

# LGBT+ PEOPLE'S EXPERIENCES OF DOMESTIC ABUSE:

a report on Galop's domestic abuse advocacy service

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### **ACKNOWLEDGEMENTS**

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#### **RECOGNISE & RESPOND**

This report was produced within the framework of Galop's *Recognise & Respond* project, funded under the Lloyds Bank Foundation Transform Program and delivered in partnership with Stonewall Housing.



*Recognise & Respond* aims to promote a greater understanding of LGBT+ domestic abuse, address gaps in national and regional polices and build on good practices to remove the barriers LGBT+ people face when accessing services.

## **ABOUT GALOP**

Galop is the UK's LGBT+ anti-violence, charity. For the past 35 years we have been providing advice, support and advocacy to LGBT+ victims/survivors and campaigning to end anti-LGBT+ abuse and discrimination. Galop works around 3 key areas; hate crime, domestic abuse and sexual violence. Our purpose is to make life safe, just and fair for LGBT+ people. We work to help LGBT+ people achieve positive changes to their current situation, through practical and emotional support, to develop resilience and to build lives free from violence and abuse.

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# CONTENTS

Forew	vord	2
Key d	efinitions and terminology	3
Recor	nmendations	4
1	Introduction	6
2	Data collection and analysis	8
3	Galop's LGBT+ domestic abuse advocacy service and the London LGBT Domestic Abuse Partnership	9
4	Summary of key findings	11
5	What data tells us	14
5. <b>1</b>	Nature of domestic abuse	14
5. <b>2</b>	Gender of victims/survivors and perpetrators	15
5. <b>3</b>	Sexual orientation and trans identity	16
5. <b>4</b>	Age	17
5. <b>5</b>	Ethnicity	17
5. <b>6</b>	Additional risks	18
5. <b>7</b>	Geographical spread	18
6	Statistical Analysis	19
6. <b>1</b>	Demographics of victims/survivors	20
6. <b>2</b>	Statistics on referral routes and location of incident	22
6. <b>3</b>	Statistics on perpetrators	23
6.3. <b>1</b>	Relationship to perpetrator by sexual orientation and trans identity	23
6.3. <b>2</b>	Relationship to perpetrator by age and ethnicity	24
6.3. <b>3</b>	Gender of perpetrator by sexual orientation and trans identity	25
6. <b>4</b>	Disclosed categories of abuse and type of abuse at intake	26
6.4. <b>1</b>	Categories of abuse by sexual orientation and trans identity	27
6.4. <b>2</b>	Categories of abuse by age	28
6.4. <b>3</b>	Categories of abuse by ethnicity	28
6.4. <b>4</b>	Type of abuse at intake by sexual orientation and trans identity	29
	Type of abuse at intake by age Type of abuse at intake by ethnicity	30 31



## FOREWORD

35 years ago Galop was set up by a group of gay lawyers who sought to protect their communities from violence and abuse. Galops' mission remains the same as it did then – to make life just, fair and safe for LGBT people and a key element of that work is to inform, educate and raise awareness of the issues that LGBT people face.

I am delighted that through the support of the Lloyds Foundation Galop is able to publish this landmark report as part of the *Recognise & Respond* project. One of the key aims of the project is to promote a greater understanding of LGBT+ domestic violence, and this report provides a unique insight into the nature of abuse as experienced by LGBT survivors accessing Galop's domestic abuse advocacy service.

The report evidences that LGBT+ people experience and share similar types of domestic abuse as their heterosexual cisgender peers, however LGBT survivors are by and large invisible in the mainstream support system. The report also demonstrates the significant demand for specialist LGBT+ services: In the 5 year period that this research piece covers, the demand for Galops' domestic abuse advocacy service increased by 118 per cent.

LGBT victims and survivors of domestic abuse need an appropriate response. The findings of the report illustrate the need for a nuanced approach to understanding the needs of LGBT victims and survivors and how that intersects with other characteristics such as age and ethnicity. Services must be able to **recognise and respond** to the multiple and complex needs of LGBT+ victims and survivors who all too often have overlapping experiences of discrimination, violence and abuse.

Our ambition is that this report informs, raises awareness, and provides a deeper understanding of the experiences of LGBT+ victims and survivors of domestic violence. I would like to take this opportunity to thank Dr Jasna Magić and Peter Kelley for producing this report and the whole of the Galop team who work hard every day to make life safe, just and fair for LGBT people.



Nik Noone, Chief Executive

## KEY DEFINITIONS & TERMINOLOGY

According to the UK Home Office<sup>1</sup>, **domestic violence and abuse** is defined as *'any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality.'* Domestic violence and abuse can encompass, but is not limited to psychological, physical, sexual, financial and emotional and also includes so-called 'honour'based violence, forced marriage and female genital mutilation (FGM).

# SEXUAL ORIENTATION AND GENDER IDENTITY DEFINITIONS<sup>2</sup>

**Bi or Bisexual** is an umbrella term used to describe an emotional, romantic and/or sexual orientation towards more than one gender.

**Cisgender or cis** Someone whose gender identity is the same as the sex they were assigned at birth. Non-trans is also used by some people.

**Gay** Refers to a man who has an emotional, romantic and/or sexual orientation towards men. Also a generic term for lesbian and gay sexuality – some women define themselves as gay rather than lesbian.

**Gender identity** A person's innate sense of their own gender, whether male, female or something else, which may or may not correspond to the sex assigned at birth.

**Intersex** A term used to describe a person who may have the biological attributes of both sexes or whose biological attributes do not fit with societal assumptions about what constitutes male or female. Intersex people may identify as male, female or non-binary.

**Lesbian** Refers to a woman who has an emotional, romantic and/or sexual orientation towards women. **LGBT+** The acronym for lesbian, gay, bi and trans people.

**Non-binary** An umbrella term for people whose gender identity doesn't sit comfortably with 'man' or 'woman'. Non-binary identities are varied and can include people who identify with some aspects of binary identities, while others reject them entirely.

**Sexual orientation** A person's emotional, romantic and/or sexual attraction to another person.

**Trans** An umbrella term to describe people whose gender is not the same as, or does not sit comfortably with, the sex they were assigned at birth. Trans people may describe themselves using one or more of a wide variety of terms, including (but not limited to) transgender, transsexual, gender-queer (GQ), gender-fluid, non-binary, gendervariant, crossdresser, genderless, agender, nongender, third gender, two-spirit, bi-gender, trans man, trans woman, trans masculine and trans feminine.



1. Domestic violence and abuse guidance: www.gov. D/gDi Dance/ Domestic-violence-an D-ab Dse [accessed 20 Aug 2018]

2. Sexual orientation and gender identity terms included in this report reflect the definitions provided by Stonewall (www. stonewall.org. Thelp-a vice/ glossa y-terms [accessed 03 Aug 2018]), which have been accepted and used by Galop across its services and programs.

# RECOMMENDATIONS

This section uses the findings of this report to present a set of recommendations relevant to local councils, statutory and voluntary sector service providers, commissioners of services and decision makers. The recommendations focus on strategic and practical initiatives to strengthen future responses to LGBT+ victims/survivors of domestic abuse.

## NATURE AND EXPERIENCES OF VIOLENCE AND ABUSE

LGBT+ victims/survivors share similar types of domestic abuse as their heterosexual/ cisgender peers and experience a wide range of violence and abuse, including coercive control, physical and financial abuse and other forms of violence and abuse that sit within the framework of gender-based violence.

**Recommendation:** Services should acknowledge and recognise the experiences of LGBT+ victims/survivors of domestic abuse and develop awareness and sensitivity around the specil c needs of this group during the process of reporting and help-seeking.

LGBT+ victims/survivors disclosing domestic abuse often report multiple vulnerabilities and intersection of risk factors. These may relate to their past experiences of discrimination and abuse, as a result of their sexual orientation, gender identity, physical/mental ill health and/or substance abuse.

