-compassion exercise, soothing breathing, was very good for me. It was the first self-compassion exercise where my mind didn't wander and I relaxed almost instantly.

[d] That I was and still am experiencing FOGs without realising - I'm not alone .

[e] Learning about grooming was helpful as was leaning about FOGS. It makes it easier to understand how we aren't aware of what is happening in our lives.

[f] For me the realisation that from a young child I was being abused so through out my childhood abuse and not being shown love became the normal. Then as an adult again the realisation that the relationships and partners I had fallen in love with were no different than my parents and abusive. Very very powerful realisation to accept and understand. What I know now and have learnt through searching within myself is that I actually do have self worth and need to focus on me and learn and discover who I actually am for the first time.

[g] The confirmation of what I already knew and why I needed to leave the relationship.

[h] The list of abusive behaviours helped me to list the abuse that I experienced, but didn't know at the time. Seeing it on paper made me realise how extreme the abuse was and that this was normal for me. Learning that he was responsible for his behaviour and chose to be abusive has given me

the knowledge that I wasn't to blame and I wasn't the cause.

[i] My experience is that I could not understand or accept that this was happening as we loved each other so much. Apart from the abuse, our love and life was perfect. He was my world and soul mate. Our love was intense. Hearing these actual words in the programme made me realise that this was not my unique story. It helped me realise that I may never understand why my partner acted this way and that it is not helpful or necessary to understand this. I felt fear as was walking on eggshells but knew the abuse was coming and could not stop it. I did feel fear of leaving, as couldn't accept that we would never be together again, and also fear that I could not cope without him, financially and emotionally. Obligation as he looked after me, made our perfect home together. We were meant to grow old and look after each other for the rest of our lives. Have been together for 32 years. My one and only true love from age 17. I feel guilty only in having no contact with him after leaving [...] I struggle with going cold turkey as feel I should be explaining why I am not going back. I feel guilty for leaving him in distress and despair, although I am feeling this also. I never felt Guilt that I was causing the abuse though. I knew I had not done anything wrong and that I was not to blame. I did not deserve this. I knew this but still could not leave. I felt shame that this was happening and I was not able to fix things. Did not want to admit to my friends and family that this was happening to me. ..This section was particularly helpful as resonated with my personal experience of our love story.

[j] I actually found this section quite distressing. I think it was very difficult to uncover and realise the extent of the abuse then wait 6days for more. I think without outside support this section is really hard and it nearly made me give up on the programme, I feel like

[k] To understand that what I went through WAS abuse and that is simply a word which describes the situation I was in and that I endured. I was not to blame and shouldn't be ashamed of what I went through. That although admitting that I was subjected to abusive behaviour is uncomfortable, it is a crucial part of my healing.

[l] I have found this last section so very difficult. Hearing my own story for the first time with a new understanding of what I have endured has been hugely upsetting but also liberating. The idea of addiction shocked me and took me several days to come to terms with. The grooming and FOGS



i have gone backwards now constantly thinking about it all and feeling stupid sections were much easier to understand and see in my own story once I had got to grips with addiction. This programme is really transformational for me.

[m]To know that it was not my fault and that I am not alone in having experienced abuse. To realise that I can understand and recover from this.

[n] That he is an adult , he knew what he was doing - he had a choice . He never verbally abused me in public it was always indoors . I hadn't realised that . He would get drunk both at home & in public but abuse would be at home. An angry drunk I called him but sometimes I wasn't sure he'd had a drink when he was shouting & insulting me . He said he didn't fit in this world , his childhood was traumatic , he refused to get help , but still I got his barrage of abuse. The neighbours think he's mr nice guy / always helping - someone actually said / isn't he thoughtful ! . I know I won't fall for anyone with these behaviours again - because I won't have anyone in my life again- not taking the risk .

[o] The FOGS cycle was very relatable

[p] I felt that this section related more to my personal circumstances. I previously felt that my story was unique as I had been with him only, my whole adult life. For 32 years. How could this happen when we were so much in love? He was my soul mate and the love was intense. I couldn't accept that he could abuse me and love me. I recognise now how common this is. Although everyone's story is unique , there are many common abusive behaviours, and I experienced nearly all of them. I am still grieving and feeling love for him, but I know that there is no going back. I was not to blame and was right to leave.

[q] The gentle way in which the concepts were introduced through the story of others and the realisation that this

[r] I found this the hardest section yet as it seemed repetitious - journaling the same thing many times. I understand this is to make me fully aware of the behaviour but I struggled and [s] The small programme to introduce the ideas and then

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was out of my control had brain fog several times and apply them to  
and sight. I didn't just had to repeat sections. myself.  
ignore it I didn't see it.

[t] That I wasn't an [u] It is like I have myself talking  
idiot for staying as to me and telling me what to do  
long as I did! ... I appreciate the help from me.  
Very thoughtful program.

