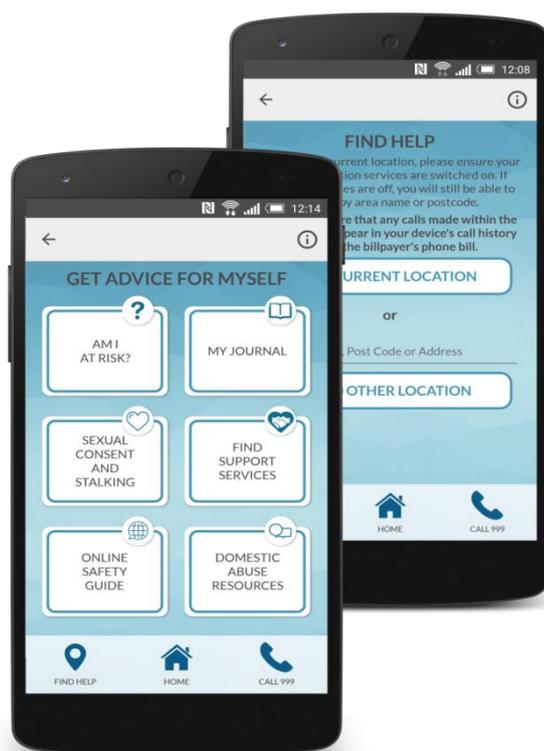




# Bright Sky

## Using Bright Sky: Frequently Asked Questions

A free app to support those affected by domestic abuse, their friends and family, as well as practitioners and employers | launched by Hestia



## Introduction

**Bright Sky** is a **free** to download mobile app providing support and information for anyone who may be in an abusive relationship or for those concerned about someone they know. Bright Sky can also be used by practitioners and other employers to learn more and provide support.

Bright Sky version 1 was released by Hestia in the autumn of 2016. Bright Sky version 2 was released in January 2018 by Hestia, in partnership with the Thames Valley Partnership/TecSOS and was developed by consulting firm Aspirant.

The Bright Sky app is available on Android devices from the Google Play Store, and on iOS phones from the Apple App Store.

The app features:

- The **FIND HELP** tool – a unique UK-wide directory of specialist domestic abuse support services, whereby users can contact their nearest service by phone from the app, searching by area name, postcode or their current location.
- A secure **My Journal** tool, where incidents of abuse can be logged in text, audio, video or photo form, without any of the content being saved on the device itself.
- Questionnaires to assess the safety of a relationship, plus a section on dispelling myths around domestic and sexual abuse.
- Information for anyone wishing to learn more about domestic abuse, including the different types of support available, steps to consider if leaving an abusive relationship, and how to help a friend affected by domestic abuse.
- Contact details and the ability to call national helplines providing support for those affected by domestic and sexual abuse across the UK.
- Links to further resources and information on topics around domestic abuse.

If you have any enquiries about Bright Sky, you can email [brightsky@hestia.org](mailto:brightsky@hestia.org).

## What is Bright Sky?

Bright Sky is a free to download mobile app providing support and information to anyone who may be in an abusive relationship or those concerned about someone they know.

The app is also designed to be used by specialist and non-specialist practitioners and other employers, and for anyone looking for information about issues around domestic abuse such as online safety, stalking and harassment and sexual consent.

## What platforms is the application available on?

Bright Sky is available for free on both iOS and Android devices via the App Store and Google Play Store.

## Who is the app's target audience?

Bright Sky has been designed for those experiencing domestic abuse, or for anyone who is concerned about a friend or family member who they believe may be experiencing domestic abuse.

As many survivors of abuse do not recognise the persistent harmful behaviours in their own relationships, the application is also targeted towards those who may not even be aware they are in an abusive relationship.

The app can also be used as a tool by professionals and specialist domestic abuse and sexual violence (DASV) services, as well as non-specialist DASV services such as the police, housing officers, health visitors, solicitors and others who may come into contact with someone affected by domestic abuse and sexual violence.

The information guides provided within Bright Sky will provide an essential education toolkit for anyone who feels that they do not have a full awareness of domestic abuse, including information on the types of domestic abuse and kinds of support available.