**Recommendation:** Services need to be competent to address signil, cant complexities *experienced and presented by LGBT+ victims/survivors and victims. Professionals should develop knowledge around how intersection(s) of sexual orientation, trans identity, age, disability, race and ethnicity etc. may innuence a victim's perception and response to the abuse.* 

Whilst gender still informs the experiences of LGBT+ victims/survivors, their needs are not always best served by hetero/gender-normative approaches.

**Recommendation:** Services need to recognise that LGBT+ individuals do not constitute a homogenous group. In addition, the experiences of non-binary, gay, bisexual and trans male victims/survivors will sometimes be di erent from those of heterosexual/cisgender men. Equally, the experiences of lesbian, bisexual, trans women will be di erent from those of heterosexual/ cisgender women.

There is currently very little specialist LGBT+ domestic abuse provision for older and younger LGBT+ people at risk, despite evidence pointing to high levels of domestic abuse experienced by both age groups.

**Recommendation:** Specialist services who support older and younger people should recognise *LGBT*+ people as group at risk of domestic abuse and develop targeted responses to violence that *L* t the unique needs of each age group.

Black and minority ethnic (BME) LGBT+ people appear more
 likely to experience domestic abuse from family members, in addition to intimate partners.

**Recommendation:** Specialist services need to ensure that they are providing appropriate services to this group and continue to ensure that statutory and voluntary organisations working with BMELGBT+ people are aware that this group are at risk of domestic abuse, including issues such as so-called 'honour'-based violence and forced marriage.

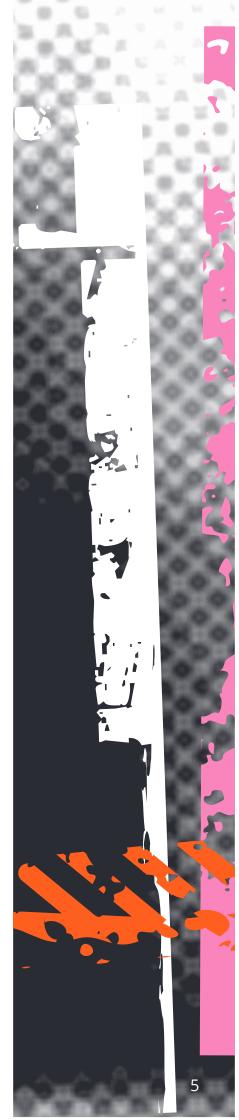
## SERVICE PROVISION FOR LGBT+ VICTIMS/SURVIVORS

The continuous increase of service users benefitting from Galop's LGBT+ domestic abuse advocacy service implies that LGBT+ victims/survivors will access specialist services for advice and support. However, there are few LGBT+ specific services and services such as the LGBT Domestic Abuse Partnership (DAP) are often stretched.

**Recommendation:** Specialist services led by and for the LGBT+ communities are the best route to crisis and long-term justice and support for LGBT+ victims/survivors of domestic abuse. Further funding is needed to ensure sustainable support that meets the needs of LGBT+ victims/survivors.

The vast majority of referrals to Galop's LGBT+ services have been from the London LGBT DAP. This shows the value of the pan-London LGBT+ community-led partnerships and specialist partnerships, such as Anjelou, in meeting the needs of LGBT+ victims/survivors. We received fewer referrals from the non-LGBT+ voluntary and statutory organisations including the criminal justice system (CJS) and Multi-Agency Risk Assessment Conference (MARAC).

**Recommendation:** Borough strategies and action plans should outline and implement clear reporting, referral and monitoring mechanisms across agencies and develop e ective systems for signposting to services for LGBT+ victims/survivors of domestic abuse. Borough strategies, action plans and needs assessments should also include, recognise and address underreporting of domestic abuse and initiate awareness-raising approaches that build trust and encourage LGBT+ victims/survivors to come forward and engage with support systems.





## INTRODUCTION

 Domestic abuse in England and Wales: year ending March 2017. Office for National Statistics, Statistical bulletin.

4. van Kampen, S., Fornasiero, M., Lee, W. & Husk, K. (2017). Producing modelled estimates of the size of the lesbian, gay and bisexual (LGB) population of England. London: Public Health England.

 Walters, M. L., Chen, J., & Breiding, M. J. (2013). The National Intimate Partner and Sexual Violence
 Survey (NISVS): 2010 Findings on Victimization by Sexual Orientation.
 Atlanta: National Center for Injury Prevention and Control/Centers for Disease Control and Prevention.
 Guasp, A. (2011). Gay and Bisexual Mer's Health Survey.
 London: Stonewall UK and Hunt, R. & Fish, J. (2008). Prescription for change: Lesbian and bisexual women's health check 2008.
 London: Stonewall UK.
 Roch, A., Ritchie, G. & Morton, J. (2010). Out of sight, out of mind? Transgender People's
 Experiences of Domestic Abuse.
 Glasgow/Edinburgh: LGBT Youth Scotland, Equality Network/Scottish Transgender Alliance.
 Bachman, C. & Gooch, B. (2018).
 LGBT in Britain: Trans Report.
 London: Stonewall UK.



Domestic abuse is a complex global phenomenon spanning all major and minority racial groups, ages and social classes. According to the Crime Survey for England and Wales (CSEW), around 2 million adults experienced domestic abuse in 2017 – about 1.2 million women and 700,000 men<sup>3</sup>.

Current estimates suggest that somewhere between 2.5% to 5.9% of the adult population of England identifies as lesbian, gay or bisexual<sup>4</sup>. These figures don't include those identifying as trans and non-binary, with 2.5% likely being an underestimate due to the perceived reluctance of this group to self-identify in official surveys. While research on inequality and discrimination of lesbian, gay, bisexual and trans (LGBT+) people is growing, there is a notable lack of reliable statistical data on the experiences of LGBT+ communities with domestic violence and abuse. This includes national statistics on domestic and intimate partnership violence, which currently do not disaggregate data by sexual orientation and gender identity, allowing for a UK-wide picture on experiences of LGBT+ people with this type of violence.

The first ever sexual orientation data from the National Intimate Partner and Sexual Violence Survey carried out in the United States, revealed lesbian women and gay men reported levels of intimate partner violence and sexual violence equal to or higher than those of heterosexual women and men. Notably, bisexual women reported significantly higher lifetime prevalence of rape, physical violence, and/or stalking by an intimate partner when compared to both lesbian and heterosexual women. No trans related data was collected<sup>5</sup>. UK-based studies point to similar findings. For example, Stonewall's national surveys from 2008 and 2011 show that one in four lesbian and bi women have experienced domestic abuse in a relationship and almost half (49%) of all gay and bi men have experienced at least one incident of domestic abuse from a family member or partner since the age of 16<sup>6</sup>. Trans individuals may be at an even higher risk. A study from Scotland found that 80% of trans people had experienced domestic abuse from a partner or ex-partner<sup>7</sup>. In addition, a recent study from Stonewall found more than a guarter of British trans people (28%) in a relationship in the last year have faced domestic abuse from a partner<sup>8</sup>.

Despite high levels of domestic abuse in LGBT+ communities, evidence demonstrates that LGBT+ victims/survivors are unlikely to access help and support. Current studies estimate that 60% to 80% of LGBT+ victims/survivors have never reported incidents to the police or attempted to find advice or protection from services<sup>9</sup>. Notably, SafeLives's most recent dataset<sup>10</sup> reports just 2.5% of all survivors accessing domestic abuse services in England and Wales identify as LGBT+. In addition, from March 2017 to march 2018, only 1.2% of cases discussed at MARAC<sup>11</sup> were noted to involve LGBT+ victims/survivors.

One of the consequences of the underreporting of domestic abuse incidents is that the issue of violence and abuse experienced in the LGBT+ community remains absent from domestic abuse datasets and is therefore invisible to service providers and policy makers. The lack of reliable data on the nature and experiences of LGBT+ victims/survivors of domestic abuse also limits the ability to highlight the extent and nature of this abuse. Furthermore, the lack of information about the abusers, restricts the possibility of developing appropriate prevention and response programs.

