



Cymorth i Ferched Cymru
Welsh Women's Aid

Annual Membership Report: Data from specialist services in Wales 2024/25

Period 01/04/2024 – 31/03/2025

Acknowledgements



We are extremely thankful to the specialist services that are members of Welsh Women's Aid, who have provided their data which informs this report. We acknowledge the increasing demands on their services and resources to support the women, men and children and young people who have been affected by violence against women, domestic abuse, and sexual violence (VAWDASV), and appreciate their efforts in working with us to build a national picture of the sector.

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Foreword

Following the acute pressures experienced during the pandemic, specialist services and the survivors they support are now operating within a prolonged period of financial and systemic strain. The continued cost-of-living crisis, rising housing insecurity, and increasing demand on public services are significantly affecting both survivors and the workforce supporting them. Ensuring the sustainability of specialist services—built on decades of expertise—requires sustained and adequate investment from commissioners and funders. Securing this will remain a central priority for Welsh Women’s Aid.

Specialist violence against women, domestic abuse, and sexual violence (VAWDASV) services—including provision supporting men and boys—continue to play a vital and often life-saving role in communities across Wales. Much of this work remains necessarily unseen due to safety considerations; however, as this report demonstrates, services are consistently reaching and supporting those most in need.

Demand for support remains high, with increasing complexity in the needs of those accessing services, including mental health, housing instability, and experiences of multiple forms of discrimination. Despite these challenges, the data in this report shows that the majority of people seeking help are able to access support.

For individuals facing the most complex barriers, including intersecting inequalities, Welsh Women’s Aid continues to advocate for increased and sustainable funding, alongside the development of innovative, survivor-centred approaches across our membership. We remain committed to working collaboratively towards a system in Wales that is fully needs-led, trauma-informed, and rooted in the voices and experiences of survivors.

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Introduction

Welsh Women's Aid is the national umbrella body for third sector violence against women, domestic abuse and sexual violence (VAWDASV) specialist services in Wales. Our vision is a world in which women and children live free from domestic abuse, sexual violence and all forms of violence against women and by doing so achieve independence, freedom and liberation from oppression. We are working as a federation so that:

- Violence against women, domestic abuse and sexual violence is better understood, challenged and prevented.
- Governments, agencies and communities are held accountable for delivering action for change by women and children.
- The state, agencies and communities deliver more effective responses to violence against women, domestic abuse and sexual violence.
- Survivors access early support which meets their needs and improves their health and well-being.
- Specialist services are strengthened and supported to effectively meet diverse needs and reduce harmful effects of violence.
- Women and children have healthy, safe, and equal relationships.

The prevalence of violence against women, domestic abuse and sexual violence remains largely hidden. The extent of femicide, rape, domestic abuse, forced marriage, sexual harassment, female genital mutilation and other forms of abuse are often invisible in official statistics nationally and locally, and there is a lack of consensus about how such violence should be defined and measured, and how this can best be achieved. Recent estimates by the UK Government put the cost of domestic abuse for victims in England and Wales as £66 billion.^[1] This does not account for the cost of all other forms of violence against women and girls, including sexual violence, so called honour-based abuse and sexual exploitation.

This report focuses on the referrals to and use of specialist services by survivors, for the 2024/25 financial year. The data is limited to that provided by members of our federation through the year and at the year-end, and by our Wales database of provision of local and national VAWDASV specialist services.

Specifically, the data sources that inform this report are:

¹ Home Office, *Research and analysis: The economic and social costs of domestic abuse*. (UK Government website, 2019). Available at: www.gov.uk/government/publications/the-economic-and-social-costs-of-domestic-abuse.

Quarterly monitoring data

At the end of each quarter in 2024/25, Welsh Women's Aid distributed a data form to gather output and outcome statistics from member services.

This annual data analysis report comprises the cumulative datasets submitted by our members to depict the national demand for their services and the nature of the responses provided across Wales.

'Routes to Support' database

Data has also been included from "Routes to Support", the only UK-wide online database which contains up-to-date information about local and national domestic abuse and other violence against women services throughout the UK. This report includes data for all services in Wales – wider than our membership – to provide a national picture of demand and provision of services throughout Wales.

The Routes to Support project is managed by Welsh Women's Aid (for Wales) in partnership with Women's Aid Federation of England, Scottish Women's Aid and Women's Aid Federation of Northern Ireland.

Live Fear Free Helpline

Data has been included from the national Live Fear Free Helpline in Wales, managed and delivered by Welsh Women's Aid and funded by the Welsh Government.

National overview: 2024/25



The Live Fear Free Helpline received 18,197 contacts.

6,726 contacts were signposted to local specialist services during this financial year.

Refuge-based support services



837 survivors benefitted from refuge-based support services.

832 survivors were unable to be supported by refuge-based support services.

527 children and young people, on average, were living in refuge.

Community-based support services



13,349 survivors were supported by community-based support services.

1,042 survivors were unable to be supported by community-based support services.

3,389 children and young people, were supported directly, this period.

Sexual violence-based support services



1,624 survivors were supported by sexual violence-based support services.

337 survivors remained on the waiting list at the end of Quarter 4.

Sexual exploitation-based support services



134 survivors were supported by sexual exploitation-based support services.

0 survivors remained on the waiting list at the end of Quarter 4.

About specialist services

Specialist services for survivors (delivered, for example, through refuge-based support, floating support, community outreach, sexual violence and exploitation support, counselling, independent advocacy and multi-agency hubs) aim to deliver needs-led, strengths-based, gender responsive, trauma-informed support. These services protect, support, and empower survivors and their children and work to prevent violence and abuse from starting and escalating. These services are provided by highly specialised staff with in-depth knowledge of violence against women, domestic abuse, and sexual violence.

This report focusses on our member services that offer physical and emotional safety, support, advocacy, and practical help, delivered through a combination of **refuge-based support, community outreach support^[2] and dedicated sexual violence, sexual exploitation and rape crisis services**. Refuge-based services form part of a national and UK network of provision that helps families to have 24-hour access and move between refuges if needed.



Refuge-based support delivers a planned programme of therapeutic and practical support, above and beyond a safe place to stay, and access to peer support from other survivors.

This includes 24-hour access; information and practical help, individual and group support and safety planning; counselling; support and advocacy with housing, finances including benefits/debt, health and well-being, parenting, immigration, legal, criminal and family justice systems, education and employment. The service is designed to meet, and is led by, the needs of survivors and their children, and is delivered by support workers (including dedicated support workers for children and young people) trained and experienced in violence against women, domestic abuse and sexual violence, in an environment which empowers women and children and promotes their autonomy and self-determination. This also includes resettlement support which helps survivors move on to rebuild their lives and establish themselves in local communities.

² Includes 'floating support'. Floating Support is support provided in the community funded by *Supporting People* where the aim is to provide housing-related support in the community to sustain tenancies or re-house survivors.



Domestic abuse/ VAWDASV community outreach support

delivers advocacy, protection and support for survivors in local communities through helpline support and information; short and long-term psychological counselling; information and practical help, individual and group support, and safety planning; peer support groups; support and advocacy with housing and sustaining tenancies, support with finances including benefits/debt, health and well-being, parenting, immigration, legal issues, education and employment; advocacy and support for survivors accessing specialist domestic violence courts, criminal and family justice systems; advocacy and education to support survivors using primary care, maternity and urgent treatment health services (e.g. IRIS advocacy in GP practices); and advocacy, support and counselling for survivors who have experienced multiple forms of abuse.



Dedicated rape crisis and sexual violence services

provide services to survivors of rape and sexual assault through counselling, therapeutic sessions, individual or group support. Trained professionals are also available to provide information and advocacy with health services, housing, finances, well-being, parenting, education and employment, as well as providing support through the legal process, should individuals choose to report or not.



