

newid sy'n para  
change that lasts



Cymorth i Ferched Cymru  
Welsh Women's Aid



# Change That Lasts Impact Report

Summer 2018 – October 2023



This project is supported by CTM “WG VAWDASV Revenue Funding 21/22.

This report draws on data covering the course of the project from the start in summer 2018 to the present day. When we say ‘we’, in this report, we inherently include our members, the specialist specialist support services, without their ongoing commitment to Change That Lasts, this impact would not be possible.

Violence Against Women, Domestic Abuse, and Sexual Violence, is a societal problem, and addressing it requires a societal, whole system approach. Welsh Women’s Aid’s Change That Lasts model and approach aims to provide the tools and training at **all levels** of society, to bring about lasting change. Prevention, early intervention, intersectionality, and long-term recovery are key principles of the model. It is evidence based, and survivors’ voices are at the centre. We took a three-strand approach to society; the community, professionals and survivor and perpetrator specialist services.

All aspects of the Change That Lasts approach, strengths and needs led, trauma informed, and training offered, are aligned with the 5 principles of the Wales Trauma Informed Framework.

# Where we were

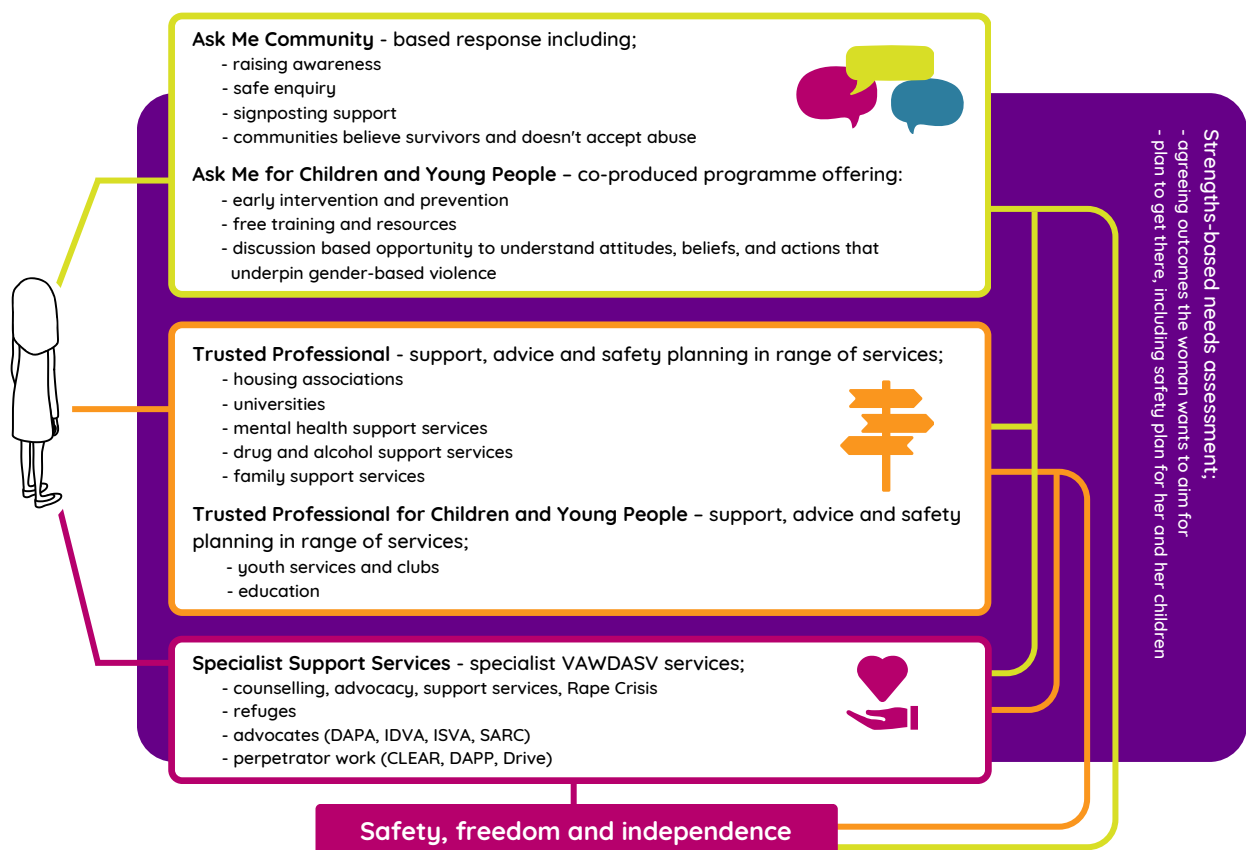
VAWDASV risk led, crisis driven approaches and agency responses are very well developed, and widespread. Less widely developed is a whole system, cohesive, societal response to VAWDASV that increases a survivor's space for action, before they are in crisis, and before they are at high risk. Also, less widely available are interventions that offer men with problematic beliefs and attitudes towards women the opportunity to have those beliefs positively and constructively challenged, at an early stage, therefore decreasing their space to for abuse at the early stages, within an integrated in a whole systems approach.

In 2016, consultation with survivors, specialist services, review of research and an advisory board showed that:

- Risk had become the gateway to support.
- Survivors with complex needs did not feel their needs were being met.
- Survivors in contact with a wide range of agencies did not feel they could disclose, or did not get a good response.
- Some survivors were not engaged with agencies at all, their opportunities for help seeking were limited to the community.
- Misunderstanding and fear prevented communities from demonstrating that disclosure is encourage, and abuse not tolerated.
- DHRs demonstrated that family, friends, the community and professionals did not always recognize and respond, and there were missed early opportunities to work with survivors and/or perpetrators.

# Original Change That Lasts goals

- Remove barriers to help seeking.
- Seek to change culture and public attitudes.
- Empower communities to seek, design and deliver solutions to prevent VAWDASV.
- Seek to develop a spectrum of interventions that will afford victims/survivors and perpetrators access to services at the earliest opportunity.
- Place the victim at the centre of service, taking a needs led, strengths based, trauma informed approach.
- Seeking ways that we could begin to hold perpetrators to account, thereby keeping survivors safer.
- Perpetrators are provided with the opportunity to change their behaviour, thus reducing risk.
- Take a strategic, systems wide approach to commissioning acknowledging the gendered nature of VAWDASV.
- Keep interventions locally led and safeguard individuals at every point.
- Building a strong foundation that enables a whole systems approach to enhance prevention, protection and provision, and have a positive impact in relation to all victim's'/survivors and wider communities, in terms of early identification and intervention.