If a user should find themselves in an emergency situation, Bright Sky offers a 999 emergency dialler which is present on all screens as users navigate the application.

## What is the aim of Bright Sky?

Many survivors of abuse, their friends and their families do not recognise the persistent harmful behaviours in their own relationships as abuse. Outdated misconceptions about what constitutes abuse (particularly that it refers exclusively to physical assault) prevent survivors from seeking support to challenge harmful behaviours and to flee harmful relationships.

Bright Sky aims to offer those experiencing domestic abuse or those concerned about someone they know a range of resources, which will empower them to seek the help they need and to serve as a comprehensive toolkit.

Bright Sky has been developed to provide a resource which allows individuals to independently assess risk which will empower them to identify emotional abuse, coercive and controlling behaviour and financial abuse. It also provides users with the ability to identify situations or dynamics in their friend or family member's relationship which could mean they are in danger.

In the **Myths** section, common myths surrounding domestic abuse are dispelled in a questionnaire which guides users through a series of statements and asks them to consider whether they are true or false, with the correct answers being provided once the user has answered each question.

For those experiencing abuse themselves, Bright Sky aims to be a place to log private journal entries which could support the evidence gathering under the revised Serious Crime Act 2015.

Bright Sky then offers users a comprehensive unique UK-wide directory of specialist domestic and sexual abuse support services so that users can find and access support available to them, contacting their nearest support service directly from the app. By providing contact details for community outreach and drop-in services, this tool will stem some of the flow to the National Domestic Violence Helpline and ensure that survivors who are ready to access support are able to do so immediately.

Bright Sky seeks to also provide professionals with a tool in hand to expand their knowledge of domestic abuse as well as link victims with a specialist support service straight away.

Bright Sky version 2's new language feature means the app is available in English, Polish, Punjabi and Urdu, meaning it can reach more people across the country. These four were chosen as they are the most spoken and read languages in the UK according to the National Census.

## What are the potential safety risks and how have these been mitigated?

The name and logo of the app were designed to indicate that it is a weather app.

**For those aware their partner or ex-partner monitors their device**, there is a safety option which provides an extra layer of security. We also recommend that users concerned about their safety download the app onto the device of a trusted friend or relative, if possible, and uninstall the app each time they are finished using it.

**For victims of abuse unaware that their partner monitors their mobile device**, we have ensured that any data created using the **My Journal** tool (such as text entries, photos, video or audio) is never saved on the device itself. Web links visited from within the app are also not recorded in the phone's browser history.

Additional things to consider when using your mobile phone, and when using the app.

- If you share an iTunes account or Google Play store account with anyone else, the apps that you have downloaded will appear on your account. Similarly, if you delete the app it may still be visible in your account.
- If someone else has access to the mobile device phone bill, they will be able to see all of the calls that were made via the mobile device. This is also the case if you phone a number via a landline. The only exception to this is the 24-hour National Domestic Violence Freephone Helpline (0808 200 0247) run in partnership between Women's Aid and Refuge, which does not show up on BT landline phone bills. Calls to the helpline made on Orange, Virgin and 3 networks also do not show up on your phone bill.
- Any links opened through the app will not be saved in the devices' browser history.

## How do I install Bright Sky?

You can install Bright Sky by searching 'Bright Sky' on the App Store or Google Play Store. You must be connected to WiFi in order to download and use the Bright Sky app, otherwise it will use your mobile data.

### Things to consider when installing Bright Sky

- For your safety, we advise you to only download the app onto a device which you feel safe using and which only you have access to.
- Only take the questionnaires in a private place, preferably on your own so that nobody is able to influence the outcome.
- Before using the app's **My Journal** feature, make sure that you have an email address which is secure and that nobody else has access to. If you need to, you can make a new one.

## How do I uninstall Bright Sky?

You can install and uninstall Bright Sky at any time. It's important to note that once the app has been uninstalled, it will still appear on your iCloud if you use an iPhone, and on your download history on Google Play Store if you use an Android. We recommend only installing the app if you have your own personal iCloud/Google Play Store account.