Partnership working includes institutional advocacy, training, provision of expert advice and upskilling professionals, services and partnerships to better identify, respond to, and prevent violence and abuse, and providing referral pathways from public services for survivors to access specialist support.



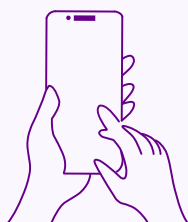
Prevention work in local communities through community engagement and supporting champions to speak out against violence; education of children, young people and adults; supporting survivors to engage in service improvement; delivering empowerment programmes (e.g. employability and anti-poverty work) and challenging inequality between men and women and intersectional discrimination which is the predominant cause and consequence of violence against women, domestic abuse and sexual violence.



Promotion of equality and human rights, which includes developing and delivering services that are led by and for women and led by and for Black and minority ethnic (BME) women. Safe separate provision for men and women, and services led by/for women and by/for BME women enable specialist services to operate from a framework of empowerment and self-determination. Services not only provide safety and support, but also empower women who see and hear that their experiences of sexism, racism or homophobia are not isolated, and help women find mutual support and self-determination. The provision of tailored support to survivors from Black and minority communities and to survivors who are women, by support workers who understand the particular risks and dynamics of violence experienced by women and experienced in different communities and the barriers to approaching mainstream services, is highly valued by survivors of abuse.



Risk management and behaviour change perpetrator programmes; some services also provide behaviour change and risk management programmes and individual interventions for perpetrators, which includes domestic violence perpetrator programmes and parallel partner/victim safety and support services.



The Live Fear Free Helpline offers a 24-hour, 365-days-a-year lifeline for survivors impacted by violence against women, domestic abuse, and sexual violence. It provides a main point of contact to survivors, family/friends and professionals, delivering holistic and integrated responses including information/sign-posting; needs and risk assessments; safety-planning, support and advocacy; and referral pathways to specialist and general services in Wales and the UK.



Access to all specialist services is through a combination of self-referrals, referrals from other agencies, or referrals from the national Live Fear Free Helpline (delivered by Welsh Women's Aid and funded by the Welsh Government).



Quality standards, VAWDASV specialist services in Wales operate within a framework of accredited quality service standards which provide benchmarks for service providers, funders and commissioners about the extent and mix of services that should be available, who should provide them, and the evidence-based principles and practice base from which they should operate. In Wales, Welsh Women's Aid delivers the National Quality Service Standards for domestic abuse services, supported by the Welsh Government, that operate alongside dedicated sexual violence service standards for Wales accredited by Rape Crisis England & Wales and Survivors Trust. These are accompanied by Imkaan's service standards for specialist services led by and for Black and minority women, and Respect standards for working with perpetrators.

Who uses specialist services?

Violence against women, domestic abuse and sexual violence occurs in all communities and is widespread throughout every socioeconomic group, irrespective of age, gender identity, ability, sexuality, ethnicity religion or belief. However, it often remains hidden due to threats, shame, embarrassment, and fear.

Men are disproportionately perpetrators of abuse and women are disproportionately impacted by domestic violence and abuse, sexual violence and child sexual abuse, stalking, so called 'honour-based' violence, forced marriage, female genital mutilation (FGM), gang-related violence, and human trafficking.

Some groups of women are more likely to be abused, including younger women, disabled women and girls, women and girls with mental health support needs, drug/alcohol dependency, or facing homelessness. Women from some Black and minority groups may face further barriers to seeking help due to racism, discrimination, stigmatisation, and community rejection.

Welsh Women's Aid promotes an intersectional approach, recognising the unique experiences of survivors of abuse and the ways in which difference and disadvantage may help or hinder access to support, safety, and justice. Differences such as age, sex, gender, class, ethnicity, ability, and sexuality intersect to inform lived experiences and these factors can further reinforce conditions of inequality and exclusion. This means that sex and gender-based violence can also be connected to factors such as ethnicity, age, class, disability, and sexuality.

When delivering support services, specialist services are committed to anti-discriminatory practice and to addressing the intersecting inequalities experienced by women and men.

Member services are encouraged to disaggregate data by the nine 'protected characteristics' identified in the Equality Act 2010 (sex, age, disability, gender reassignment, race, religion or belief, sexual orientation, marriage or civil partnership, and pregnancy and maternity). This data is collected for survivors who are newly referred to and who engage with specialist services for support^[3], to help services comply with their legal responsibility to ensure services are accessible and targeted, and that anyone using their services is treated fairly and not discriminated against.

1.1: Gender of survivors

The gender of survivors was collected for 96% (n=12,883^[4]) of all survivors (n=13,455) who engaged with specialist services in the financial year 2024/25. Across the specialist services, 91% (n=11,664) survivors identified as a woman whilst survivors who identified as a man represented 9% (n=1,112) of the data. The following table demonstrates a breakdown of the data by service type.

³ Data is available for survivors who engaged with community-based, sexual violence and refuge-based services only. Data related to protected characteristics related to children and adults aged 16+.

⁴ This figure is not inclusive of the survivors who chose not to disclose their sex.

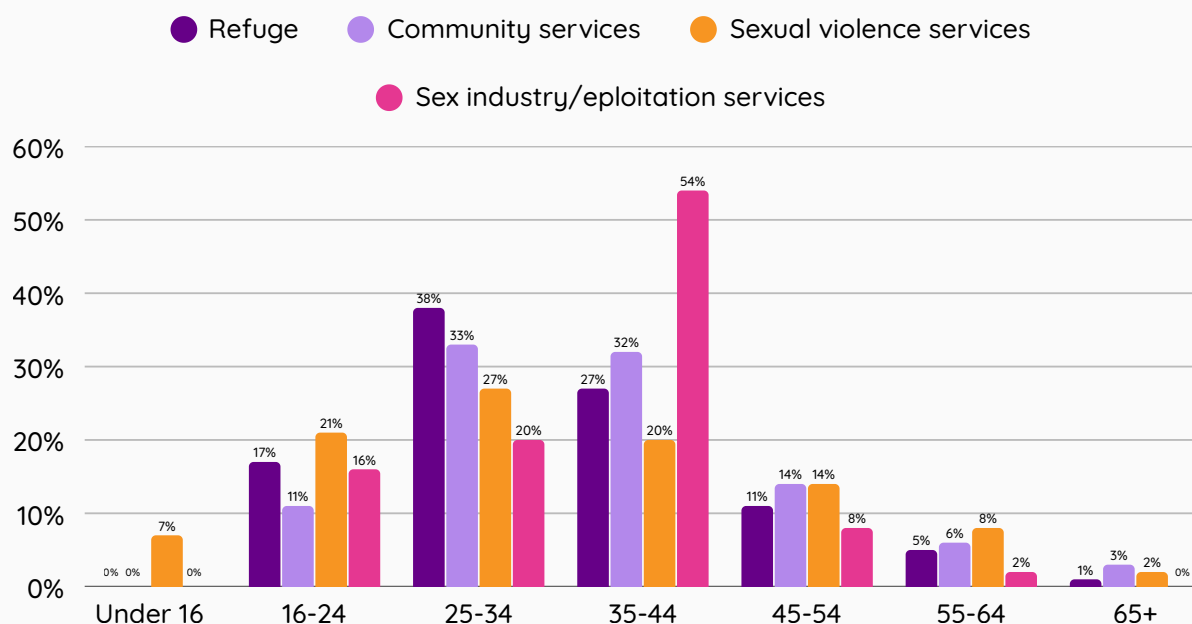
Table 1: Gender of survivors in specialist support services