Using original data and an evidence based approach, this report addresses some of the knowledge gaps around the experiences of LGBT+ people concerning domestic abuse. The report includes information about a broad profile of victims/survivors, their relationship(s) with the abuser(s) and the nature of disclosed violence and abuse. Additionally, results are disaggregated by LGBT+ sub-groups and some of the protected characteristics i.e. age, sexuality, trans status and ethnicity, to provide increased insight into experiences of lesbian, gay, bisexual and transgender people with domestic violence and abuse.

The report also sets out key recommendations for enhancing service provision, to ensure that LGBT+ victims/survivors of domestic abuse are supported through contact with services that are welcoming and appropriate to their needs.

**9.** C.f.: Hunt, R. & Fish, J. (2008) and Guasp, A. (2011).

**10.** SafeLives. (2018). Free to be Safe: LGBT People Experiencing Domestic Abuse. Bristol: SafeLives.

11. Multi-Agency Risk Assessment Conferences (MARAC). A MARAC is a meeting where information is shared on the highest risk domestic abuse cases between representatives of local police, health, child protection, housing practitioners, Independent Domestic Violence Advisors (IDVAs), probation and other specialists from the statutory and voluntary sectors. For more information see: SafeLives, (2014). Frequently asked questions Multi-Agency Risk Assessment Conferences (MARAC). Bristol: SafeLives.

## DATA COLLECTION

& ANALYSIS

12. In this report the term 'victim/ survivor' is used to refer to those subjected to domestic violence and abuse and encompasses 'victim', 'client', 'service user' and 'survivor'.

**13.** In the reporting period, 26 victims/survivors approached the service more than once, disclosing a different incident. Consequently, since one client can have two or more cases flagged for domestic abuse under their distinct ID number, the number of unique clients is lower than the number of recorded cases.

The key findings of this report are based on a direct casework dataset of 626 LGBT+ victims/survivors<sup>12</sup>, based in Greater London, who received advocacy support from Galop's domestic abuse advocacy service between January 2013 and August 2017.

Galop collects qualitative and quantitative data using the Advice Pro data management system. Qualitative data gathered through monitoring and intake forms, and case notes was coded and processed using SPSS (IBM SPSS Statistics 21). For readability, all figures cited in this report were rounded to the nearest integer.

In the reporting period, Galop's advocacy service managed 700 cases and supported 676 unique victims/survivors<sup>13</sup>. All those who were identified as perpetrators (11), self-identified as heterosexual and cisgender (5) and all those who received one-off advice or chose not to engage with the service (34) were excluded from the final analysis.

Although the information on the monitoring and intake form was matched with corresponding client case notes, not all data, across the main categories, was available or applicable. Consequently, sample size across datasets varies and is denoted by 'n'. All figures present percentage frequency, together with a short explanation of the key findings. The statistical analysis generated data on:

- n Demography of victims/survivors;
- n Referral routes and location of incident(s);
- n Perpetrators of the abuse; and
- n The nature of the violence and abuse.

Based on a sample of 626 unique victims/survivors, this is the largest LGBT+ survivor database for the Greater London area, providing a detailed overview of the nature, typology and geography of domestic abuse in LGBT+ individuals for the region.

# GALOP'S LGBT+ DOMESTIC ABUSE ADVOCACY SERVICE & THE LONDON LGBT DOMESTIC ABUSE PARTNERSHIP

Galop's LGBT+ domestic abuse advocacy service is provided on a one to one basis and offers free, confidential, emotional and practical support and advocacy to LGBT+ victims/survivors based in the Greater London area, who have experienced domestic abuse.

In the five year period 2013 – 2017 (from January 2013 to 31st December 2017), the service supported 723 unique individuals. The biggest increase in service use was in 2016, when the service supported 162 victims/survivors (a 37% increase from 2015) and in 2017 when the service supported 229 victims/survivors (a 41% and 118% increase from 2016 and 2013, respectively). Observed increases in service use may be due to increased pan-London partnership work around supporting LGBT+ victims/survivors and/or the result of increased internal referrals following Galop taking over the National LGBT+ Domestic Abuse Helpline in 2016.

The majority of referrals from 2013 till May 2016 were made by a national domestic abuse helpline run by Broken Rainbow UK and after its closure, by the London LGBT Domestic Abuse Partnership (LGBT DAP).

LGBT DAP<sup>14</sup> is open to any LGBT+ person experiencing domestic abuse who is living or working in London. The partnership, funded by the London Councils, is made up of four LGBT+ specialist agencies: Galop, Stonewall Housing, London Lesbian and Gay Switchboard and London Friend, who each provide different free and confidential services for LGBT+ victims/survivors of domestic abuse including:

- n Free one-to-one counselling, advice and safety planning.
- n Housing advice, including options on finding safe accommodation.
- **n** Support and assistance when dealing with the police and criminal court system, as well as help finding solicitors.
- n Advice on child safety and child contact issues.
- n Specific support around sexual abuse.

Galop's LGBT+ domestic abuse advocacy service and LGBT DAP, specifically fill the gap in service provision for LGBT+ victims/ survivors of domestic abuse in the Greater London area.

14. LGBT DAP website:https://lgbt ap.ofg.a/[accessed 03 Oct 2018].



15. Magić, J. & Kelley, P. (2018).
Barriers to accessing services for LGBT+ victims and survivors:
www.safelives.o[g.]]/p[actice\_ blog/ba]]e[s-accessing-se]viceslgbt-victim s-an]-s][vivo]s
[accessed 02 Oct 2018].
16. LGBT Jigsaw website:
www.lgbtjigsaw.net/



LGBT+ victims/survivors captured in this report approached Galop and our partners as specialist LGBT+ services. Evidence demonstrates that many victims/survivors face numerous interpersonal and structural barriers when accessing services and have difficulty finding culturally competent and/or non-traumatizing support due to the overall stigma or the absence of appropriate community outreach programs<sup>15</sup>.

Since its set up in 2009, comprehensive counselling services and one-to-one casework in London have developed considerably under LGBT DAP. The partnership also organises various workshops as a way of supporting victims/survivors and has been successful in generating much needed evidence and information around the domestic abuse affecting LGBT+ communities.

Galop is also a partner in LGBT Jigsaw<sup>16</sup>, which supports young LGBT people including victims/survivors of domestic abuse and the Angelou partnership<sup>17</sup>, a specialist LGBT+ support service which brings together a variety of domestic abuse and women services, and provides advocacy for LGBT+ victims/survivors of domestic abuse in the boroughs of Kensington and Chelsea, Hammersmith and Fulham, and Westminster.



## Prol le of victims/survivors (self-identil ed)

- n 55% gay men, 20% lesbian women, 9% bisexual and 4% heterosexual
- n 65% male, 32% female and 2% non-binary
- n 14% trans
- n 19% were 24 years of age or under, 69% between 25 and 49 and 12% were 50 years or older
- n 55% disclosed a disability
- n 48% BME background

#### Referral routes

n 39% of all referrals came from an LGBT+ domestic abuse/sexual violence specialist services

#### Location of incident

- n 39% of all incidents occurred in Central London boroughs
- n 74% of incidents occurred in or around the home of the victim/survivor
- n 35% of incidents occurred at multiple locations

#### Relationship to perpetrator and gender of perpetrator

- n 71% of individual perpetrators were identified as male and 29% as female
- n 45% disclosed abuse perpetrated by a former intimate partner
- n 36% disclosed abuse perpetrated by a current intimate partner
- n 23% disclosed abuse by one or more family members
- n In 13% of cases, abuse was perpetrated by multiple perpetrators

#### Categories of abuse

- n In 79% of cases, abuse was categorised as intimate partnership abuse
- n 13% disclosed overlapping categories of abuse (e.g. intimate partner abuse and abuse by family members)
- n 10% disclosed risk of so-called 'honour'-based violence and/or forced marriage

#### Type of abuse disclosed at intake

- n 86% disclosed verbal and emotional abuse, 71% disclosed physical abuse, 18% disclosed sexual abuse, 17% disclosed harassment/stalking and 12% disclosed financial abuse
- n 85% of victims/survivors disclosed overlapping types of abuse (e.g. verbal, physical and financial abuse)

## Disclosure of abuse: Comparison across sexual orientation, trans/cisgender identity, age and ethnicity

## SEXUAL ORIENTATION

#### Gay

95% of gay men disclosed abuse from a male perpetrator.