## How do I set up Bright Sky on Android?

When you first install the app, you will be asked to give the app permissions to:

- ✓ Directly call phone numbers
- ✓ Take photos and videos
- ✓ Record audio
- ✓ Use your approximate and precise location
- ✓ Read, modify or delete the contents of your USB storage
- ✓ Read Google service configuration
- ✓ Full network access e.g. Wi-Fi connections

This is all required to download Bright Sky.

However, the app will never make phone calls, take photos, videos or audio, or use your location unless you choose to use those functions within the app.

## How do I set up Bright Sky on iPhone?

When you first install the app, you will be asked to choose which language to use it in. You can find more information on this below. As you use the app, you will also be asked to give the app permissions to:

- ✓ Access your camera to take photos and videos
- ✓ Access your camera roll to use previously captured photos and videos
- ✓ Access your phone's microphone
- ✓ Access your location

Whilst you may download the app without allowing access to these areas, you will not be able to use several of the app's key functions, including the **Find Help** and **My Journal** tools. You will also continue to receive prompts to allow the app access to the listed areas above, should you try and continue to use certain functions within the app.

The app will never make phone calls, take photos, videos or audio, or use your location unless you choose to use those functions within the app.

## How can I select which language to use Bright Sky in?

Currently, the app is available in English, Polish, Punjabi and Urdu. Upon first installing the app, you can choose which language to use it in.

This setting can be changed later at any time in the **Settings**. If you accidentally choose a language that you do not understand and are unable to navigate your way to the **Settings** to change it, you can delete the app and then reinstall it.

Remember: If you delete the app, it will still appear on your iCloud or Google Play Store download history.

## What data is collected by Bright Sky?

The web portal is where we are able to manage some of the app's content. From the portal, we manage the **FIND HELP** directory, so are able to add, edit and delete services instantly when required. The data we keep on file of services are:

- Name of service
- Their public contact number(s)
- Which authorities they work in (county and local)
- An email address to send out information and updates
- The police constabulary area the service falls into

On the web portal, we are also able to see data about app usage. All of this data is completely anonymous, which means we can see the number of users who use different sections of the app, but we never get any information such as their name or contact details.

The data we collect is the **number** of users who have:

- Opened the application
- Chosen to use each language option within the app
- Called an support service using the **Find Help** tool, and details of which service was called and which police constabulary area the service is in
- Called 999
- Taken one of the Assessments
- Sent Video content using the **My Journal** tool
- Sent Voice content using the **My Journal** tool
- Sent Photo content using the **My Journal** tool
- Sent Text content using the Journal
- Searched Locations using the Contact tool
- Called a National Helpline
- Searched by area name using the Contact tool
- Search by postal code using the contact tool
- Searched by Current Location using the Contact tool
- Used the app in English Punjabi, Urdu or Polish

- Opened the Online Safety Guide
- Opened the Sexual Consent & Stalking and Harassment sections
- Opened the Leaving an Abusive Relationship Guide
- Opened the Types of Abuse section
- Opened the Types of Support section
- Viewed the videos in the Types of Support section
- Opened the App information section i

We will be reporting on this data every 6 months to detail the usage of the app.

## Who has access to the data collected when using the app?

Any data, such as email address, and My Journal entries (text, video, photo or audio) are sent only to the user's chosen email address. Hestia nor Thames Valley Partnership (TVP) nor Aspirant have access to this data. If data is lost, or unable to be sent through the My Journal tool due to an unexpected error, we are not able to retrieve it.

## Who is involved in the development and roll out in terms of companies/partners?

Hestia is working with consulting firm Aspirant who developed the Bright Sky app (Version 1). The second development of the app has been created in partnership with Thames Valley Partnership (TVP)/TecSOS.