	Refuge-based support		Community-based support		Dedicated sexual violence support		Dedicated sexual exploitation support		Total (n=12,883)
Survivor identifies as a trans person	4	1%	55	0%	12	1%	0	0%	1%
Survivor identifies as a woman	541	96%	10,320	90%	753	88%	50	100%	91%
Survivor identifies as a man	17	3%	1,017	9%	78	9%	0	0%	9%
Survivor identifies as non-binary	1	0%	18	0%	9	1%	0	0%	0%
Survivor identifies as any other gender	0	0%	1	0%	0	0%	0	0%	0%
Survivor prefers not to disclose	0	0%	0	0%	0	0%	0	0%	0%
Total sample	563		11,411		852		50		
Data unavailable	0		571		1		0		

1.2: Age

The data on age was available for 93% (n=12,487) of the survivors accessing specialist support services (n=13,455). The most prevalent age category of survivors accessing support services this financial year were between the ages of 25-34 (n=4,099, 33%). This aligns with the data provided in the previous financial year (2023/24). Of the 12,487 survivors whose age was recorded, 12% (n=1,528) were aged 16-24 whilst 1% (n=73) were aged 16 or under. This financial year, 3% (n=364) of survivors were aged 65 or over.

Figure 1: Age ranges of survivors engaging with services following referral



1.3: Disability

Welsh Women's Aid supports and advocates for the social model of disability and thus we aim to remove unnecessary barriers which may prevent survivors with a disability from accessing specialist support services. Of the survivors who engaged with the services, at least 25% (n=3,364) disclosed a disability, with the highest proportion (n=36, 72%) accessing sexual exploitation-based support services. Of note, it is likely that these figures are an underestimation as not all organisations are able to collate this data. Research[5] (**change citation**) has evidenced that women with a disability are more likely to experience violence and abuse than non-disabled women.

1.4: Race and ethnicity

Data on ethnicity was available for 83% (n=11,186) of survivors. Of these, White: British, was the most prevalent ethnicity of survivors (n=9,773, 87%), followed by White: Other (n=401, 4%). Of note, 13% (n=1,413) of survivors identified as a race or ethnicity other than White British. A full breakdown of ethnicity has been provided in Table 2.

5 ONS, Disability and Crime, UK: 2019 [Website], www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/compendium/focusonviolentcrimeandsexualoffences/yearendingmarch2015/chapter4intimatepersonalviolenceandpartnerabuse#heavily-victimised-groups-of-partner-abuse (accessed 25 August 2021).

Table 2: Ethnic backgrounds of survivors engaging with services following referral^[6]

	Refuge-based support		Community-based support		Dedicated sexual violence support		Dedicated sexual exploitation support	
Asian or Asian British or Asian Welsh: Bangladeshi	7	1%	60	1%	0	0%	0	0%
Asian or Asian British Asian Welsh: Chinese	1	0%	15	0%	1	0%	0	0%
Asian or Asian British Asian Welsh: Indian	4	1%	68	1%	1	0%	0	0%
Asian or Asian British Asian Welsh: Pakistani	7	1%	78	1%	2	0%	0	0%
Asian or Asian British Asian Welsh: Other Asian	11	2%	122	1%	3	0%	0	0%
Black, Black British, Black Welsh: Black African	9	2%	134	1%	0	0%	0	0%
Black, Black British, Black Welsh: Caribbean	4	1%	18	0%	0	0%	0	0%
Black, Black British, Black Welsh: Other Black	6	1%	19	0%	1	0%	0	0%
Mixed/multiple ethnic group: White and Asian	4	1%	28	0%	1	0%	0	0%
Mixed/multiple ethnic group: White and Black African	2	0%	31	0%	0	0%	0	0%
Mixed/multiple ethnic group: White and Black Caribbean	3	1%	53	1%	1	0%	0	0%
Mixed/multiple ethnic group: Other mixed or multiple ethnic groups	6	1%	96	1%	45	6%	0	0%
Other Ethnic Group: Arab	6	1%	36	0%	1	0%	0	0%
Other Ethnic Group: Any other ethnic group	14	3%	50	1%	2	0%	0	0%
White: British (Welsh/ English/ Scottish/Northern Irish)	454	81%	8,590	87%	681	91%	48	96%
White: Irish	0	0%	24	0%	2	0%	0	0%

⁶ Due to rounding errors, the total percentages may not equate to 100%

Table 2: Ethnic backgrounds of survivors engaging with services following referral[7]

	Refuge-based support		Community-based support		Dedicated sexual violence support		Dedicated sexual exploitation support	
White: Gypsy or Irish traveller	5	1%	24	0%	2	0%	1	2%
White: Roma	2	0%	2	0%	0	0%	0	0%
White: Other	14	3%	380	4%	6	1%	1	2%
Total sample	559	100%	9,828	100%	749	100%	50	100%
Data unavailable	4		1,683		104		0	

1.5: Religion or belief

Of the 7,582 (56%) survivors who disclosed their religion or belief, 77% (n=5,828) were recorded as having no religion. The most prevalent categories of religion were 'Christianity (all denominations)' which accounted for 15% (n=1,149) of survivors, followed by Islam which represented 4% of survivors (n=278).

Table 3: Religion or belief of survivors engaging with services following referral[7]

	Refuge-based support		Community-based support		Dedicated Sexual Violence support		Dedicated sexual exploitation support		Total
No religion	330	71%	5,151	77%	309	73%	38	93%	77%
Buddhist	7	1%	19	0%	1	0%	0	0%	0%
Christian (all denominations)	71	15%	999	15%	76	18%	3	7%	15%
Hindu	3	1%	29	0%	1	0%	0	0%	0%
Jewish	0	0%	3	0%	1	0%	0	0%	0%
Muslim	26	6%	248	4%	4	1%	0	0%	4%
Sikh	1	0%	17	0%	1	0%	0	0%	0%
Other	29	6%	182	3%	33	8%	0	0%	3%
Total sample	467	100%	6,648	100%	426	100%	41	100%	
Data unavailable	78		4,873		427		9		

7 Due to rounding errors, the total percentages may not equate to 100%

1.6: Sexual orientation

Sexual orientation was disclosed by 9,727 survivors which represents 72% of all survivors accessing support services in this financial year (2024/25). Of the 9,727 survivors, 94% (n=9,134) disclosed that they were heterosexual. *Table 4* provides a breakdown of sexual orientation by service.

Table 4: Sexual orientation of survivors engaging with services following referral^[8]

	Refuge-based support		Community-based support		Dedicated sexual violence support		Dedicated sexual exploitation support		Total
Bisexual	24	5%	200	2%	43	7%	5	10%	3%
Gay	21	4%	69	1%	10	2%	0	0%	1%
Heterosexual	474	89%	8,131	95%	497	86%	32	65%	94%
Lesbian	8	2%	88	1%	15	3%	11	22%	1%
Other	4	1%	79	1%	15	3%	1	2%	1%
Total sample	531	100%	8,567	100%	580	100%	49	100%	
Data unavailable	30		2,944		273		6		

1.7: Pregnancy and maternity

Of the 11,797 survivors who disclosed that they were female, 4% (n=472) were pregnant when accessing support services. When each service was viewed in isolation, 8% (n=44) of survivors accessing refuge-based support services, 4% (n=421) of survivors accessing community-based support services, 1% (n=6) of survivors accessing sexual-violence based support services and 2% (n=1) accessing dedicated sexual exploitation services were pregnant. In addition, within this reporting period, 1% (n=120) of females were reported to have had a child in the previous 12 months.