This group were most at risk of intimate partner violence, reported the highest levels of risk of/honour-based violence and disclosed the highest levels of physical and sexual abuse.

#### Lesbian

82% of lesbian women disclosed abuse from a female perpetrator.

This group were most at risk of intimate partner violence, reported the highest levels of risk of/forced marriage and disclosed the highest levels of financial and verbal and emotional abuse.

#### Bisexual

62% of bisexual clients identified as female and 36% identified as male. 58% of bisexual clients disclosed abuse from a female perpetrator.

This group were most at risk of intimate partner violence, reported the highest levels of abuse perpetrated by family members and disclosed the highest levels of harassment/ stalking and equal levels of sexual abuse to that of gay men.

## ETHNICITY

BME clients, as well as victims/ survivors with white background, were most likely to disclose intimate partner violence.

Victims/survivors with BME background were at disproportionately higher risk of abuse from family members.

Disclosing additional risks, BME victims/survivors reported the highest levels of risk of/honour-based violence and forced marriage.

Victims/survivors with white background were more likely to disclose physical and financial abuse compared to BME clients, who were more likely to disclose sexual, verbal and emotional abuse, and harassment/stalking.

## **TRANS IDENTITY**

#### Trans women

60% of trans women disclosed abuse from a male perpetrator. This group were most at risk of intimate partner violence and reported the highest levels of physical, sexual and financial abuse.

#### Trans men

75% of trans men disclosed abuse from a male perpetrator. This group were equally at risk of abuse from intimate partners and family members, and reported the highest levels of harassment/stalking and verbal and emotional abuse.

## TRANS/CISGENDER

Trans victims/survivors were more likely to disclose abuse by family members compared to cisgender victims/survivors.

Trans victims/survivors were also more likely to disclose verbal and emotional, sexual and financial abuse compared to cisgender clients, who disclosed higher levels of physical abuse, harassment and stalking.

## AGE

Victims/survivors under 25 were more likely than any other age group to disclose abuse by family members.

Victims/survivors 25 or over were most at risk of intimate partner violence.

Disclosing additional risks, victims/survivors between 25 and 49 years reported higher levels of risk of/honour-based violence and forced marriage compared to other age groups.

Although they are fewer in number, victims/survivors 50 years of age or over reported the highest levels of abuse across all types.



## 5.1 Nature of domestic abuse

Key findings suggest that LGBT+ victims/survivors share similar forms of domestic abuse as their heterosexual/cisgender peers.

LGBT+ individuals disclosed domestic abuse from both intimate partners and family members, which was in most cases, described as an ongoing pattern of behaviour that was physical, emotional, financial and/or sexual in nature. Findings also suggest that the abuse may take place in both private and public places and that victims/ survivors are often exposed to various forms of violence at home, online, in public spaces and at work.

While most victims/survivors disclosed abuse from one perpetrator, over one in ten disclosed abuse by multiple perpetrators. In this context, it is interesting to note recently published data by SafeLives, suggesting that LGBT+ victims/survivors are almost twice as likely to suffer abuse by multiple perpetrators compared to non-LGBT+ victims/survivors<sup>18</sup>.

Intimate partner violence was the most commonly disclosed form of domestic abuse. In addition, almost one in four reported abuse by family members and over one in ten disclosed abuse by both intimate partners and family members.

Victims/survivors were most likely to disclose ongoing experiences of emotional and verbal abuse, which included name-calling and insults, lying, belittling and undermining self-esteem, manipulation, threats of suicide and behaviours that constitute identity abuse, such as, undermining gender identity or sexuality, threatening to out a partner. In the case of trans victims/survivors, deliberately misgendering, withholding medication or preventing treatment needed to express the victim's gender identity (e.g. hormones, surgery).

Almost three in four victims/survivors also disclosed physical abuse, which most commonly manifested as pushing, hitting, punching, choking, biting, throwing things, assault with a weapon, damage to property and attempted murder.

The data also suggest that LGBT+ people experience violence and abuse broadly sitting within the 'violence against women and girls'

**18**. SafeLives. (2018). **Free to be Safe: LGBT People Experiencing Domestic Abuse**. Bristol: SafeLives. framework. For instance, over one in three disclosed sexual violence and/or harassment and stalking, and one in ten disclosed risk of/ forced marriage or so-called 'honour'-based violence. These practices are all rooted in deep societal beliefs about gender roles, masculinity and femininity which impact on the nature of domestic violence and abuse experienced by LGBT+ people.

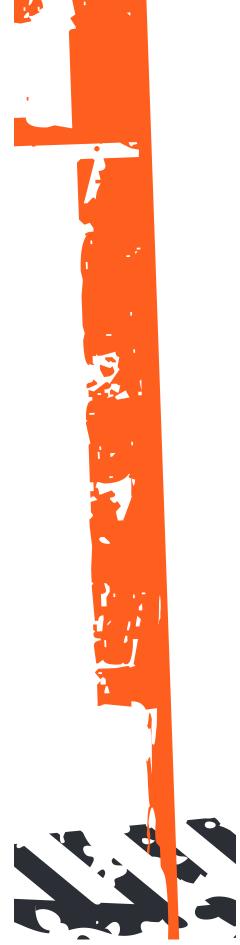
# 5.2 Gender of victims/survivors and perpetrators

We recognise that domestic abuse is disproportionately gendered and that the majority of those who have experienced domestic abuse are heterosexual/cis women, with heterosexual/cis men far more likely to be perpetrators. We also recognise that men can also be victims of domestic abuse, and as shown by the most recent national statistics, this may include abuse of the most violent kind<sup>19</sup>.

In our sample, 65% of victims/survivors and about 70% of perpetrators were men.

Almost all gay men, over half of trans women and three out of four trans men disclosed abuse by a male perpetrator. However findings also suggest women are perpetrators of domestic abuse among LGBT+ people as a large majority of lesbian and bisexual women disclosed abuse by a female perpetrator.

There could be a number of explanations for the disproportionately high number of male victims/survivors accessing Galop's service. Firstly, the public story of domestic abuse mainly presents domestic violence and abuse as a problem involving heterosexual women suffering violence from a physically stronger men. Due to this narrative, a larger proportion of male victims/survivors may assume that mainstream domestic abuse services are largely aimed at women. Studies also suggest that gay men may be more inclined to report to statutory services and seek help from LGBT+ organisations, compared to lesbian and bisexual women who are more likely to use 'informal' or 'private' means to cope with the abuse<sup>20</sup>. Our data also suggests that men might be more likely to disclose more violent forms of abuse, such as physical and sexual violence, which may affect the decision-making process of seeking help.



**19.** C.f.: Office of National Statistics, Statistical Bulletin. (2017).

20. Donovan, C., Hester, M., Holmes, J. & McCarry, M. (2006). Comparing Domestic Abuse in Same Sex and Heterosexual Relationships. Sunderland/Bristol: University of Sunderland/University of Bristol.



21.C.f.: Donovan, C. et al. (2006).22. Ibid.



## 5.3 Sexual orientation and trans identity

While there might be some similarities across the board<sup>21</sup>, lesbian, gay, bisexual and trans victims/survivors are not a homogenous group and our findings suggest there may be some differences in experiences of domestic abuse each subgroup presents to support services.