## Who are the key contacts to speak to about the app?

 <p>The Hestia logo features a stylized sun with yellow rays above a blue arch, with the word "Hestia" in blue text below.</p>	<ul style="list-style-type: none"><li>• Bright Sky team: <a href="mailto:brightsky@hestia.org">brightsky@hestia.org</a></li><li>• For media enquiries: Hestia's Media &amp; Comms team at <a href="mailto:media@hestia.org">media@hestia.org</a></li><li>• <a href="http://www.hestia.org/brightsky">www.hestia.org/brightsky</a></li></ul>
 <p>The Thames Valley Partnership logo consists of the text "Thames Valley Partnership" in a red-bordered box with a red checkmark below it.</p>	<ul style="list-style-type: none"><li>• <a href="mailto:admin@thamesvalleypartnership.org.uk">admin@thamesvalleypartnership.org.uk</a></li><li>• <a href="http://www.thamesvalleypartnership.org.uk">www.thamesvalleypartnership.org.uk</a></li></ul>
 <p>The Aspirant logo features the word "Aspirant" in a bold, red, sans-serif font with a small cluster of red dots to its right.</p>	<ul style="list-style-type: none"><li>• Aspirant team: <a href="mailto:appinfo@aspirant.com">appinfo@aspirant.com</a></li><li>• <a href="http://www.aspirant.com">www.aspirant.com</a></li></ul>

## When was Bright Sky launched to the public?

Bright Sky Version 1 is available on both Android and iOS devices, since September 2016. The second release launched on January 3<sup>rd</sup>, 2018.

## Who are the Key stakeholders?



**At Hestia, we support adults and children across London in times of crisis.**

Last year we worked with more than 9,000 people, including victims of modern slavery, women and children who have experienced domestic abuse, young care leavers and older people. From giving someone a home to helping them to get the right mental health support, we support and enable people at the moment of crisis. Visit [www.hestia.org/brightsky](http://www.hestia.org/brightsky) for more information.



TecSOS (Technical SOS) is a not-for-profit project that protects victims of domestic abuse and child sexual abuse through the provision of covert devices and applications which enable the user to contact the police in an emergency. The products include full tracking and location services and can be activated by pressing a single key. Calls are automatically routed to the nearest police control room where the call will be recognised as a TecSOS call even if the user is unable to speak.

Supported by the Vodafone Foundation, and managed by Thames Valley Partnership, TecSOS provides coverage across the whole of the UK and is live in 6 other countries. Over 81,000 people have benefitted from using a TecSOS device.

Law enforcement and partner agencies can obtain further information from [tecsos@help.vodafone.co.uk](mailto:tecsos@help.vodafone.co.uk)



Aspirant is a global management consulting firm headquartered in Pittsburgh, PA, with European headquarters in London, UK. The company offers solutions in Strategy, Transformation, Organizational Effectiveness, Marketing and Sales, Operations, Digital, Technology, and Project and Program Leadership. Aspirant's vision is to fundamentally change the management consulting industry by being values-driven and client-focused, and by utilizing an AI-led, innovative model to accelerate client value. Aspirant is also dedicated to raising awareness of and helping prevent domestic abuse through its campaign, "A Connection of Hope." For more information, email [appinfo@aspirant.com](mailto:appinfo@aspirant.com).



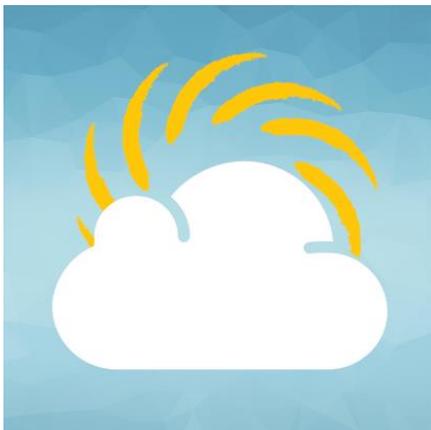
**UK SAYS NO MORE** is a national campaign launched to raise awareness of domestic violence and sexual assault across the UK. The campaign was launched by London charity Hestia in 2016. UK SAYS NO MORE seeks to **unite and strengthen** a diverse community of members of the public and organisations nationwide to actively take a stand against domestic violence and sexual assault under one powerful, visual symbol. Learn more at [UKSAYSNOMORE.org](http://UKSAYSNOMORE.org).

## Contact:

Hestia's Media & Comms team: [media@hestia.org](mailto:media@hestia.org)

Bright Sky team: [brightsky@hestia.org](mailto:brightsky@hestia.org)

[www.hestia.org/brightsky](http://www.hestia.org/brightsky)



**Bright Sky**

24/01/2018