1.8: Language

In this reporting period, where language was recorded (n=11,561, 86%), 95% (n=10,941) of survivors disclosed that their first language was English and 1% (n=142) of survivors disclosed that their first language was Welsh. Notably, for 4% (n=417) of survivors, their first language was neither English nor Welsh.

⁸ Due to rounding errors, the total percentages may not equate to 100%

1.9: Relationship to perpetrator

In this financial year, where data was recorded (n=11,212, 83%), most perpetrators were categorised as an ex-partner (n=7,109, 63%) followed by current partners (n=2,522, 22%).

Table 5: Relationship to Perpetrator

	Refuge-based support		Community-based support		Dedicated sexual violence support		Dedicated sexual exploitation support		Total
Current Partner	65	11%	2269	23%	162	32%	26	59%	22%
Ex-Partner	429	73%	6515	65%	163	32%	2	5%	63%
Son	6	1%	316	3%	2	0%	0	0%	3%
Daughter	3	1%	69	1%	0	0%	0	0%	1%
Father	18	3%	430	4%	57	11%	0	0%	5%
Mother	27	5%	122	1%	5	1%	1	2%	1%
Step-Father	7	1%	46	0%	32	6%	0	0%	1%
Step-Mother	0	0%	3	0%	1	0%	0	0%	0%
Other Male	27	5%	211	2%	81	16%	15	34%	3%
Other Female	7	1%	86	1%	9	2%	0	0%	1%
Total sample	589	100%	10,067	100%	512	100%	44	100%	100%
Data unavailable	13		1,295		215		6		

Refuge-based support services

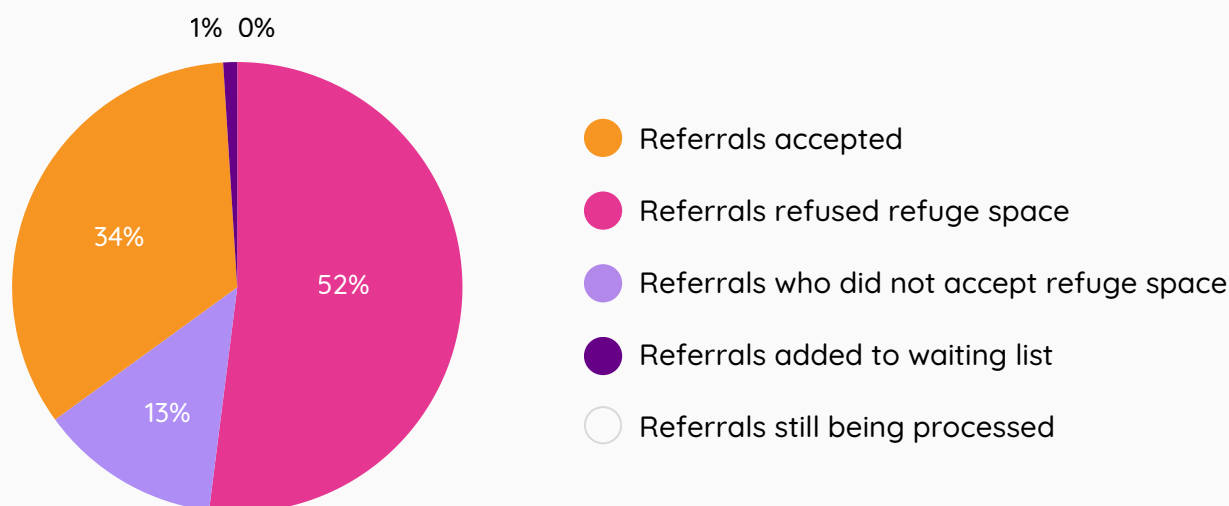
2.1: Referrals and access to services

In this financial year, 815^[9] survivors were supported by refuge-based support services, 97% (n=815) of whom identified as a woman. Of the 1,605 survivors who were referred into the service during this financial year, 34% (n=) were supported by a service whilst 52% (n=547) of survivors were not able to be supported for reasons such as availability of space, safety, and individual needs.

Table 6: Survivors referred to and accessing refuge-based support

	Women	Men	Trans woman	Trans man	Non-binary	Data missing	Total
Total survivors supported in refuge-based services in 2024/25	815	21	0	0	1	0	837
No. of new referrals received in period	1524	76	2	0	1	1	1605
No. of survivors referred and engaged with service	531	15	0	0	1	0	547
Survivors not able to be supported by service	779	48	3	0	0	1	832
No. of survivors who did not accept support from service	193	13	0	0	0	0	206
No. of survivors on the waiting list at the end of Q4	6	0	0	0	0	0	6

Figure 2: Engagement with refuge-based support services across Wales



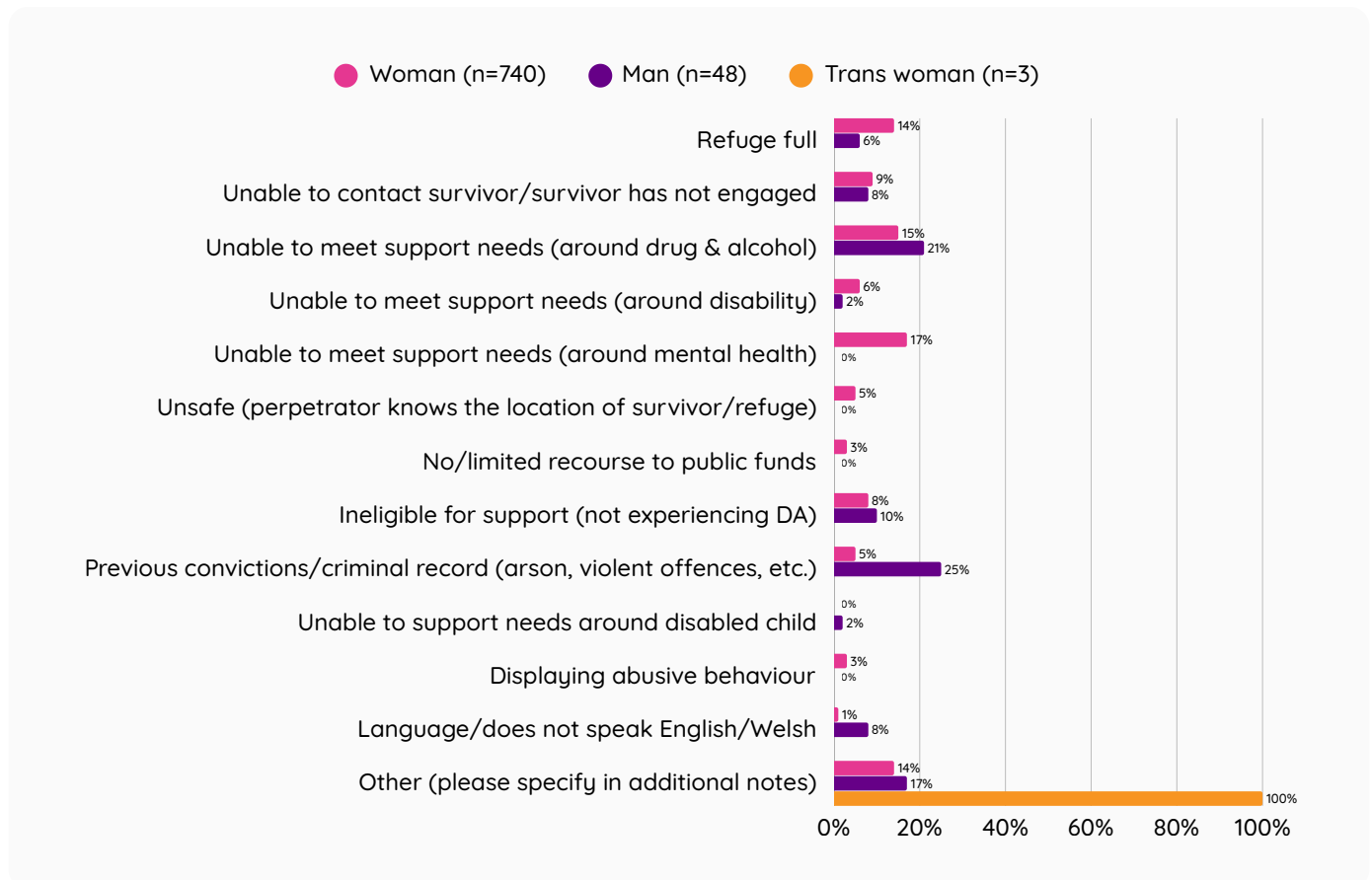
⁹ Total supported calculated using total supported figure in Q1 and Q2, then all new starters from Q3 and Q4 to prevent double counting.