Current and former intimate partners were most likely to be perpetrators of abuse across all sexual orientations and gender identities. Differences occurred with regard to the abuse by family members where lesbian women, bisexual and trans victims/ survivors disclosed higher levels of abuse compared to gay men. Gay men however, disclosed the highest levels of risk of/honourbased violence and lesbian women disclosed the highest levels of risk of/forced marriage.

The difference in experiences of abuse within the subgroups may to some extent reflect wider processes of gendering and gender norms. Various forms of physical and sexual violence experienced by male victims are more likely to get reported<sup>22</sup>. Further research is needed to confirm this finding, however, to some extent our findings also reflect this view. While all victims/survivors generally disclosed similar levels of verbal and emotional abuse, physical abuse was where the greatest differences occurred. Gay men were considerably more likely than other groups, to disclose sexual abuse and/or being hit or punched, or threatened with assault, compared to lesbian and bisexual victims/survivors. In comparison, lesbian women disclosed the highest levels of financial abuse, which was disproportionate compared to bisexual victims/survivors, who were most at risk of harassment/stalking and sexual abuse.

Gender norms and in particular, gender stereotypes manifested in transphobia, might also be the main factors influencing the difference in experiences of abuse between trans and cisgender victims/ survivors. For example, trans victims/survivors were far more likely to disclose abuse from family members than cisgender individuals. Trans victims/survivors also disclosed higher levels of verbal and emotional, sexual and financial abuse in comparison to cisgender clients. Finally, trans men and trans women's experiences of abuse also differed. While both groups were most at risk from intimate partner violence, trans women disclosed disproportionately higher levels of physical, sexual and financial abuse compared to trans men, who disclosed higher levels of harassment/stalking and verbal and emotional abuse.

## 5.**4 Age**

SafeLives' study into experiences of young people (aged 13-17 years) with domestic abuse suggests this group experiences the highest rates of intimate partner violence and abuse by family members of any age group<sup>23</sup>. In comparison, LGBT+ young people in our sample (aged 13-24 years) disclosed disproportionately higher levels of abuse from immediate family members compared to other age groups. Our case studies also tell us that experiences of younger people disclosing abuse from family members can be different to those who disclose intimate partner violence. Abuse experienced within families is often minimalised or misinterpreted as prejudice or hate crime by both victims/survivors and support services.

Findings also suggest that more targeted work needs to be done with older LGBT+ people. Only 12% of victims/survivors accessing support were aged 50 years or over, with numbers significantly dropping off in the 65 years and over age group. Older LGBT+ people disclosed higher levels of abuse from intimate partners, rather than family members. The relative under representation of older LGBT+ people should be further examined and addressed across policy and practice, as low figures may suggest additional barriers in helpseeking. For example, older people may experience and respond to domestic abuse differently than younger people. SafeLives' data, for example, confirms that older victims of domestic abuse are less likely to attempt to leave their perpetrator before accessing help and are more likely to be living with the perpetrator after getting support<sup>24</sup>.

In addition, our experience suggests that older LGBT+ people are more likely to distrust statutory and criminal justice organisations because of historic experience of prejudice and discrimination. Findings from domestic homicide reviews<sup>25</sup> and community research suggest that older LGBT+ people may be less open about their identity/relationships (e.g. with perpetrators sometimes presenting as 'carers' rather than as partners), have fewer support networks, with abuse being less likely to be picked up by health professionals.

## 5.5 Ethnicity

The intersection of race, ethnicity, sexuality and/or gender identity can significantly influence how LGBT+ victims/survivors experience and respond to domestic abuse. BME LGBT+ people are unlikely to be captured in research and community studies, which often makes the needs and specific experiences of this group invisible in service provision. The limited pool of research which does exist, suggests that underreporting is particularly severe among this group<sup>26</sup>. BME LGBT+ victims/survivors may also be more isolated, may identify

23. SafeLives. (2017). Safe Young Lives: Young People and domestic abuse. Bristol: SafeLives.

**24.** SafeLives. (2016). Safe Later Lives: Older people and domestic abuse. Bristol: SafeLives.

25. Croom, L. (2014). Domestic Homicide Review relating to the death of Mr C. Brighton: Brighton & Hove Community Safety Partnership/ Standing Together.

**26.** Browne, K. (2007). Domestic Violence & Abuse: Additional Findings Report December 2007. Brighton, UK: University of Brighton, Spectrum. 27. Harmar, P., Moreton, E., Welch, L. & Wilde, B. (2016). Improving Access To Domestic Abuse Services Across Avon and Somerset. Bristol/ Glastonbury: Next Link/The Diversity Trust.

**28**. Magić, J. (2015). LGBT Needs Assessment: Domestic and Sexual Violence Provision in the London Borough of Newham. Cambridge: Broken Rainbow UK.

#### 29. C.f.: Browne. (2007).

**30.** SafeLives. (2015). Getting it Right First Time. Bristol: SafeLives.

**31**. SafeLives #6 LGBT+ Spotlights: http://www.safelives.org.uk/ knowledge-hub/spotlights/spotlight-6-lgbt-people-and-domestic-abuse [accessed 03 Oct 2018]. more strongly with BME community and culture than the LGBT+ aspect of their identity<sup>27</sup> or may have to overcome religious and cultural pressures when coming to terms with both their LGBT+ identity and experiences of domestic abuse<sup>28</sup>.

Though the majority of BME victims/survivors disclosed abuse from current and/or former partners, there was a difference in the number of BME people disclosing abuse from family members; nearly 40% of cases compared to 10% for those with white background. This is a complex issue and there may be intersecting factors such as age, gender and the BME status that will shape how disclosures of domestic abuse are reported. However, this may also suggest that LGBT+ BME victims/survivors are at a greater risk of domestic abuse from family members, including extended family and community members, as well as intimate partners.

## 5.6 Additional risks

Previous studies suggest that those LGBT+ victims/survivors who identify as disabled or have a long-term impairment, are more likely to have experienced at least one form of domestic abuse during their lifetime<sup>29</sup>. Evidence, as well as findings of this report, also demonstrate that LGBT+ victims accessing services present disproportionately higher levels of additional risks and are significantly more likely to disclose drug issues, alcohol issues and poorer mental health<sup>30</sup>. LGBT+ victims/survivors of domestic abuse are also twice as likely to have self-harmed and are almost twice as likely to have attempted suicide<sup>31</sup>.

While it should not be assumed that the presence of vulnerable factors means that victims will automatically have complex needs, their recognition is important as it can highlight when a different approach to support may be required.

Although the findings of this report remain limited in this field, they suggest that victims/survivors contacting our service are likely to have both protected characteristics and additional needs. For example, 54% of all victims/survivors identified as people of faith and 55% self-identified as having a disability, which included mental health issues, as well as issues related to mobility or long-term health issues such as living with HIV/AIDS.

The analysis did not specifically look into experiences of victims/ survivors with no recourse to public funds, but evidence from our service suggests that LGBT+ people who are on spousal visas or have no recourse to public funds are additionally vulnerable. For example, the abuser might use the threat of deportation and lack of access to financial support as a means to control and abuse the victim. In this context, LGBT+ victims/survivors can face deportation to governments and sections of society that are extremely hostile towards LGBT+ people.

## 5.7 Geographical spread

This analysis captures experiences of victims/survivors based in London. There was a disproportionate number of victims/survivors from the inner London boroughs compared to the outer London boroughs<sup>32</sup>. This might be due to a number of factors:

- n Firstly, recent research from Public Health England<sup>33</sup> indicated that more people answering GP surveys identified as LGB in inner London boroughs compared to outer London, which may suggest a disproportionate number of victims/survivors are likely to be based in inner London boroughs.
- n Secondly, in addition to LGBT DAP, Galop is also part of the Angelou partnership<sup>34</sup>, which has funded a part-time LGBT+ domestic violence caseworker in the three-borough London VAWG consortium.
- Finally, research has indicated that many London boroughs have lost LGBT+ venues and there are fewer dedicated LGBT+ spaces or services in the outer London boroughs. These gaps in services make it harder to reach LGBT+ people<sup>35</sup>.