# The community

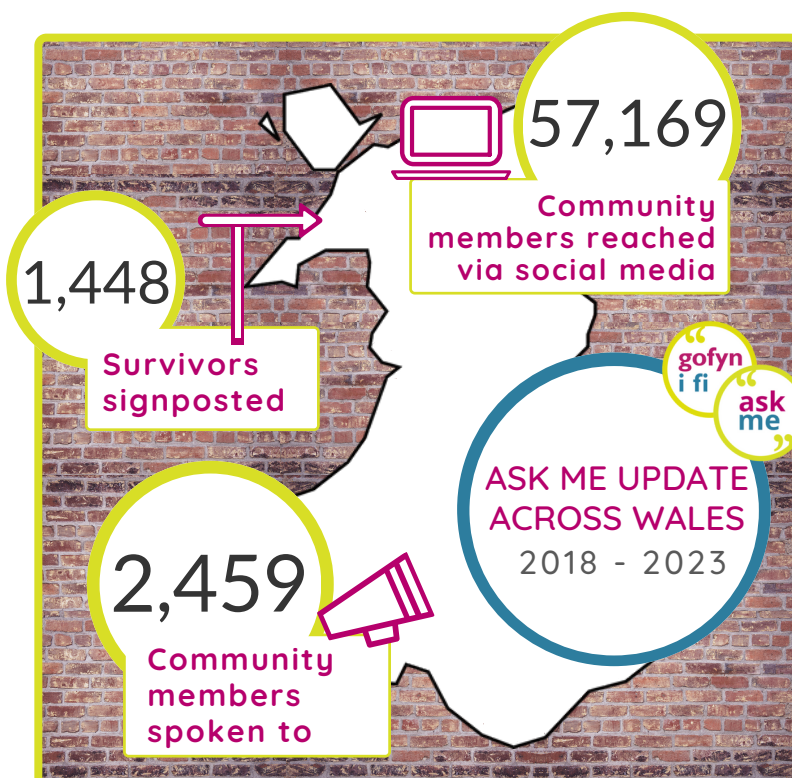
## Where we were

DHRs consistently identify that friends and family were often the first to know that someone was in an abusive relationship, but they weren't sure what to do, or say, or who could help. The Everyday Sexism Project highlighted experiences of daily, normalized sexism which encompasses street harassment, workplace discrimination, sexual assault, and rape, and made the links between women's inequality, societal responses and VAWDASV. The Me-Too campaign revealed how many women had experienced sexual assault and rape, giving us a sense of the global nature of this problem.

Community responses are key to help-seeking. The community *can act as gate openers or gate closers in terms of help seeking*, and trusted family members, friends and acquaintances make up a network of people that can make a difference. Rather than just directing awareness raising at those who are directly affected, awareness amongst those who VAWDASV touches, is crucial. (Costs of Freedom Report)

## What we did

Created the community based Ask Me training and ongoing scheme supports the community to break the silence, raise awareness, recognize, respond and signpost, and be proactive in their community. Together with our members, 26 courses have been run and 199 individuals trained.



## What happened?

Our Ask Me community broke the silence, raised awareness through activities, and gave good responses, in the community:

The Ask Me community told us they have:

- Distributed 7,391 pieces of literature to the public, such as posters, stickers and Ask Me business cards. The public is anyone they come into contact within their social networks, e.g. friends, family, work colleagues, etc.
- Reached 16,184 individuals through activities, such as giving talks, challenging stereotypes and victim blaming, and 57,169 through social media.
- Shared Information with and signposting of 1,448 survivors and with 81 individuals concerned about their abusive behaviour.
- Survivors were supported to the following services: Live Fear Free Helpline, local specialist services, police, social care, solicitors, Mind, IDVAS's ISVAs, Galop, Barnardo's, Dyn Project, Respect, Clear.
- From October 2018 to October 2023, 2,459 Community members were spoken to by the Ask Me community, **725, or 30% of those were people who disclosed for the first time.**

### Prevention & early intervention was increased

It's worth noting how successfully the Ask Me community have created safe spaces for prevention and early intervention, and then reflecting how much of a saving, both financially and emotionally, the Ask Me Community have made. If even half of those who disclosed for the first time, went on to take action that kept them safe, the saving is huge. (Further information about average unit cost of survivors later on in this report.)

### In their own words

What are the Ask Me community doing and saying?

#### Breaking the silence

*I spoke to a friend who felt embarrassed and ashamed after being catfished on a dating website. Helped provide her with perspective that she hadn't done anything wrong, and it was the person messaging her who was at fault.*



## **Raising awareness**

*I was really happy to have been able to signpost a woman to the Live Fear Free helpline. It was a small success, but she hadn't heard of it.*

*I am creating more awareness in BAMES communities by exploiting opportunities to normalise conversations about domestic abuse and violence.*

*Successful conversations with male flatmates about gender-based violence, talk about Barbie movie was a great prompt for conversation.*

## **Giving consistently good responses**

*I am very thankful to my Ask Me training for teaching me important skills in listening, believing, gently challenging and if required, drawing confrontational conversations to a close. I am thankful for the valuable and continuing support from Change That Lasts team during the pandemic, the learning resources and continuous updates shared on the FB page, zoom invites to meetings and online training sessions made available.*

## **Has Ask Me has a wider societal impact?**

*I am starting a coffee shop next month in Ferryside and am going to start a campaign about DA and support available, I discussed this with a local community group who are all supportive and will promote / I am going to start a campaign locally and online (FB/Insta) raising awareness of DA and support available alongside the promo materials I have been given, thank you so much for those.*

*Great conversation with a local building society - keen to be community safe space and be in a position to support and signpost those who may ask them for advice/guidance. I learnt that there's a lot of positivity in our local community and many organisations are expanding what they do to help and support others.*

*I am a proud to have helped raise funding for a pilot scheme to introduce a domestic abuse coordinator within GP surgeries. If the trial period is a success the role will be implemented in all local GP surgeries. There has been amazing feedback so far from my fellow colleagues and services users as well as staff at Atal Y Fro and IRIS.*

## **What difference has Ask Me made?**

Ask Me has made a cultural and societal change, it is a movement that reduces and removes barriers to help seeking. Ask Me truly makes VAWDASV everyone's business by including the wider community. Agency responses alone are not enough.

Ask Me addresses an important gap in terms of prevention, and early intervention.

We believe it's not easy to capture the true extent of the difference Ask Me has made to survivors and or perpetrators, and if anything, the figures included here could

underestimate impact. Some Ask Me community members have identified that Ask Me principles and responses are so ingrained, it's hard to capture every activity:

**“Really, it's like saying “how many breaths have you taken today?”**

(Ask Me focus group 4).

They tell us they can't possibly record everything they do or say but put what they can on the action tracker.

We wanted survivors to have community support that expanded their space for action and reduced the acceptance of abusive behaviour. Reviewing the entirety of the HAYGO's feedback since the beginning of the project, that is exactly what has happened.