2.2: Survivors unable to be supported

Survivors who could not be supported by the refuge

In this financial year, 52% (n=832) of all new referrals were refused refuge-based support services. Where refusal reason was recorded (n=791, 95%), an inability to meet mental health related support needs was the most prevalent reason for refusal (n=129, 16%). This was closely followed by an inability to meet alcohol and drug related support needs (n=123, 15%).

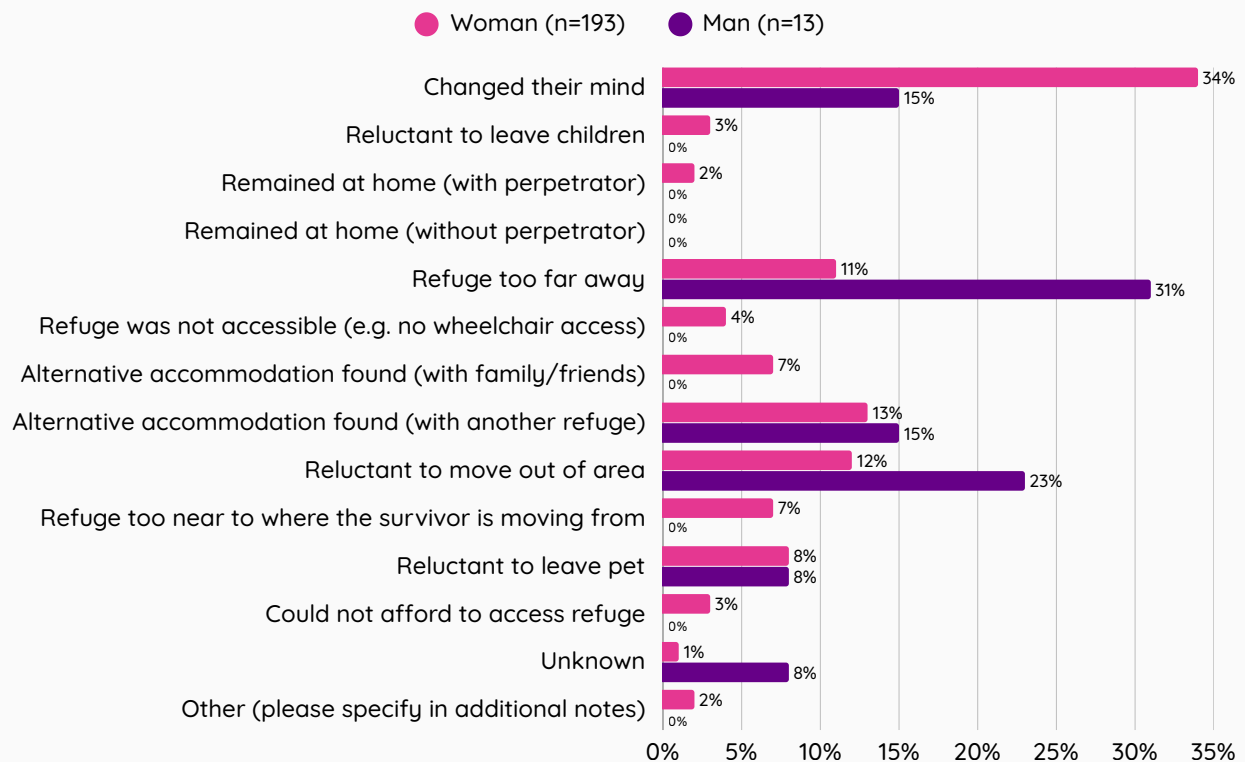
Figure 3: Reason survivors were not able to be supported by services in Wales



Survivors who did not accept support following referral

In this financial year, 13% (n=206) of all survivors referred (n=1,605) to refuge-based support services did not accept support, of which the reason was recorded for 100% (n=206). The most prevalent reason documented was 'a change of mind' (n=67, 33%). Of note, 13% (n=26) of the survivors refused as the refuge were too far away and 4% (n=3) of survivors as the refuge was not accessible (e.g. had no wheelchair access). The lack of refuge spaces, as aforementioned, has an impact on the accessibility of refuge, as survivors may be required to temporarily relocate which means leaving the comfort of their community, family, work, pets, and children.

Figure 4: Reason survivors did not accept support from services

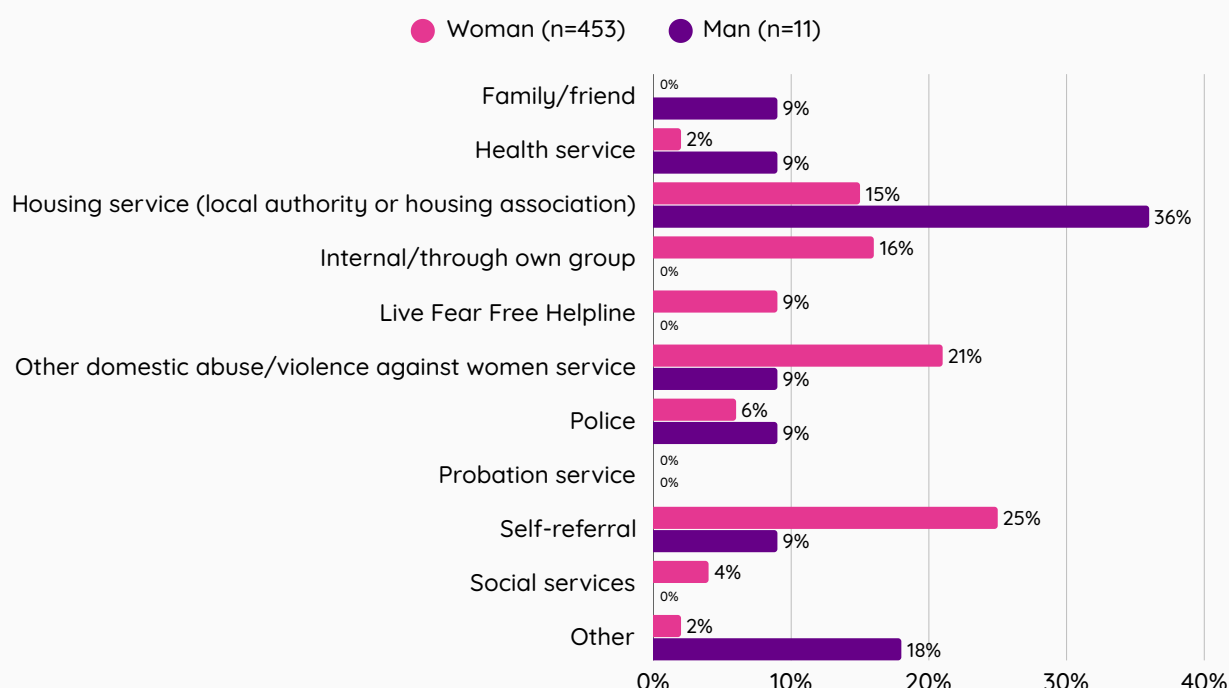


2.3: Referral sources and location

Referral sources

The data on the referral source was collected for 100% (n=547) of all survivors accessing support this financial year. Self-referrals (n=150, 27%) and 'other VAWDASV services' (n=97, 18%) were the two most prevalent referral sources in this financial year. 'Other VAWDASV services' refers to external organisations within the sector who may not have capacity to support survivors themselves, and 'Internal Service' refers to another VAWDASV service being delivered within the organisation such as drop-in or IDVA. Both referral sources indicate that the survivor has already been accessing support for domestic abuse and, as such, has been assessed by a professional as requiring refuge support. This is a pivotal finding as it demonstrates that it is the wider system prior to refuge that enables engagement.