#### **32.** C.f.: van Kampen, S. et al. (2017)

**33**. Van Kampen, S., Fornasiero, M., & Lee, W. (2017). Producing modelled estimates of the size of the lesbian, gay and bisexual (LGB) population of England. London: Public Health England.

34. Angelou is a partnership of 9 specialist organisations that support women and girls experiencing domestic or sexual violence. The partnership covers three inner boroughs in South West London: Westminster, Hammersmith & Fulham and Kensington & Chelsea. Website: www.angelo □.o [g [accessed 03 Oct 2018].

35. UCL Urban Laboratory. LGBTQ nightlife spaces in London: www.lcl.ac.l/lbanlab/ ieseaich/lgbtqi-space [accessed 03 Oct 2018].



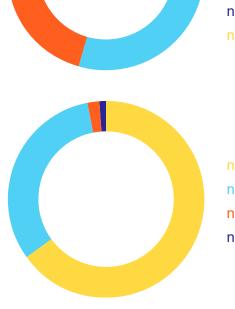


## 6.1 Demographics of victims/survivors

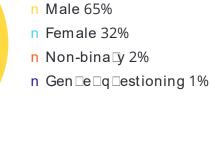
**Sexual orientation** (n, 614): 55% identified as gay<sup>36</sup>, 20% identified as lesbian, 9% identified as bisexual<sup>37</sup>, 4% as heterosexual, 8% preferred not to disclose their sexual orientation and 5% defined their sexual orientation in other terms<sup>38</sup>.

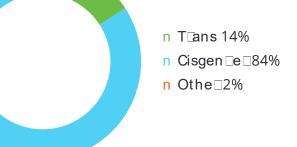
**Gender** (n, 623): 65% identified as male, 32% identified as female, 2% defined their gender identity as non-binary and 1% as gender questioning/genderqueer.

**Trans identity** (n, 626): 14% identified as trans. 39% of trans individuals identified as female, 46% as male and 14% as nonbinary. 22% were under 24 years of age, 69% were between 25–49 and 9% were over 50 years of age.



- n Gay 55%
- n Lesbian 20%
- n Bise⊡⊐al 9%
- n Hete ose al 4%
- n P⊡efe⊡not to say 8%
- n Othe□5%





**36.** All victims/survivors identifying as 'gay' also identified as 'male' and all those identifying as 'lesbian' also identified as 'female'. Subsequently, terms 'gay men' and 'lesbian women' will be used with reference to 'gay' and 'lesbian' in the report.

37. Of the 9% of victims/survivors who identified as 'bisexual', 62% identified as 'female', 36% identified as 'male'.

**38.** Of the 5% victims/survivors who defined their sexual orientation in other terms, 'questioning' was the most common, followed by 'queer'. Other terms used included 'pansexual' and 'non-heterosexual'. 28% of victims/survivors in this group identified as 'female', 37% identified as 'male', 31% as 'non-binary' and 57% identified as 'trans'.

Age (n, 597): 19% were 24 years of age or under, 38% were between 25-34, 31% were between 35-49, and 12% were 50 years of age or over.

n 13-16 = 2%n 17-24 = 17% n 25-34 = 38% n 35-49 = 31% n 50-64 = 11% n 65 + = 1%n Pefenot to say 5%

Disability (n, 470): 55% identified as having a disability. 62% disclosed mental health issues and 39% disclosed a physical disability.

Ethnicity (n, 555): 31% identified as White British, 20% identified as Black, 15% identified as Asian, 5% identified as Middle Fastern and 8% identified as having mixed ethnicity.

n Asian 15% n Blac ⊇20% n Mi 🗆 le Easte 🗈 5% n Mi⊡e □ ethnicity 8% n Othe ethnicity 5% n Othe⊡white I⊓ish 31%

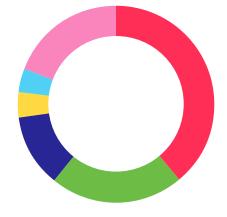
n Yes 55% n No 40%

In total, victims/survivors from BME<sup>39</sup> groups represented 49% of bac\_g\_o\_n\_16% the sample. n White Bitish o **Religion** (n, 418): 46% had no religious belief, 27% identified as n Ch istian 27% Christian, 16% identified as Muslim n M ⊓slim 16% and 11% had another religious n No Celigion 46% belief<sup>40</sup>. n Othe 11%

39. For the purpose of statistical analysis, the BME group is made up of the following ethnicities: Black, Asian, Mixed Ethnicity and Middle Eastern. 40. Of the 11% who defined their religious background in other terms, 'Jewish' was the most common, followed by 'Buddhist' and 'Sikh'.

## 6.2 Statistics on referral routes and location of incident

**Primary referral route** (n, 511): 39% of victims/survivors were referred to Galop by an LGBT+ domestic abuse/sexual violence specialist service. Self-referral was the second most frequent way of accessing help and support (22%).



- n LGBT+ ⊡omestic ab □se/se ⊡al violence specialist se ⊡vice 39%
- n Self-⊡efe ⊡al 22%
- n Police 12%
- n Non-LGBT+ ⊡omestic ab □se/se □al violence specialist se ⊡vice 4%
- n F⊡en⊡/family membe⊡4%
- n Othe□19%

Reported incidents by London

**sub-regions** (n, 544): 39% of incidents took place in Central London<sup>41</sup> and 25% took place in East London. Domestic abuse incidents were reported from across all London boroughs. Lambeth is the borough with the highest proportion of reported incidents.

Location of incident(s) (n, 434):

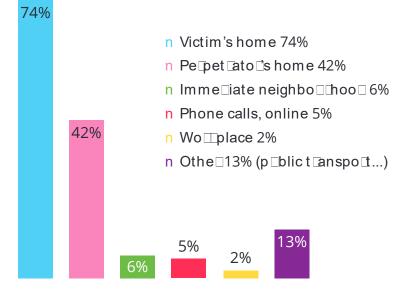
A large majority of disclosed incidents occurred in or around the home of a victim/survivor (74%) or perpetrator (42%).

35% reported abuse occurred at multiple locations.



n Cent⊡al Lon⊡on 39% n East Lon⊡on 25% n West Lon⊡on 17% n No⊡th Lon⊡on 8%

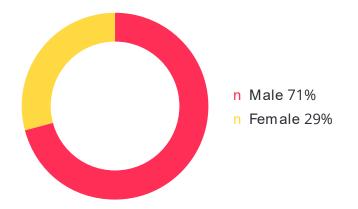
n So  $\Box$ th Lon  $\Box$ on 11%



**41**. Pipe, J. (2017). The London Plan: The Spatial Development Strategy for Greater London. London: Greater London Authority divides Greater London into five sub-regions: Central: Camden, City, Islington, Kensington & Chelsea, Lambeth, Southwark, Westminster; East: Barking & Dagenham, Bexley, Greenwich, Hackney, Havering, Lewisham, Newham, Redbridge, Tower Hamlets, Waltham Forest; South: Bromley, Croydon, Kingston, Merton, Richmond, Sutton, Wandsworth; West: Brent, Ealing, Hammersmith & Fulham, Hillingdon, Harrow, Hounslow; North: Barnet, Enfield, Haringey.

## 6.3 Statistics on perpetrators

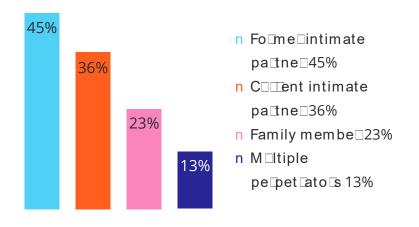
**Gender of perpetrator** (n, 505): 71% of individual perpetrators were identified as male and 29% as female.