Other benefits have included the **Ask Me Facilitator Meetings** – In order to take that joined up, consistent approach across specialist survivor services, further embedding the Change That Lasts approach, Ask Me facilitator meetings, attended by Thrive Women's Aid & Swansea Women's Aid, are held on a quarterly basis, a supportive and reflective environment, committed to ongoing improvements, one facilitator had this to say:

*I would say they are useful in terms of shared learning for best practice so this could be updating the slides, keeping the resources updated, examples used in training etc. also what works well and what doesn't so we can always improve and adapt Ask Me. We can also share learning around challenges we've faced so for example the pro Andrew Tate attendee and how we can navigate this for future training. Ensuring as facilitators, we are engaging with our own self-care as we always have to be aware of what's going on in the news etc. Also, conversations around how we can make ask me more inclusive and accessible and share learning around groups or particular communities we have worked with e.g., a deaf participant and BAME communities (being needs led). Taking into consideration victim/survivor experiences of the training and taking into account their training experience so we can always be trauma informed. And just for peer-to-peer support as well so just being able to reach out to each other for support!*





# Trusted Professional

## Where we were

Research and DHRs identified that survivors and/or perpetrators were often in contact with multiple agencies, such as drug and alcohol, health and housing, but VAWDASV was not being picked up. For example, men may have presented to a GP with 'anger' issues, women with 'depression'. Many organisations felt they did not work with perpetrators, or they didn't know how to start conversations with survivors. This meant that survivors were not picked up, responded and supported, and perpetrators were not held to account, or offered an opportunity to address their behaviour. We acknowledge that for some, the word perpetrator is problematic. However, whilst this report uses the word perpetrator, people using harmful or abusive behaviour were not recognized, even when seeking support.

## What we did

Designed a training pack to improve professionals' ability to recognize and respond, in a needs led, strengths based, trauma informed manner, to both survivors and/or perpetrators, and refer appropriately. Trusted Professionals is Respect accredited, and aligns with TI Wales frame-work and 5 practice principles, giving Professionals the space to develop how needs led, strengths based, trauma informed, person centred, and relationship focused relationships and support looks in practice, in their particular context.

## What happened?

- 30 training sessions run
- 318 professionals trained

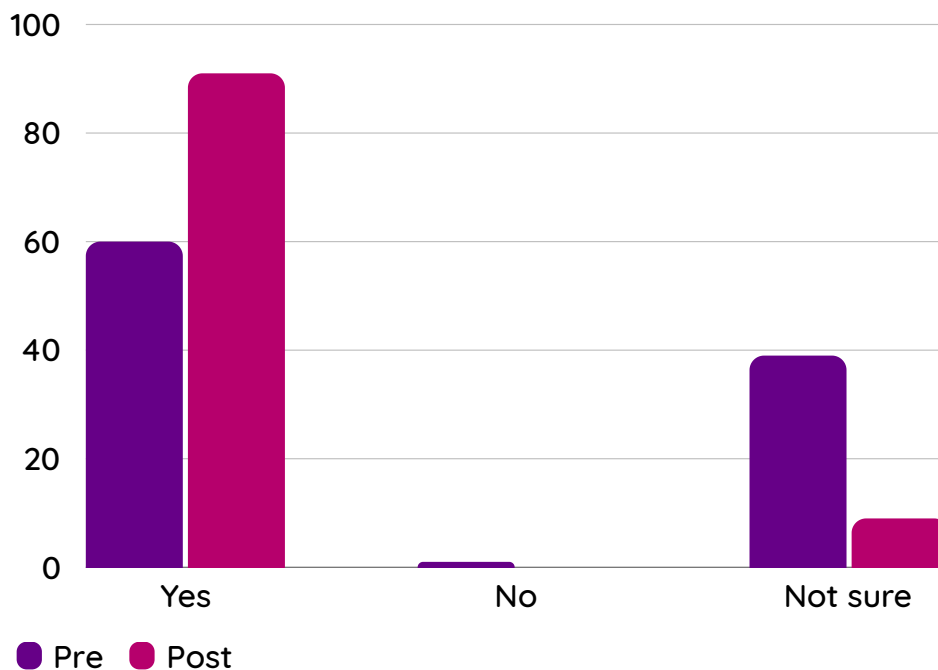
## What difference did we make?

Prior to the Trusted Professionals course, attendees were asked to complete a pre-course survey, the findings of which demonstrate an ability to offer interventions for survivors and perpetrators, at a far earlier stage. This data covers the period from 30/09/2021 to the 29/03/2023.

## Could recognise when someone is experiencing abuse?

Prior to the training course, 60% (128) of those who completed the questionnaire felt that they could recognise when someone is experiencing abuse, whilst 1% (3) said no and 39% (84) said that they were not sure. Comparatively, following attendance on the trusted professional's course, 91% (140) of respondents felt that they could recognise abuse. Furthermore, there were no respondents who felt that they could not recognise someone experiencing abuse and just 9% of attendees stated that they were unsure.

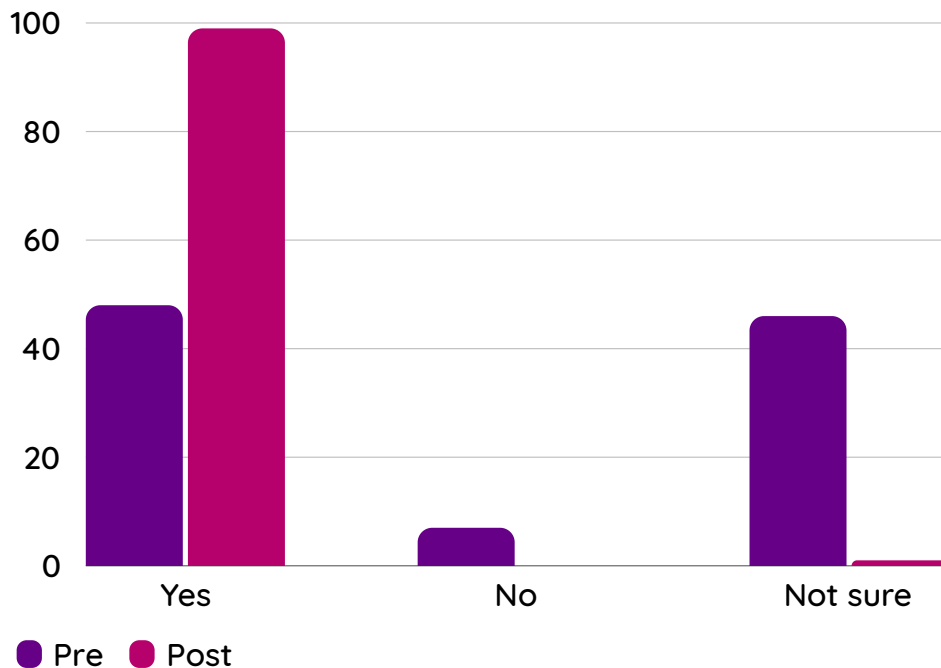
## Could recognise when someone is experiencing abuse?



## Do you know how to respond to someone experiencing abuse?

Prior to the training, 48% (n=103) believed that they could respond to someone who was experiencing abuse, whilst 7% (n=14) said no and 46% (n=98) said that they were unsure. Comparatively, post training, 99% (152) of respondents felt that they could respond to someone experiencing abuse. Notably, there were no respondents who felt that they could not respond to someone experiencing abuse and 1% (n=2) felt that they were unsure.