Figure 5: Referral sources for survivors in Wales



Location

Specialist services in Wales provided information on the referral areas of 73% (n=402) of all survivors (n=547) who engaged with refuge-based support services in this financial year. The largest proportion of survivors (n=176, 44%) were supported by services within their local authority, with 33% (n=134) being supported in another local authority within Wales.

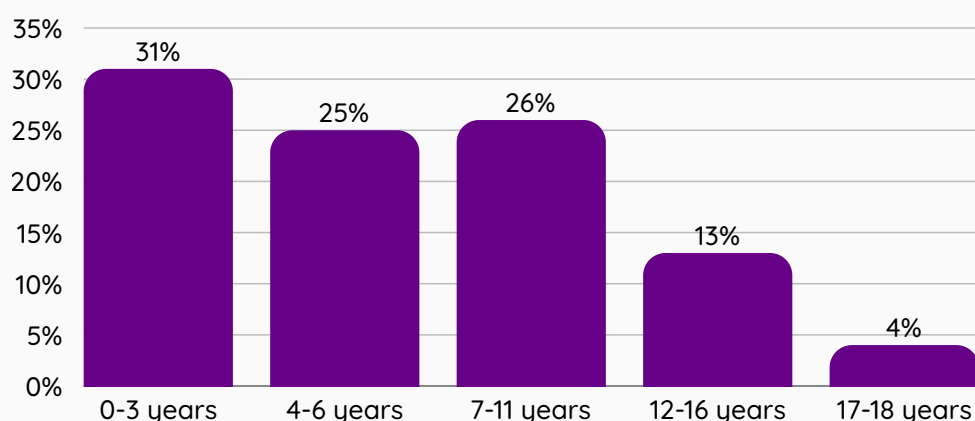
Table 7: Local referral area of survivors who engaged with refuge-based support services

	Female	Male	Non-binary	Gender data missing	Total
Own local authority	140	2	0	34	44%
Another local authority area in Wales	112	4	0	18	33%
Another local authority area in UK	55	5	1	25	21%
Outside of the UK	1	0	0	5	1%
Data unavailable	100	0	0	0	

2.4: Children of survivors in refuge-based support

59% of (n=321) of all survivors supported in this financial year (n=547) had children who either lived with them at the refuge (n=281, 51%) or elsewhere (n=42, 8%). Subsequently, it can be purported that refuge-based support services directly supported 527 children in refuge. Where data was recorded (n=468), the most prevalent age of children who were in the refuge, was between 0-3 years of age (n=145, 31%).

Figure 6: The average age of children in refuge



In addition to the average of 527 children supported by refuge-based support services in a quarter, there was also 54 children who did not live with survivors in the refuge.

2.5: Gender of primary perpetrator

The gender of the primary perpetrator was recorded for 99.9% (n=546) of all survivors (n=547) who engaged with specialist services in this financial year. Of the 546 survivors where the gender of the primary perpetrator was recorded, 90% (n=494) of the perpetrators were men whilst 10% (n=52) of perpetrators were women. A further breakdown revealed that perpetrators who identified as a man were involved in 92% (n=415) of disclosures by survivors who identified as a woman (n=452).

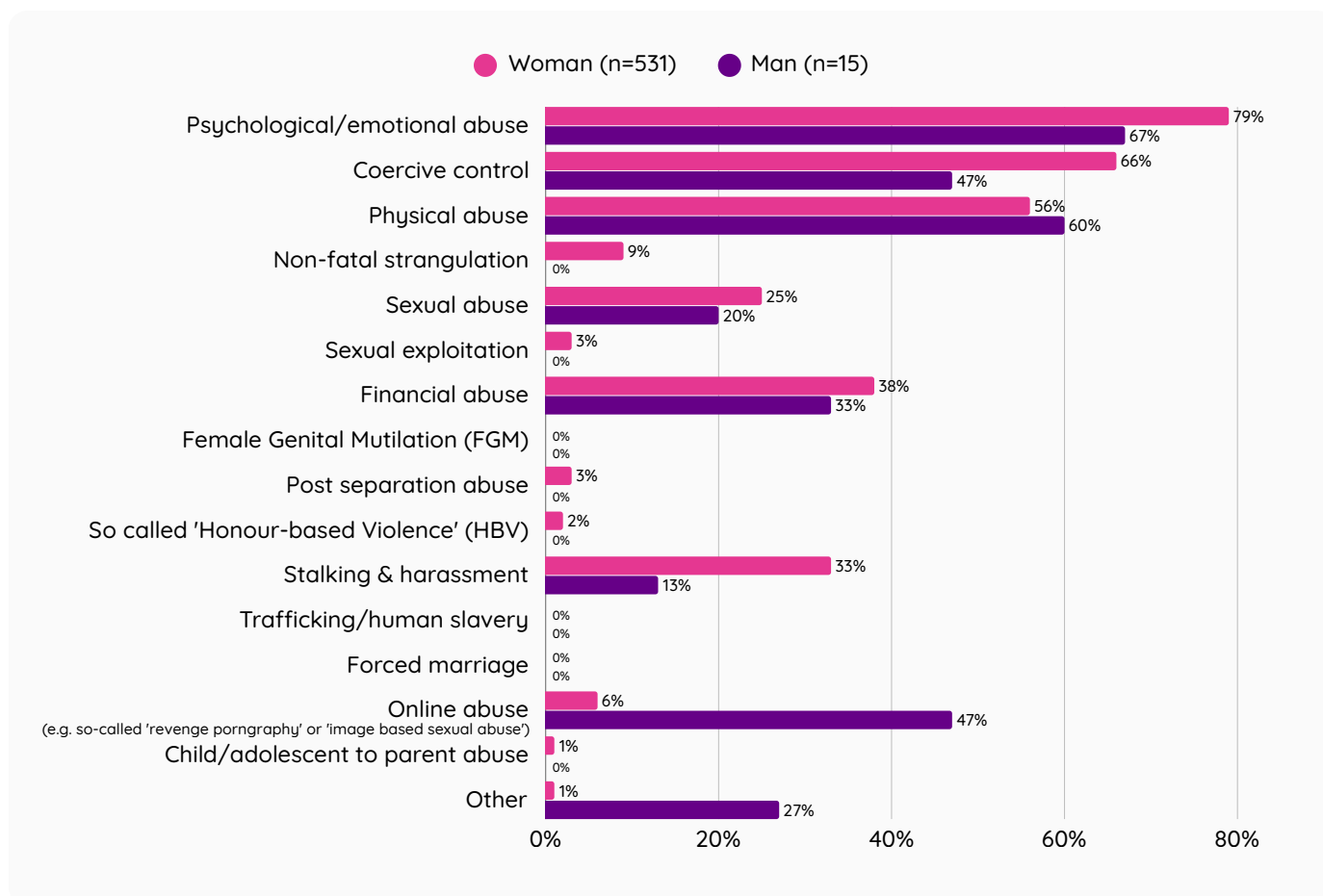
Table 8: Sex of primary perpetrator

	Survivor (Woman)	Survivor (Man)	Survivor (Non-binary)	Survivor (Gender data missing)	Total
Perpetrator (Man)	415	4	0	75	90%
Perpetrator (Woman)	37	7	1	7	10%
Data unavailable	0	0	0	1	