## Appendix P – Session Embedded Feedback Act 1.5

### Feedback

[a] The realisation that even I am a qualified social worker and and have A level psychology A level because of my previous generation trauma I had no idea what I was doing in my relationship.. self harm and nothing more than modern day Slavery.. It took my mate Sal to explain that for me to wake up.. yeah that's a hard one.

[b] Learning about the coping systems, cognitive dissonance and dissociation. This really helped me to understand my own own story and recognise these within it, to connect to why I didn't see what was happening to me. Realising the effect that abuse has had on me I am experiencing waking up moments and through GOGL I am connecting with the reality of my past. Journaling continues to be helpful.

[c] Cognitive dissonance & dissociation were not meanings I was familiar with. I had to read through a few times to grasp the meanings . I do realise now how I have been affected . Those lapses in memory , précis moments, flash backs , numbness are now explained . I have to stay awake - so I intend to

[d] i understand about how you change what happened almost to fit with the reality you want to see in order to cope

complete this course - I must learn coping strategies.

[e] That the dissonance was a natural reaction and something I didn't have control over. I'm out of my abusive relationship and realising I have gaps in memories is normal of a shock. I thought it was just my brain not working, not it is a by product of the abuse. Thank you for these resources. They are life giving. I've recommended it to a numbe of people I y be UK and beyond.

[f] The self compassion exercises were really useful after working through some difficult thoughts/memories. I found it useful to have an explanation of the psychology of disassociation and this was something I can recognise in my own experience.

[g] This section helped me understand my bodys natural defenses to the situation which in fact were dysfunctional.

[h] The explanation of coping systems resonated with me. I coped by curling up, putting fingers in ears to not hear and hide from the insults and rage. Going numb and biding my time until it was over and calm again. I realise that this was causing me to stay by adapting to the situation waiting for the love to return. After leaving I experienced gaps in memory of past experiences, spacing out, a sense of the world not feeling real, detached from my own emotions and surroundings, depression and anxiety. I have a better understanding of how my brain was working to look after me. I realise the need to be compassionate with myself as I did the best I could for myself in a difficult and traumatic situation. Facing up to the reality of the abuse will help me to keep awareness and carry on. I don't need to feel guilt or shame, but need to keep working on this to go forward and believe I can have the better future that I deserve.

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## Appendix Q – Session Embedded Feedback Act 1.6

### Feedback

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[a] The questions - hit home the reality as I answered yes to many. Helped me to make sense and feel validated.

[b] Thankfully I'm out of my abusive relationship but it was very helpful answering the questions and I found myself getting emotional about how far I have come since I left the relationship but also how horrendously toxic the situation was. Whilst journaling I also realised how important my true friends are because I honestly believe without them being honest with me about my marriage I would never of left.

Today I was granted my Conditional Discharge for divorce and so very grateful to the GOGL team for the programme. My future is currently looking very good [...] and found the self belief that if I put my mind to anything I can achieve my goals.

[c] In clarifying what love should not feel like I have had to face some uncomfortable truths. Truths that I had blocked out in order to protect myself. In facing these I feel that I have been supported and encouraged to start the healing process. It is encouraging to be told that others have been in my situation and have gone on to find freedom and love.

[d] I left 4 months ago for the second time - previous 10 years ago. Looking at the abuse categories I answered several. The first time leaving I was still trying to help him, asking immediate family & Gp to watch him . This second time I've had a realisation he is never going to change , he can't or won't - but I can't stay around any longer . He was changing me , I'd retaliate - I'm not an aggressive angry person but his actions were forcing me to act . I realised this couldn't continue , also the exhaustion, feeling unwell - it was his moods that was the cause. Walking on eggshells, waiting for the next mood bomb to drop . I've left - I know I'm not going back but I'm finding the emotions hard . Keeping things amicable for the family - their views - I don't want sides drawn . It's a rollercoaster of emotions.

[e] I think some of the questions needed more explanation

[f] Situation has create the contexts I have to navigate. I don't need to follow a script, I can and need to find my own narrative to move beyond my story of abuse. Starting to see how I can drive that new narrative for me.

[g] Stirred up emotions and is unpacking some deep hurt that drives some of my self beliefs. Striving, wanting positive feedback, not being able to handle criticism.

Me is what counts.

[h] The list of questions were helpful. What I am struggling with is identifybg if the relationship with my parents is also abusive or is just dysfunctional. As you mentioned that the reason we went into this is because of low self worth or because these behaviours had already been normalised for us I think it would be useful to have a section for questions about other relationships. Just to help people process things as it is not only this relationship which may be harming us. As I am finding out.

[i] Answering the questions about how love should not feel helped to clarify it was an abusive relationship. I did know this, but the section on deciding to go helped me to understand why it was so difficult to leave, as firstly I still believed there was real love that I didn't want to let go of, and also that I didn't believe I would be able to survive and be happy on my own. I am committed to carrying on as want happiness and love and a better life.