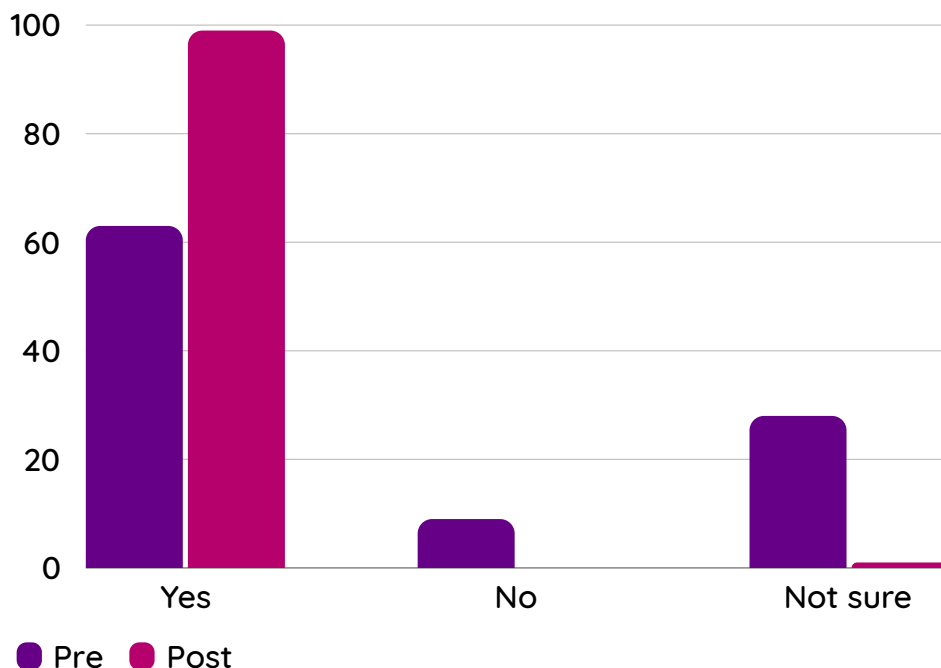
### Do you know how to respond to someone experiencing abuse?



### Do you know where to refer someone who is experiencing abuse?

Prior to the training course, 28% (n=60) of respondents stated that they were not sure how to refer someone who is experiencing abuse and a further 9% (n=19) said they did not know how to refer someone who is experiencing abuse. Comparatively, post attendance on a training course, there were no attendees who said that they did not know how to refer someone who was experiencing abuse and just 1% (n=2) attendees who felt unsure.

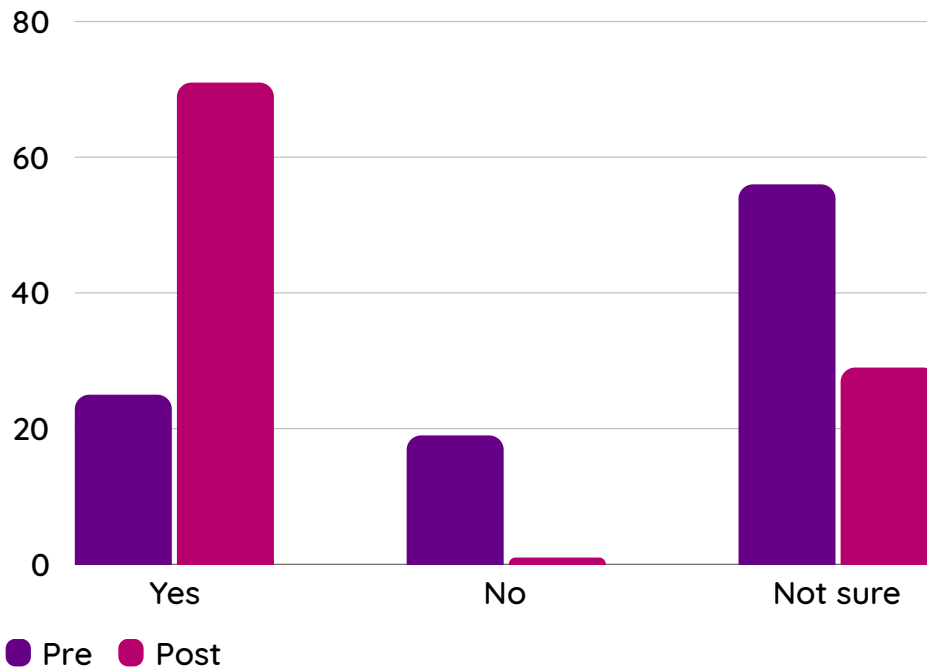
### Do you know where to refer someone who is experiencing abuse?



## Do you think you can recognise a perpetrator of abuse?

Prior to the training, 19% (n=41) of attendees felt that they couldn't recognise a perpetrator of abuse whilst 56% (n=120) were unsure. Post training, there was no one who felt that they could not recognise a perpetrator and 29% (n=44) felt unsure.

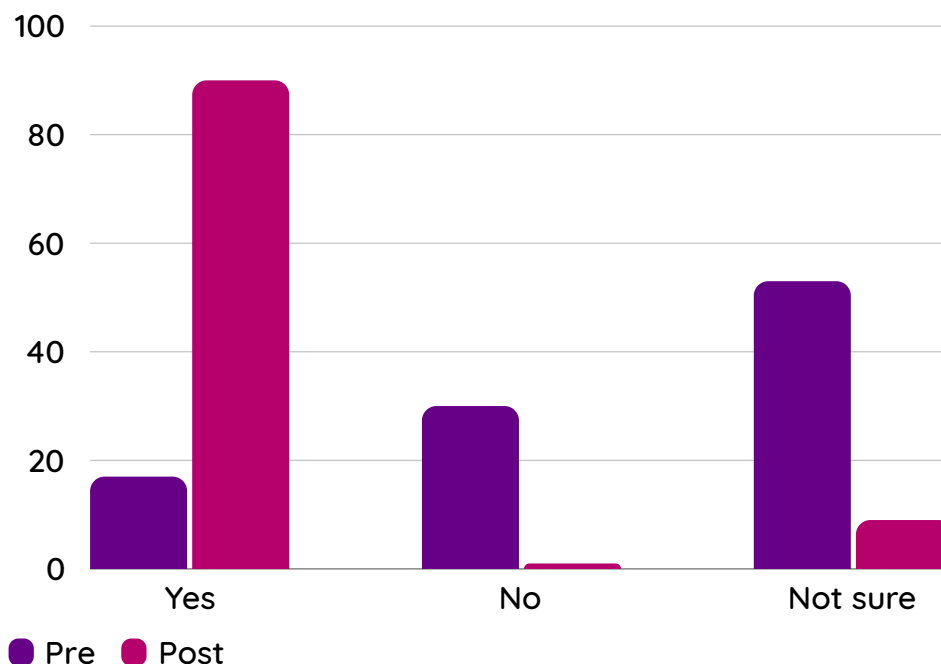
## Do you think you can recognise a perpetrator of abuse?