2.6: Types of abuse

Psychological/emotional abuse (n=430, 83%) and coercive control (n=360, 70%) were the two most prevalent forms of abuse experienced by survivors (n=467). A substantial proportion of survivors were also experiencing financial abuse (n=208, 40%). Furthermore, 35% (n=178) survivors had been subjected to stalking and harassment. This is a substantial indicator of the need for refuge for women as the abuse continues beyond the end of a relationship, also evidenced by the 3% (n=18) of survivors who experienced post separation abuse. Notably, 8% (n=39) of survivors had experienced online abuse and 10% (n=49) had experienced non-fatal strangulation.

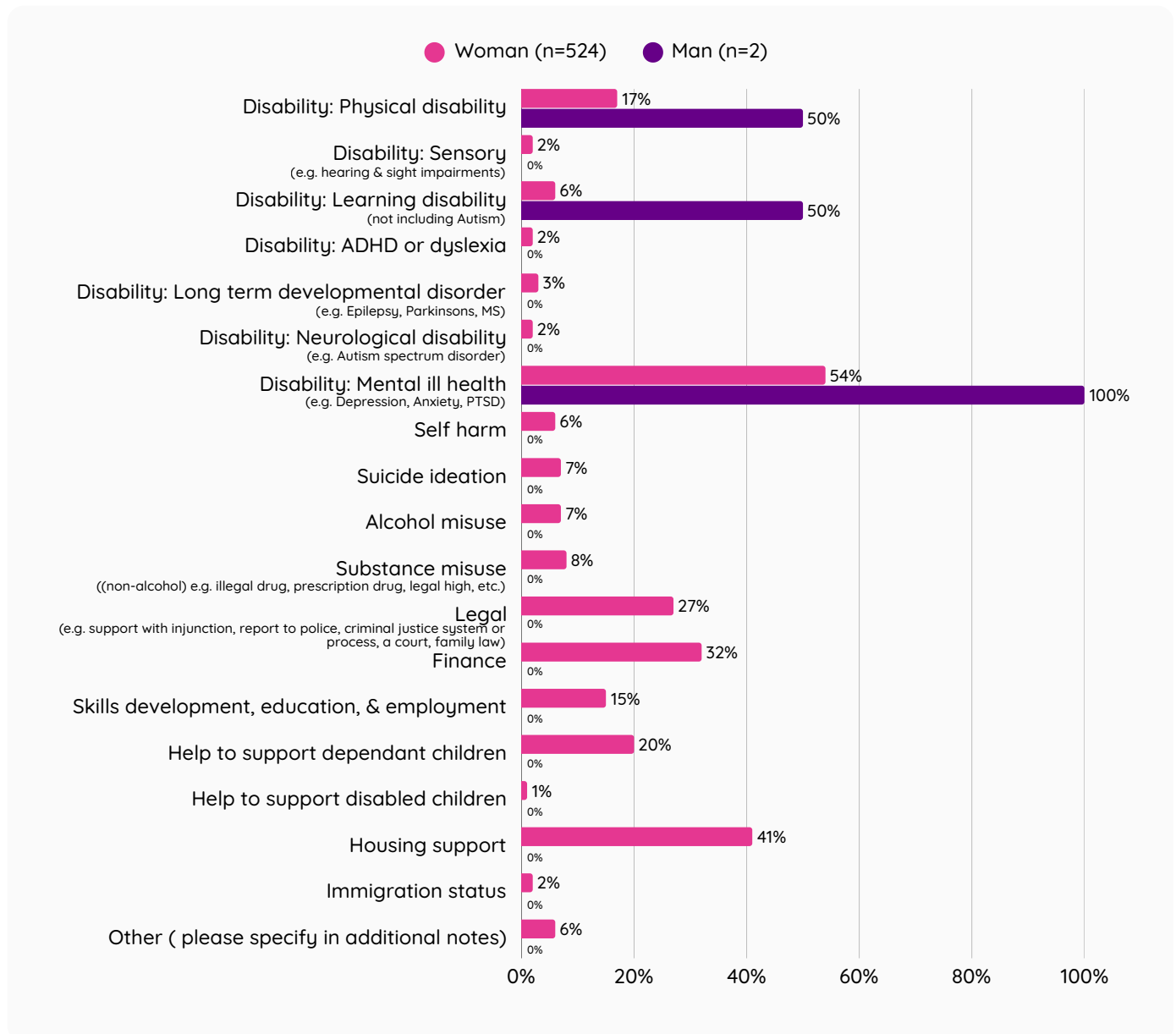
Figure 7: Abuse types experienced by survivors in refuge-based support



2.7: Support needs

There are many survivors accessing refuge-based support services who have additional support needs (*Figure 8*); however, not all services are able to record this data and thus the data presented in this report is likely to be an underestimate. Support associated with mental health (n=287, 54%) and housing support (n=213, 40%) were the two additional support needs which were the most prevalent in this financial year. Of note, 17% (n=91) of the survivors who disclosed additional support needs (n=533) had a physical disability.

Figure 8: Additional support needs of survivors in refuge-based support



2.8: Multi-agency risk assessment conference (MARAC) referrals

Survivors who are assessed as being at a high risk of being subjected to significant harm and/or homicide from perpetrators of domestic abuse are referred from the specialist services to a multi-agency risk assessment conference (MARAC) – a meeting attended by key agencies to discuss options for increasing the safety of the victim. For survivors who reside in refuge-based support services, the number of referrals made to MARAC and the number of service users who have been discussed at MARAC this financial year have been recorded. In total, 185 referrals were made to MARAC. As well as this, 60 referrals were made to social services due to concerns about an adult at risk residing in refuge, and 120 made regarding a child residing in refuge.

2.9: No Recourse to Public Funds: Refuge-based support

In this financial year, 21 survivors with 'no recourse to public funds' (NRPF) were referred to refuge-based support services in Wales, 33% (n=7) of whom were supported by refuge-based support services. For some survivors, their residence permits enable them to live in the UK, however, it may include the 'no recourse to public funds' (NRPF) clause which prevents access to benefits, tax credits, homelessness assistance and/or social housing[10].

2.10: Moving on from specialist support

Length of stay

In this financial year, 533 survivors ceased support with refuge-based support services, of which, data was available for 86% (n=460) of survivors. Table 10 displays the length of time spent in refuge. Of the 460 survivors whose length of stay was recorded, the most prevalent length of stay was 6 months or less (n=386, 84%).