Relationship to perpetrator (n,

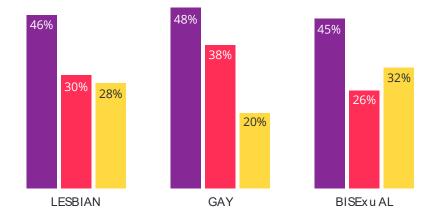
608): In a majority of cases, abuse was perpetrated by a former(45%) or current intimate partner(36%). In 23% of cases abuse was perpetrated by (one or more) family member(s).

In 13% of cases abuse was perpetrated by multiple perpetrators.



# 6.**3.1 Relationship to perpetrator by sexual orientation and trans identity**

**Relationship to perpetrator by sexual orientation** (n, 587): Former intimate partners were the most likely perpetrators of abuse across all sexual orientations.



n Folmelintimate paltnel n Client intimate paltnel

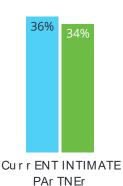
n Family membe

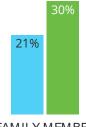
**Relationship to perpetrator by trans identity** (n, 68): Trans men were most likely to disclose abuse by family members (45%) and former intimate partners (45%). In comparison, trans women were more likely to disclose abuse by current intimate partners (50%).



## Comparison between trans and cisgender victims/survivors:

Cisgender individuals were more likely to disclose abuse perpetrated by former (47%) and current intimate partners (36%), compared to trans individuals who disclosed the highest risk of abuse by family members (30%). 47% 41% FOr MEr INTIMATE PAr TNEr n Cisgen ⊡e ⊡n T⊡ans





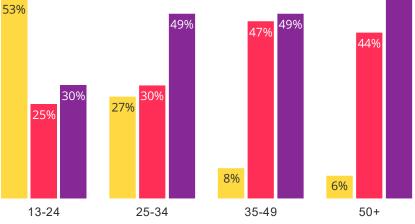
FAMILY MEMBEr

58%

## 6.3.2 Relationship to perpetrator by age and ethnicity

## **Relationship to perpetrator by age** (n, 570): Younger victims/

**by age** (n, 570): Younger Victims/ survivors were most likely to disclose abuse perpetrated by family members (53%). All other age groups were most likely to disclose abuse perpetrated by former intimate partners.



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n Fo⊡me⊡intimate pa⊡tne⊡

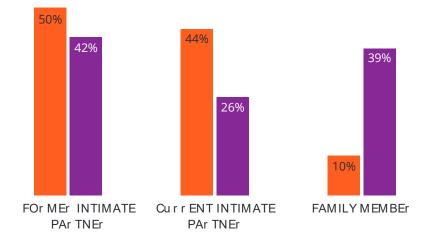
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### Relationship to perpetrator by

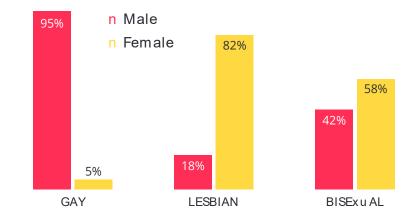
**ethnicity** (n, 506): Former intimate partners were primary perpetrators of abuse across all ethnicities.

In addition, victims/survivors with white background were more likely to disclose abuse from intimate partners and BME clients were at a disproportionately higher risk of abuse from family members.



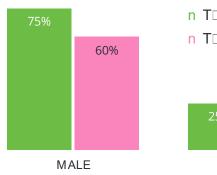
# 6.3.3 Gender of perpetrator by sexual orientation and trans identity

**Gender of perpetrator by sexual orientation** (n, 418): 95% of gay men disclosed abuse from a male perpetrator, and 82% of lesbian women and 58% of bisexual victims/survivors disclosed abuse from a female perpetrator.

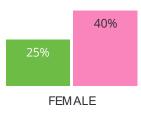


#### **Gender of perpetrator by trans identity** (n, 61): 75% of trans men and 60% of trans women disclosed

abuse by a male perpetrator.



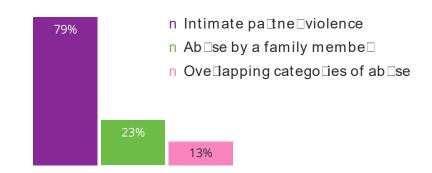
n T⊡ans men n T⊡ans women



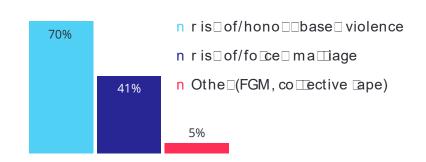
## Comparison between trans and cisgender victims/ survivors: Both cisgender and trans individuals were most likely to disclose abuse by a male perpetrator. MALE FEMALE

# 6.4 Disclosed categories of abuse and type of abuse at intake

**Category of abuse** (n, 626): 79% disclosed intimate partner abuse and 23% disclosed abuse perpetrated by a family member. 13% disclosed overlapping categories of abuse (e.g. intimate partner abuse and abuse by family members).



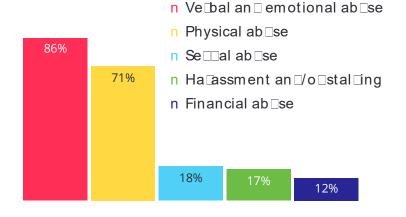
**Additional risks** (n, 61): 10% of victims/survivors were at potential risk of other forms of gender based violence, of which 70% were at risk of honour-based violence and 41% of forced marriage.



## Type of abuse at intake

(n, 550): 86% disclosed verbal and emotional abuse, 71% disclosed physical abuse, 18% disclosed sexual abuse, 17% disclosed harassment/stalking and 12% disclosed financial abuse.

85% disclosed overlapping types of abuse (e.g. verbal, physical and financial abuse).



## 6.4.1 Categories of abuse by sexual orientation and trans identity

79%

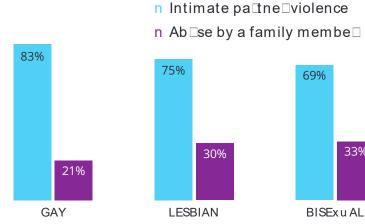
30%

Tr ANS

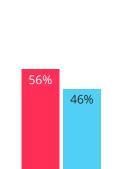
WOMEN

80%

Categories of abuse by sexual orientation (n, 512): Gay men disclosed the highest levels of intimate partner violence (83%) and bisexual clients reported the highest levels of abuse by a family member (33%).



n r is of/hono base violence n r is□of/fo⊡ce□ma⊡iage 67% 42% LESBIAN **BISExuAL** GAY



### n Intimate patne violence

33%

50%

n Ab □se by a family membe□

n Cisgen ⊡e ⊡n T⊡ans

Tr ANS MEN



## Additional risks by sexual

orientation (n. 47): Gay men reported the highest levels of risk of/honour-based violence (79%) and lesbian women report the highest levels of risk of/forced marriage.

## Categories of abuse by trans

identity (n, 85): Trans women were at a disproportionate risk of intimate partner violence (79%), compared to trans men 59%. Trans men, were more likely to disclose abuse from family members (46%).

## **Comparison between trans and** cisgender victims/survivors:

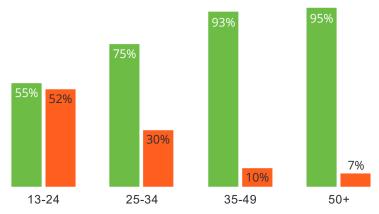
Trans victims/survivors were more likely to disclose abuse by family members (33%) and risk of/honourbased violence (75%) compared to cisgender clients, who disclosed higher levels of intimate partner violence (80%) and risk of/forced marriage (52%).

## 6.4.2 Categories of abuse by age

## Categories of abuse by age

(n, 597): Victims/survivors aged 25 years and over were most likely to disclose intimate partner violence. Those under 25 years were more likely than any other age group to disclose abuse by a family member.