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## Appendix R – Session Embedded Feedback Act 2.7

### Feedback

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[a] The biggest impact on me has been learning that leaving is more than walking out the door and learned helplessness. I have been

[b] My personal situation I gather is different than most survivors of DV. [...] I knew I had to plan the final ending with my wife and planning helped a great deal. Although I had accepted with her

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enlightened and can connect to my story. I recognise that I have parked myself along this journey, that my life is limited as I am still embedded in the past. I can't wait to learn more to continue my journey to heal and thrive!

being a narcissist the abuse would escalate and attempted to prepare myself. I hugely underestimated how much the abuse would increase. She even played victim and called the Police [...] despite asking the Police 5 times asking for a referral to the DV unit and showing them the evidence of financial abuse they never did. This section made me realised I should of just left as nobody deserves to suffer abuse.. Thanks GOGL Team 🙏

[c] i didnt find this section very informative.

[d] The door was always open , I had so many opportunities to leave , but I became stubborn . I dug my heels in , I resented the fact that I would have to leave my home to stop the cycle of abuse. I began to resent him - fight back - not literally. But eventually other stresses in life emerged & I had to leave . Survival instinct . Years ago I was helpless as we had the responsibility of the children , even after they flew the nest I stayed. I understand now why- I was told I would not manage without him , I would be taken advantage of etc. It did play on my mind but I'm 4 months down the line & I have achieved so much . When dealing with companies or tradesman I tell myself - I can do this - don't take any Bull, I've surprised myself. I began to plan to leave , putting important information, personal belongings, clothes somewhere discreet & accessible. The day I left was unexpected, it just happened so fast , but having my items to hand helped . Be prepared , even if it's several months , weeks before you take flight

[e] The door was open for quite some time before I left. We do have an inner strength, we have to believe that in ourselves. I left 5 months ago, I have achieved so much, I truly have surprised myself. The helplessness section was interesting, I hadn't thought I could have gone when I could have gone

[f] That it is absolutely the right thing to do to be out of an abusive relationship. The leaving section was less relevant to me overall because my relationship ended some time ago.

[g] That being out of an abusive relationship is absolutely the right thing to do.

[h] Deciding to go section helped me understand my experience where I feared I would not be able to survive on my own. Learned helplessness resonated with me as I learned that whatever I did to diffuse or avoid any behaviours that would lead to abuse did not stop it from happening. I endured and gave in waiting for calm again. As I did not have to deal with the finances or practical diy or maintenance, I felt I could not do this on my own. I had given up work and had no confidence in finding a job in the future. The door was always open for me and I would plan to leave the next day after an episode of abuse, but then the calm would return the next day and the cycle would return. I realise now that I have left that the challenge is to stay away. To trust that I am capable of surviving on my own. I need to commit to this and believe that my future will be positive.

[i] This last section was difficult as I have left my husband who was abusive but then landing in the laps of my parents who are abusive (not as abusive but still abusive enough that at 16 I announced I was leaving the country when I finished school). This section has brought up about if I should leave my relationship with them or not. It is abusive. It does effect me and my children. Am I ready to leave? I just don't know. Maybe when I get further along I will know better. Also I can see that at points in my life I was able to leave but I don't know it would have been safe. He was violent and dangerous and the only reason I could leave now was because of the services involvement. Also at times I could not leave because of the country and the laws meaning I would have had to leave the children behind. I have struggled with the idea that the door has always been open because of these circumstances so appreciated the last section.

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## Appendix S – Session Embedded Feedback Act 2.8

### Feedback

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[a] This is the 2nd time I have left - I understand all you have said - see the logic of going cold turkey , getting a buddy , having a plan . But I haven't done that . I know I'm not going back this time. I am in touch with him , only for necessary purposes. I feel numb towards him , whereas last time I felt the pull - I missed him etc . I can see him for what he is . I'm still processing it all with help from this programme, & a counsellor . This programme has 'awakened ' me . I've learnt, realised so much . For 20 years I have been in a fog . I'm on a rollercoaster of emotions. But I'm free .

[b] If it's ok I'm going to have to think about Act 2 and my response. Lot to process and maybe need to repeat parts of Act 1 to ensure my feedback is helpful.

[c] Cold turkey is only option and that the FOGS will return.

[d] Cold turkey is only option and that the FOGS will return.

[e] To realise the importance of a support network which I already have and very much appreciate. That whilst it is impossible to go 'cold turkey' when children are involved, I should be very aware of how much contact I do have and keeping it only to communication about the children.

[f] In this section I learnt that I was actually an addict. Whilst in the previous section I could connect with the idea this section



helped me  
realise.

[g] Journaling has forced me to put pen to paper and in writing it has revealed things and got them out of my head and into a tangible form. This has given me an asset to take on my journey as it is there for me to read, reflect and to share extracts. The brain wants me to forget and skirt over deep trauma because it is so hard to face it. Thank you for putting this programme together. It is extremely hard. Realised today although I have got out I am still imprisoned in the relationship which is abusive - until the finances of the divorce is done and finalised inaction on my STBXs part is abuse. I need to create a sense of worth; to fight for freedom and to feel tremendous self love to access the freedom which is mine to take and have. It is hard. It is life giving. It is hard.

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