## Do you know how to respond to someone who is perpetrating abuse?

Prior to training, 30% (n=65) felt that they did not know how to respond to someone who is perpetrating abuse whilst 53% (n=113) felt unsure. Post training, 1% (n=1) of respondents felt that they were not able to respond to someone who is perpetrating abuse. Furthermore just 9% (14) felt unsure.

## Do you know how to respond to someone who is perpetrating abuse?



Note the pre and post figures are significantly improved. Trusted Professionals often state verbally on the course that they don't work with perpetrators, but by the end of the course, not only do they reflect they **do** come into contact with them, they leave with vastly improved abilities to recognise, respond and refer.

## In their own words

What do trusted professionals think of the training?



### Recognise

*I have learnt so much from this course and it has given me useful ways of recognising signs and how not to miss an opportunity to ask questions; It's helped with how to approach and how to frame questions; The training was vital for recognising hidden and more obvious signs of abuse. Also, not just from a survivor's standpoint but an abuser too; I have learnt ways to talk to people who have been experiencing domestic abuse, it is a sensitive subject and I am more mindful about how I address this now. I am aware of all services available and have understanding of what to do if I am supporting someone with domestic abuse; made me consider more nuanced indicators of both survivors and perpetrators.*

### Respond

*Feel more confident in asking the right questions and understanding the model. Feel more confident in offering a needs led and strengths-based approach. Valuable knowledge of being trauma informed and how this can be applied to my role. Reinforced best practice when using trauma informed approach; Give space and time, believe and validate and find out what they need in that moment. I think recognising their strengths and resilience to help them believe that change can be possible; Make it needs based and them being the center focused; I've had no previous training on how to deal with someone experiencing abuse, so the conversation you'd have around this and the types of questions to ask to help people open up were really useful; Not using victim blaming language. Empathetic "I believe you response". Respond using a needs-led, strengths based and trauma informed method. Listening to what the client needs, paying attention to their strengths and building up their strengths/ what they already do well and to not re-bring up traumatising events/ avoid triggers of trauma. Really useful having the chat bar in the online sessions - it felt like a safe place and people shared more than perhaps they would have done in a face-to-face open forum.*

### Refer

*The training has helped me to understand the importance of being clear that the perpetrator and survivor have different needs and need to be responded to differently. Also to recognise keeping the survivor in mind when working with a perpetrator to ensure I don't cause harm to anyone. I gained knowledge about a DV service that I hadn't*

*previously known existed and was delighted to see they also specialize in working with people from the LGBT+ community; It has provided me with a lot more organizations and programmes to where I can refer survivors or perps; The course has provided excellent resources and information about referral processes; I knew information around submitting safeguarding forms but have learnt more about finding support for that individual which will help them through difficult times, for both survivors and perpetrators. I was pleased to learn about the various options of support, including for the abuser. I had no idea in the past about how to approach a perpetrator and never even considered it as a possibility. The course has shown me, though, how helping perpetrators can have a helpful knock-on impact for survivors.*

## What difference did we make?

The above quotes are a fraction of the positive feedback we have received. Professionals attended training they valued, enhancing their role in line with the Trauma Informed Wales 5 practice principles; do no harm, relationship, resilience and strengths focussed, person centred, trauma informed and inclusive. Our training supports professionals to recognise that traumatic experiences have a huge impact on help seeking, they develop their understanding of needs led and strengths based approach mean, in their own context, thus address diverse needs and promoting inclusivity. Keeping the survivor in the centre and building a trusting relationship promotes choice, collaboration, safety, and transparency. Responses adapt to the survivor, rather than the survivor needing to adapt to an existing, pre-defined and compartmentalised agency response. These principles are the embodiment of a Trauma Informed Wales approach. For more specific information about CLEAR, please see further into this impact report.

## Next steps

Trusted Professionals for Children and Young People's workers is being piloted, and a Trusted Professional for faith communities is being developed. Support our members to deliver Trusted Professionals in their own area, for promotion, and income generation, alongside Ask Me, for a whole system, joined up approach.



# Specialist Services training

## Where we were

Survivors have told us that it's not just what services are available, but how those services are offered, which are key to long term recovery. They identified that they did not always feel seen and heard. Specialist Services weren't always sure what strengths based, needs led, trauma informed support looked like on a practical level, and that the risk led model of work didn't always leave room for needs led, strengths based, trauma informed approaches. They weren't being enabled to make a Change That Lasts for survivors.

## What we did

Developed and offered Specialist Services training that is needs led, strengths based, trauma informed, and develops reflective practice. This training aligns with TI Wales frame-work and 5 practice principles.

## What happened

154 staff trained across five specialist VAWDASV services (Cardiff Women's Aid, Safer Wales Street life Project, BAWSO, Thrive Women's Aid, Atal y Fro (now VDAS) and Swansea Women's Aid).

## In their own words

What do the specialist services think of the training?

Feedback from this year, (2023), highlight the extent to which Change That Lasts has embedded in organisational culture, despite the challenges of the pandemic and recruitment and retention difficulties:



### **The approach - Needs led, strengths based, trauma informed support work in practice**

*Buzzwords are often thrown about, but what do they mean? The Change That Lasts approach is threaded through the whole org from the top down, how we work with each other, as well as how we provide support. This means we get the best out of our workforce, as well as the survivor. The Specialist Service training has been really, really massive, as far as I'm concerned, for this. It's helped my team, it's helped what we do, it's*

*helped the team understand what trauma informed, needs led, strengths-based approaches actually mean, for example, (emphasising to a survivor), you've kept your children safe, not just saying, you've done the right thing by leaving. You can focus on what they need to continue to keep safe. When I started in this sector, I used to hear support workers saying, I've told her she needs to do this, this this this and this. The Change That Lasts approach is about providing options, not telling, handholding where necessary, and not pushing your solutions on to them, e.g., **you** might think they really need MH support, but they might not, and if they're not ready, don't push, but revisit, when your relationship has developed. I've seen a real impact on the team, not only in how they provide support, but how they record how they provided support. The additional Change That Lasts practice development session from Welsh Women's Aid was really useful for this. Checking the team's support notes recently, I saw a member of the team had recorded, client needs time and space to breath, so that's what I gave her. I praised the team member for this, as it is truly needs led, we don't always need to jump in and fix and clients don't want this, but they do want us to listen, be needs led and trauma informed. How support is provided makes a huge difference in terms of survivor engagement. We are realistic, it can sometimes be about timing.*