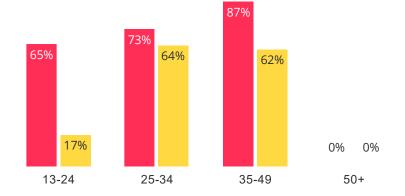
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- n Ab □se by a family membe □



n r is of/hono Dase violence

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Additional risks (n, 54): Victims/ survivors between 25-49 years were most likely to disclose risk of/ honour-based violence and risk of/ forced marriage.

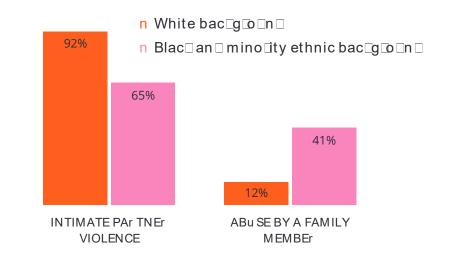


## 6.4.3 Categories of abuse by ethnicity

### Categories of abuse by ethnicity

(n, 528): BME clients, as well as victims/survivors with white background, were most likely to disclose intimate partner violence.

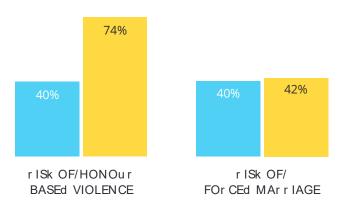
Clients with BME background disclosed disproportionate risk of abuse by a family member (41%) compared to clients with white background (12%).



**Additional risks** (n, 57): BME victims/survivors disclosed the highest levels of risk of/honour-based violence (74%) and forced marriage (42%).

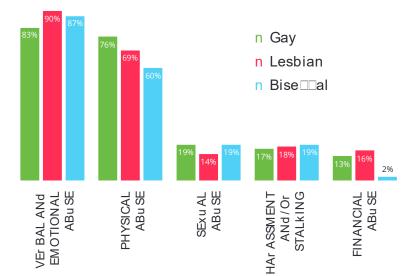
n White bac □g □o □n □

#### n Blac□an□mino⊡ty ethnic bac□g⊡o □n □



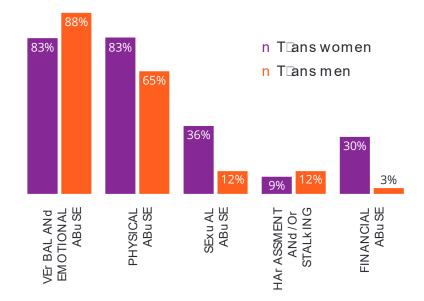
# 6.**4.4** Type of abuse at intake by sexual orientation and trans identity

Type of abuse by sexual orientation (n, 452): Lesbian women disclosed the highest levels of verbal and emotional (90%) and financial abuse (16%). Gay men disclosed the highest levels of physical (76%) and sexual abuse (19%). Bisexual clients disclosed the highest levels of harassment/ stalking and equal levels of sexual abuse (19%) to that of gay men.



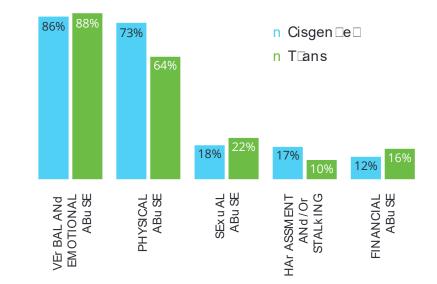
### Type of abuse by trans identity

(n, 57): Trans women disclosed the highest levels of physical (83%), sexual (26%) and financial abuse (30%). Trans men disclosed the highest levels of verbal and emotional abuse (88%) and harassment/stalking (12%).



## Comparison between trans and cisgender victims/survivors:

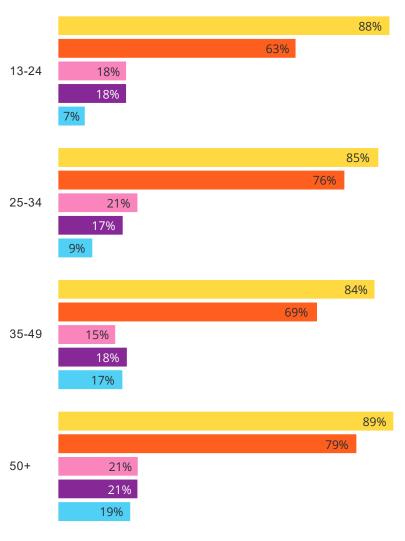
Trans clients disclosed higher levels of verbal and emotional (88%), sexual (22%) and financial abuse (16%). Cisgender clients disclosed higher levels of physical abuse (73%) and harassment/stalking (17%).



## 6.4.5 Type of abuse at intake by age

**Type of abuse by age** (n, 527): Verbal and emotional abuse was most prevalent type of abuse disclosed across all age groups. Victims/survivors 50 years of age and over disclosed the highest levels of abuse across all types.

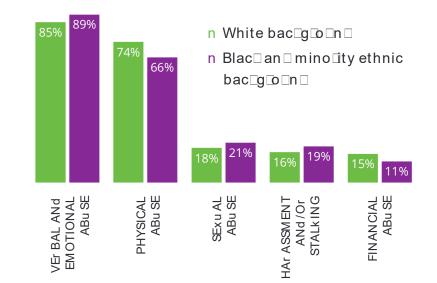
- n Ve⊡bal an □ emotional ab □se
- n Physical ab⊡se
- n Se⊡⊐al ab⊡se
- n Ha⊡assment an □/o □ stal □ing
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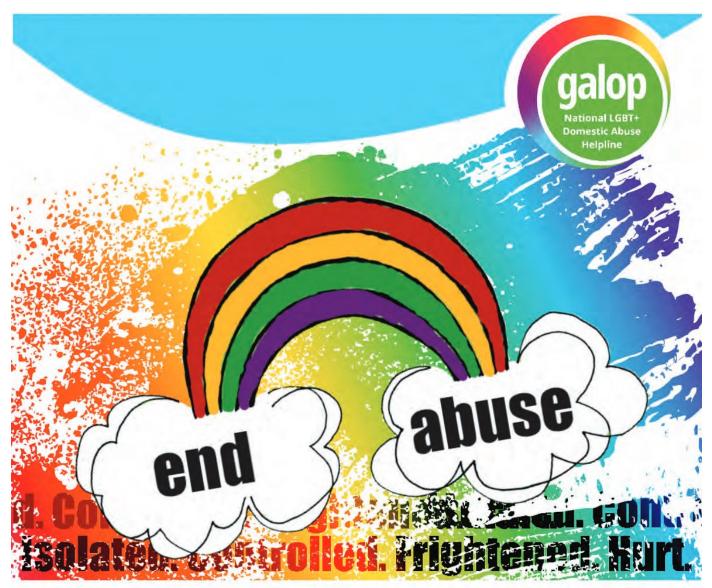


## 6.4.6 Type of abuse at intake by ethnicity

### Type of abuse by ethnicity

(n, 468): Victims/survivors with white background disclosed the highest levels of physical (74%) and financial abuse (15%). BME clients disclosed the highest levels of verbal and emotional (89%) and sexual abuse (21%), and harassment/stalking (19%).





# Emotional & practical support for LGBT+ people experiencing domestic abuse.

# 0800 999 5428 0300 999 5428 help@galop.org.uk

Webchat: galop.org.uk/domestic abuse

### **Opening Times**

Monday	10am - 5pm
Tuesday	10am - 5pm
Wednesday	10am - 5pm
Thursday	10am - 8pm
Friday	1pm - 5pm
Sunday	12pm - 4pm
Tuesday 1pm - specific service	
<b>Online Webch</b>	at
Thursday	5pm - 8pm

RRP £4.99 where sold