**- Vale Domestic Abuse Services**

*"Staff found the Change That Lasts Specialist Services Training really useful and put what they were doing into context, in terms of strengths based, needs led, trauma informed, in practice... staff weren't always exploring strengths..... and exploring strengths really impacted on recovery, e.g. a couple of workers commented how this approach was really enabling for the survivors, encouraging an 'I can do this' attitude, and it was very validating . One woman appeared to be quite 'stuck'. Low self-esteem, very negative about herself, etc, but small, incremental changes and the strengths based approach, had a real impact on her. Trauma negatively affects the brain, but positivity also rewires the brain in a good way"*

**- Swansea Women's Aid**

*Staff have more open and honest conversations, and group reflections are really valuable.*

**- Swansea Women's Aid**

*The complexity of clients is increasing, and the strengths based needs led element of the training is very important to focus on during support sessions, as it really empowers the survivor.*

**- Thrive Women's Aid**

*The Change That Lasts approach allows us as a service to be led by the needs of the victims and allow them to make decisions about their futures and set themselves goals, we aid recovery by allowing the survivors to talk openly about their experiences and look at healthy coping mechanisms, using a trauma informed approach to support them, validate their thoughts and feelings, advocating and empowering them to choose what is right for them. The trauma informed approach includes understanding and*



*acknowledging the harm caused to the victim and understanding the effects of the trauma caused and how it presents. Looking at recovery and what that may look like for the individual, one size does not fit all, different methods of recovery are good to explore. Giving the victim a choice of how they'd like to be supported and/or what type of recovery support they'd like is empowering them to take back control and make further choices.*

**- RISE/ Cardiff Women's Aid**

*Staff that have attended the training tell me that it has made a big difference to their support approach. We are reviewing our paperwork now, and making sure it is survivor centred, and assets based, rather than concentrating on 'deficits'. We hope this will have a positive impact on our partner agencies and referrers, in how they view the survivors.*

**- Safer Wales**

## Next steps

Change That Lasts is no longer viewed a separate project in these services, it's simply how they work with survivors. The approach has been so successfully embedded, it is therefore difficult to quantify how many survivors have benefited, as that figure has grown every year, as the Change That Lasts approach became embedded. Monitoring returns don't reflect the full extent of the organisational change, and it has taken recent conversations with the member services, to appreciate the extent to which the specialist services have embedded the approach. Annual training will be offered to these organisations, to ensure the approach stays embedded. They are also being offered the opportunity to deliver Trusted Professional, to support a whole system, joined up response, in their area.

Additionally, we're developing other areas to adopt Change That Lasts. We're currently working with 3 of our member services and an education setting. The members have identified that a joined up, whole systems approach, is lacking in their area, as well as joined up, consistent messaging, around VAWDASV. They are keen to have the benefits of a whole systems approach; a community-based scheme, trusted professional training, (which they keen to deliver themselves and generate income) and regular specialist services training. They are exploring ways to do this, and we will provide train the trainers, ongoing support and quality assurance.

# CLEAR

## Where we were

Men with problematic beliefs and attitudes towards women are not being identified, effectively challenged or offered opportunities to address their behaviour by generic services.

While clear commitments are made to early intervention and prevention for survivors, for those using problematic or harmful behaviour there was limited recognition they might be seeking support. Interventions with perpetrators, where available, were designed to address entrenched patterns of behaviour, high risk and high harm abuse resulting in a gap in response for early intervention.

## What we did

In partnership with Respect, created a free, short awareness raising course for men who are concerned about their behaviour towards women. From the 1st of April 2022, CLEAR has been delivered by Safer Merthyr Tydfil, and provides a space for men who have had little or no intervention previously, identify there is a problem with their intimate relationships, and take responsibility. Running in parallel is the Integrated Support Service for partners or anyone else who may be affected by the CLEAR participant.

## What happened

- 97 referrals to the project (including 26 self-referrals).
- 58 accepted on to the CLEAR course.
- 30 (52%) of those accepted completed the course, and 41 (71%) completed 1 or more sessions.
- Higher (88%) completion rate for accepted self-referrals.
- 29 cases were escalated to Drive and Driving Change, which are all delivered by Safer Merthyr Tydfil.
- Vast majority of partners accessed the integrated support from Cardiff Women's Aid and other services such as Vale Domestic Abuse Services.

## In their own words

### What difference did it make?

Clear has provided prevention and early intervention. In the service users' own words;



#### **CLEAR Service users**

- *When I stood up and realised I was being intimidating, I sat back down again.*
- *I am now a lot more aware of my actions.*
- *My behaviour is changing as I'm thinking more.*
- *I've been really focused on this course and found myself reflecting and relating to things after sessions.*
- *I haven't told many people what I have told you, and it's a relief.*
- *I now know there are better ways to deal with emotions and processing things.*
- *I used to think that was how women were treated – cooking, cleaning and staying home.*
- *After watching the aerial advert, I felt ashamed as I watched the way my dad treated my mum, and I now treat my wife the same way. I now know I need to appreciate my wife and mum more.*

#### **Cardiff Women's Aid Integrated Survivor Service case study**

*NN was referred to Rise on x/x/22 by her mental health practitioner, her husband had admitted to being abusive towards her and NN stated she wanted to leave him, her husband stated he couldn't live without his wife so consented to a referral to Clear and NN was happy to engage with Rise.*

*First contact was made on x/x/22 where I gave her the options of how she'd like our support sessions to take place, I offered phone calls, face to face, online or a mix of all three. NN stated that because she uses a wheelchair, she would prefer to complete our sessions on Google meet as she had counselling sessions previously online and this worked well for her.*

*At our first session NN disclosed that she struggles with her mental health and has been self-harming because of trauma, NN suffers with complex PTSD (from childhood sexual abuse) OCD, Borderline personality disorder, Avoidant personality disorder, anxiety, depression and agoraphobia. NN disclosed she has an eating disorder where she either over eats or under eats as a form of self-harm, she also explained that she has been self-harming for years and uses different methods, cutting, hitting, over-eating and starving*

herself. NN disclosed that her husband gaslights her, manipulates her and has neglected her. NN stated that her husband had admitted to feeding her mouldy food and serving her food with mouse droppings in it and sent an email to the Clear practitioners disclosing this and a porn addiction.

NN and I completed her needs and support plan and stated that she felt safe in her own home, however she stated that she needed help and is seeking professional help, I referred NN into PATH (Psychological Advocacy Towards Healing) a 1-1 trauma informed approach to help victims understand and manage their trauma, there is currently a waiting list for this recovery support, NN stated that she didn't mind the wait as she is receiving trauma informed support from Rise and the sessions are led by her needs and wants.

NN and I have weekly planned sessions, we usually plan in advance what the sessions will look like, however I wait to see how NN presents at the start of the session as sometimes she has a lot, she would like to discuss with me before we can touch on anything else. NN leads our sessions, this is her space to discuss her needs and what I can do to help her achieve these, I use a trauma informed approach to acknowledge the harm done and helping her understand the trauma and what forms it can take. NN has struggled with illness and her mental health so we have missed a few sessions, when her husband has finished Clear I will be offering further support as I believe this will be beneficial to her. We use our session to talk about her trauma and how it affects her, we talk about healthy coping mechanisms for when she feels overwhelmed, we discuss grounding techniques to help her manage panic attacks. Rather than ignoring her trauma NN talks openly about it, and we start to unpick it, I validate her thoughts and feelings and help her to understand the effects of trauma.

NN has reported that the support she has been receiving from Rise has been very beneficial, feedback I've received 'if it wasn't for me having you to speak to, I would have relapsed and self-harmed again, I was triggered and in a really bad place, but knowing our session was today has kept me going'. NN's needs were mainly around her mental health, she has been engaging with mental health services but stated 'I find my sessions with you much more beneficial as you understand my trauma and help me work through and come to terms with it, you've helped me understand that none of this was my fault and I deserve to be treated with respect'.

NN has recently brought more needs to my attention, these being 'I feel really lonely and would love to make new friends', I explained to her that we have a safe space café at our office every Tuesday and we have wheelchair access, I advised her that women at different stages of recovery come to the drop in to make friends and have access to that peer support, I suggested that I could attend the first session with her so that she feels less anxious and she said yes I would love this. NN has now found her voice and the strength to say, 'I don't want to be with him anymore, I'm going to leave him and want a fresh start,

*I'm breaking the cycle I don't want to stay in this nightmare anymore'. NN is now in the process of completing her housing application to move, she stated she is looking forward to rebuilding her life with her pets and making friends, so she is able to have an active social life again.*

### **From SMT: Quarter 2, 2022**

*Safer Merthyr CLEAR case study - The service user left the family home for a number of weeks. He reports that during this time he had realised that this was a 'wakeup call' and if he did not address his behaviour, he would lose his wife and child and 'end up like his father.'*

*The service user reported an extremely traumatic childhood growing up where he witnessed significant violent between his parents, he reports that he had witnessed his father being physically and emotionally abusive towards his mother, that he was not 'a nice man and expected his mother to be his slave' He reports that he had witnessed a lot of abuse towards his mother growing up. The service user stated that on numerous times in his childhood he could remember trying to stop his father from 'hurting' his mother which had resulted in his father being physical towards him. He reports that he had left his parents' home when he was 16 years old due to domestic abuse.*

*Service user reports that this was the first time he had been almost physical towards his wife but aware that 'once was enough' he reports that he would constantly put her down and accuse her of cheating on him with other men, even though he knew that she hadn't been unfaithful.*

*When completing the initial assessment he disclosed that his behaviour towards his wife has been 'terrible' for 9 years, that he has been jealous when his wife got male attention when they were out in their local pub and would blame her and put her down by saying 'I saw you looking at him' he knew this made her feel uncomfortable and 'on egg shells' which he states she has shared with him since his returning to the family home. The service user reports that he felt 'ashamed' and 'hated' this side to him and wanted to change. Leading on to the questions he answered that he wanted to change his attitude and his views on women in general, that he had believed throughout his childhood and adult life that men were 'inferior to women' and that women should 'be seen and not heard'. The service user had attended and engaged in all six 1:1 CLEAR sessions, he understood the impact abusive behaviour had on others and gave examples of gender inequalities. The service user re-ported examples of when he had 'put his wife down' by treating her like she was 'below' him. He reports that on reflecting and competing CLEAR course he understands how hard her role is looking after their daughter full-time and that they now share responsibilities. He reports that he now uses the Timeout model which allows him time to calm himself before responding to disagreements within his relationship, he reports that he had been using these tools in all aspects of his life and*

*that his wife had said that he was a lot 'better to be around' and that she felt comfortable discussing and challenging her husband healthily, which she reports would not of been the case before he attended CLEAR.*

*Before session work is completed with the facilitator at CLEAR, a referral for victim support is completed, in this case Rise were the referring agency. The IDVA supporting the victim reported that when CLEAR session ended the victim had disclosed that there been no further incidents and that they now talk more and that their home is a lot happier. That they now share responsibilities around the home and go out together more and socialise without alcohol, which both have now stopped since the incident. She reported that she no longer must 'walk on eggshells' and that he noticed that she had kept the house running whilst he stayed in bed for 4 days with COVID and that he had flowers delivered to thank and appreciate everything she done for him, this she reports he would not have done before CLEAR that he would have just assumed that this was her role as a 'wife'.*



# Next steps for Change That Lasts

## Scale up, roll out, sustainability

CTL is a tried and tested, whole system, whole societal approach. We have engaged the community, professionals and specialist services, and made a Change That Lasts to their interactions with survivors and perpetrators.

We believe that everyone can make a Change That Lasts and it's vital we involve **all sectors** and **all members of the community**, to share understanding of VAWDASV, and give survivors the right response at the right time. To truly engage all of society, next we will be turning our attention to the private sector. We've already had interest from private organisations who want to have Ask Me training, to make a Change That Lasts in their internal culture, and break the silence, raise awareness amongst not only amongst their employees, but also in their perception of their customer base.

Further, we are developing a pathway for further organisational development, such as further training on Leadership, Human Resources, and intersectionality, Workplace Harassment, or support to have an organisational VAWSDASV health check, all of which will be chargeable.

We have recently delivered Ask Me to the TSB, on the basis that they want to make an internal culture change. Feedback was as follows:

- *A male attendee said he works with 13 women, and he will take his learning back to his all-female team (breaking the silence, raising awareness).*
- *Whilst learning about gender roles, a female attendee said it was frustrating it was when people would come into the bank and ask to speak to the bank manager assuming it would be a man and how the female bank managers felt their position wasn't recognised with the customers (recognising harmful social norms and values).*
- *Another attendee said taking an intersectional approach was really important and they hadn't previously thought about how VAWDASV impacts and looks differently for different communities, and this was important as their customer range will obviously include people from these communities (societal changes)*

Reaching out to other sectors, we are developing Ask Me for faith communities, with the Church in Wales. We are also working with one of our members, who we have supported to develop a bespoke Trusted Professional for faith groups, which she will pilot in her local church, cofacilitated with a minister. Other plans include working with the Women's Institute, and Welsh Government's Women Together Network and Welsh Government's White Ribbon Alliance.

We aim to be needs led, strengths based, and trauma informed in our response to supporting private sector to make a Change That Lasts, as we recognise the Change That Lasts approach has a wider application outside of survivor interaction, and prosocial modelling at all stages of our interactions is beneficial.

## Trusted Professional sustainability

We are planning to phase in paid for Trusted Professional training throughout Wales. We have been gaining interest from the membership who are interested in delivering the Trusted Professional in their own areas, alongside a perpetrator specialist – this is very much work in progress.

## Additional benefits of Change That Lasts

### Change That Lasts impact on the wider membership

Change That Lasts is at the heart of our national quality service standards, and the approach has really influenced the NQSS and how the standards are assessed, whether members are actively involved in Change That Lasts or not, the approach is central to whether they pass or need to make some improvements. Needs led, strengths based, trauma informed approaches need to be evidenced and embedded in practice. Evidence is provided for:

- *The assessment is person centred and needs led giving a voice to service users and their circumstances. Individuals are seen as more than just their care needs, but as experts in charge of their own lives.*
- *Service users' strengths, internal resources, resilience and support networks are used to inform identification of their needs and develop alternative coping strategies.*
- *The assessment demonstrates a trauma informed approach – recognising the trauma a service user has experienced, the symptoms of this, and if they are manifested in behaviours; and ensuring that no further harm is caused through your own response.*

One service, who is not involved in Change That Lasts, but has been through the NQSS, received the following comments from the assessor:

- *Case study was very in-depth and clearly highlights that the work conducted is trauma informed and survivor lead. Compelling evidence of appropriate support, which is inclusive of refuge provision. Evidence of working with service users affected by multiple disadvantages, evidence that barriers are recognised, and support plans show that this is being redressed.*



- *Support plan submitted clearly shows that multi-agency working is in place to support a service user who is accessing mental health services. The case study documents that the service works in a trauma informed way, and that it provides a holistic approach to working with other agencies in providing the best possible outcome for the service user.*
- *Monitoring shows that the service works with service users who have varying needs. Case notes show that service users are assessed and that every effort is made to ensure that their needs are met, and that support plans are individual and that they are trauma informed.*

Welsh Women's Aid look for all opportunities to Make a Change That Lasts, throughout society.

## Children and Young People Ask Me / Trusted Professional

We know through research that young people are more likely to reach out to website resources when help seeking. We have designed discussion based and information giving resources with them, for them, during a series of focus groups. After a successful launch of the website and resources, our Children and Young People's coordinator is taking a needs led, strengths based, trauma informed approach with youth groups to develop further resources that they identify are useful. She is also working with professionals to support them to deliver these resources. A Children and Young Peoples Trusted Professional will be launched as a paid for course, next year.

## VAWDASV Wales Blueprint

WWA is present in all the workstreams. We have practical experience of a whole systems approach. We can bring that expertise to the workstreams, for the benefit of partners and the delivery plan.



# Concluding thoughts

## The case for investment

It can be very difficult to point to specific cost savings when considering VAWDASV interventions such as Ask Me, Trusted Professional and Specialist Services, for survivors and CLEAR for possibly early perpetrators, which are preventative, or intervene early enough to mitigate the impact. – How do we **really** know that a survivor and/or perpetrator **would** have gone on to cost the country thousands of pounds?

Nevertheless, it is a reasonable assumption that prevention and early intervention does save our stretched public services in terms of time and money and has another impact on the wider community, and rightly, there is a legislative and statutory emphasis on us being preventative and offering early intervention.

### Ask Me savings

The unit cost for an average domestic abuse victim is estimated at £34,015. (i) If even only a quarter were diverted from becoming a victim of abuse by the Ask Me community, or Trusted Professionals, and this could equate to huge savings for the public purse. However, we know that VASWDAV touches more than just the survivor – it touches their family, friends, acquaintances, neighbours, workplace, and children, by increasing their exposure to ACEs and the trauma of being victims in their own right.

### CLEAR

There is evidence and research to demonstrate the effectiveness of quality-assured perpetrator interventions. A recent study shows a 30% reduction in the number of criminal domestic abuse incidents amongst a cohort of perpetrators receiving an intervention compared to the control group. (ii) These interventions are however, targeted at perpetrators who have already and are causing significant harm. We know that a quarter of high-harm perpetrators are repeat offenders, and some have at least six different victims (iii) CLEAR intervenes before they get this far.

### Trusted Professional

The case for investment in upskilling a wider, cross sector professional response to VAWDASV is strong, with a University of Central Lancashire evaluation in 2021 identifying that, for every £1 invested Ask Me created a social value of £5.31 (iv).

### Specialist Services

Research abounds which connects VAWDASV, and gender inequality. (v) Women are overwhelmingly the victims. Services that understand this are essential, so they can

be informed by a gendered analysis of VAWDASV, whilst recognising structural inequalities and discrimination based on class, sexuality, ethnicity, immigration status, ability, mental health, or age, and how this can cause multiple abuse, harassment and oppressions in other areas of their lives.

During this report, we've heard from the Ask Me Community, and the impact that the Ask Me training and Scheme has made to them. We know they understand that VAWDASV is a product of society that condones and reinforces women's inequality and celebrates men's aggression. They understand how to respond to myths, stereotypes, disclosures, give good responses and signpost. For a small community, they have a big impact, and we do want to begin to grow this community, not only with our traditional audiences, but also through the private sector, and we are already getting some interest from sectors who would not have usually accessed our training.

We want to grow not just the Ask Me Community, but the Make a Change That Lasts Society. Below are the organisations we have reached out to during 2021 and 2023 for Trusted Professional training, we will be increasing our reach in 2024.

### Organisations who have attended Trusted Professional since 2021

G4S	SCVS
Taff Housing Association	Social Services
SWPC	Gower College, Swansea
Cardiff Met University	Caredig
Swansea University	Safer Wales
Tai Tarian	Goleudy
YMCA	Swansea Council
Coleg y Cymoedd	Shelter Cymru
Cardiff University	Probation Services
Dogs Trust	Neath Port Talbot Child Services
EYST	Merthyr Tydfil County Borough Council
Cadwyn Housing Association	Action for Children
Fitzalan High School	NYAS
Taff Housing	Welsh Government
HMRC	Calan DVS
School of Hard Knocks	Neath Port Talbot Council
NHS	Victim Support
DWP	St John's Ambulance
SCVS	CPS
The Wallich	ONS
Vale of Glamorgan Council	BAWSO
Street Football Wales	
HMPPS	

(i) The economic and social costs of domestic abuse; Research Report 107; Rhys Oliver, Barnaby Alexander, Stephen Roe and Miriam Wlasny; Home Office; January 2019; Table 19: Unit costs of domestic abuse in England and Wales for 2016/17

(ii) Professor Marianne Hester et al, University of Bristol, 'Evaluation of Year 2 of the Drive Project – A Pilot to Address High Risk Perpetrators of Domestic Abuse' (2019)

(iii) SafeLives' MARAC National Dataset: [safelives.org.uk/practice-support/resources-marac-meetings/latest-marac-data](https://safelives.org.uk/practice-support/resources-marac-meetings/latest-marac-data) Also: Robinson, Clancy, and Hanks, 'Prevalence and Characteristics of Serial Domestic Abuse Perpetrators: Multi-Agency Evidence from Wales' (2014)

(iv) The economic and social costs of domestic abuse; Research Report 107; Rhys Oliver, Barnaby Alexander, Stephen Roe and Miriam Wlasny; Home Office; January 2019; Table 19: Unit costs of domestic abuse in England and Wales for 2016/17

(v) Women's Aid, Hester, M., Walker, S-J., and Williamson, E. (2021) Gendered experiences of justice and domestic abuse. Evidence for policy and practice. Bristol: Women's Aid



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