Table 9: Length of stay for survivors who left the service

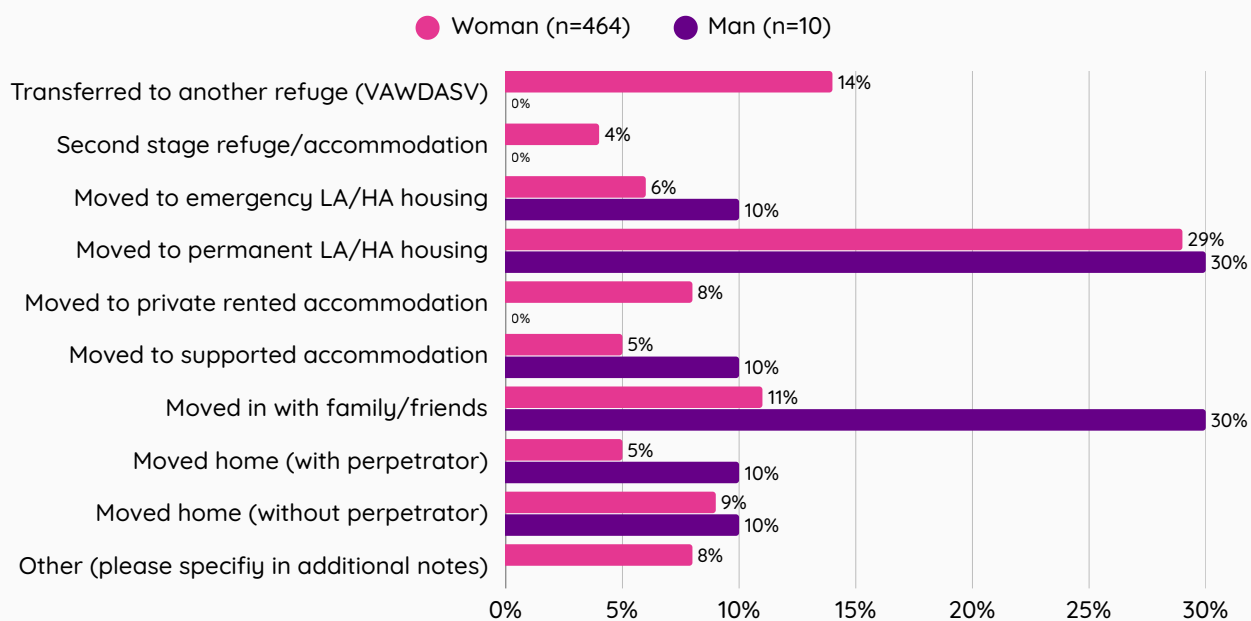
	Woman		Man		Total survivors	
6 days or less	53	10%	1	10%	54	12%
1 - 2 weeks	29	6%	0	0%	29	6%
2 - 3 weeks	21	4%	0	0%	21	5%
3 - 4 weeks	19	4%	0	0%	19	4%
1 - 2 months	54	10%	1	10%	55	12%
2 - 3 months	83	16%	0	0%	83	18%
3 - 4 months	38	7%	2	20%	40	9%
4 - 5 months	35	7%	2	20%	37	8%
5 - 6 months	48	9%	0	0%	48	10%
6 - 12 months	55	11%	4	40%	59	13%
More than 12 months	15	3%	0	0%	15	3%
Total	523		10		460	
Data unavailable	73		0		73	

10 A full list of what is classed as 'public funds' and exceptions is available at:
<http://www.nrpfnetwork.org.uk/information/Pages/public-funds.aspx>

Move-on reason

The move-on reason was recorded for 89% (n=474) of survivors in this reporting period. Of the 474 survivors whose reason for ceasing refuge was recorded, 29% (n=136) moved to permanent local authority/housing authority homes, 14% (n=66) were transferred to another refuge and 11% (n=54) moved in with family or friends.

Figure 9: Reason for ceasing refuge-based support



Community-based support services

3.1: Referrals and access to service

Community-based support services in Wales supported 13,349¹¹ survivors in the community, 89% (n=11,886) of whom identified as a woman. Examples of community-based support services include, but are not limited to, drop- in sessions, group work, advocacy, counselling, and peer-support. It is important to note that this figure is likely to be an underestimate as some member organisations were unable to report their figures. There were 16,228 new referrals received in this period. According to the data provided by the national membership of services, 11,752 (72%) survivors engaged with the service whilst 1,042 (6%) survivors were refused support.

Table 10: Survivors referred to and accessing community-based support^[12]

	Woman	Man	Trans woman	Trans man	Non-binary	Other	Data missing	Total
Total survivors supported in community-based services in 2023/24	11,886	1,220	34	16	30	26	137	13,349
No. of new referrals received in this period	14,359	1,606	37	13	21	30	162	16,228
No. of survivors referred and engaged with service	10,484	1,028	33	13	21	28	145	11,752
Survivors not able to be supported by service	726	295	0	0	0	0	21	1,042
No. of survivors who did not accept support from service	2,320	225	3	0	0	4	12	2,564
No. of survivors on the waiting list at the end of Quarter 4	273	40	0	0	0	0	0	313
No. of new referrals still being processed at end of Quarter 4	220	11	1	0	0	0	1	233

¹² Total supported calculated using total supported figure in Q1 and Q2, then all new starters from Q3 and Q4 to prevent double counting.

3.2: Children and young people service provision

The national membership of services directly supported 3,389 children. Direct services accessed by children and young people can include one-to-one support, counselling, or group programmes designed to help children and young people come to cope with their experiences of domestic abuse. In 2022, the Welsh Government published their VAWDASV strategy 2022–2026[13], one objective of which stipulates the aim for “increased awareness in children, young people, and adults of the importance of safe, equal and healthy relationships and empowering them to positive personal choices”. The same year, the Home Office introduced the Children Affected by Domestic Abuse (CADA) Fund. This vital programme brought together 16 specialist services across Wales to support an estimated 4,000 children and young people each year.

This financial year, 3,918 children were supported through awareness raising sessions.

Table 11: Support delivered to children and young people

	Number supported
No. of children directly supported (either one to one or in family sessions)	3,389
Total children supported this quarter through awareness raising (e.g. in schools)	3,918

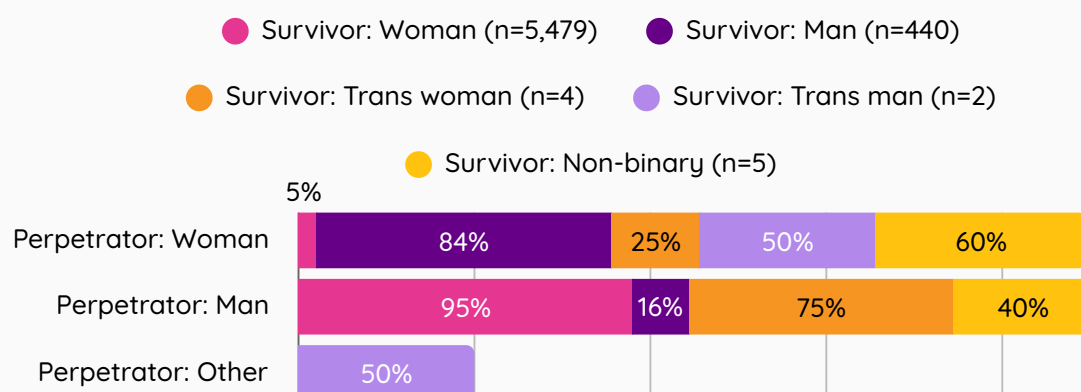
3.3: Gender of the primary perpetrator

The gender of the primary perpetrator was recorded for 96% (n=11,301) of survivors who accessed support services this financial year (total n=11,752). Of these, 90% (n=10,123) of perpetrators were identified as men, highlighting the gendered nature of VAWDASV.

For survivors who identified as women (n=5,479), 95% (n=5,181) reported perpetrators who identified as men, while 5% (n=293) identified as women. Among survivors who identified as men (n=440), 84% had perpetrators who identified as women, while 16% (n=70) identified as men.

13 Welsh Government (2022), Violence against women, domestic abuse and sexual violence: strategy 2022–2026 [website], <https://gov.wales/violence-against-women-domestic-abuse-and-sexual-violence-strategy-2022-2026-html> (accessed 19th July 2022).

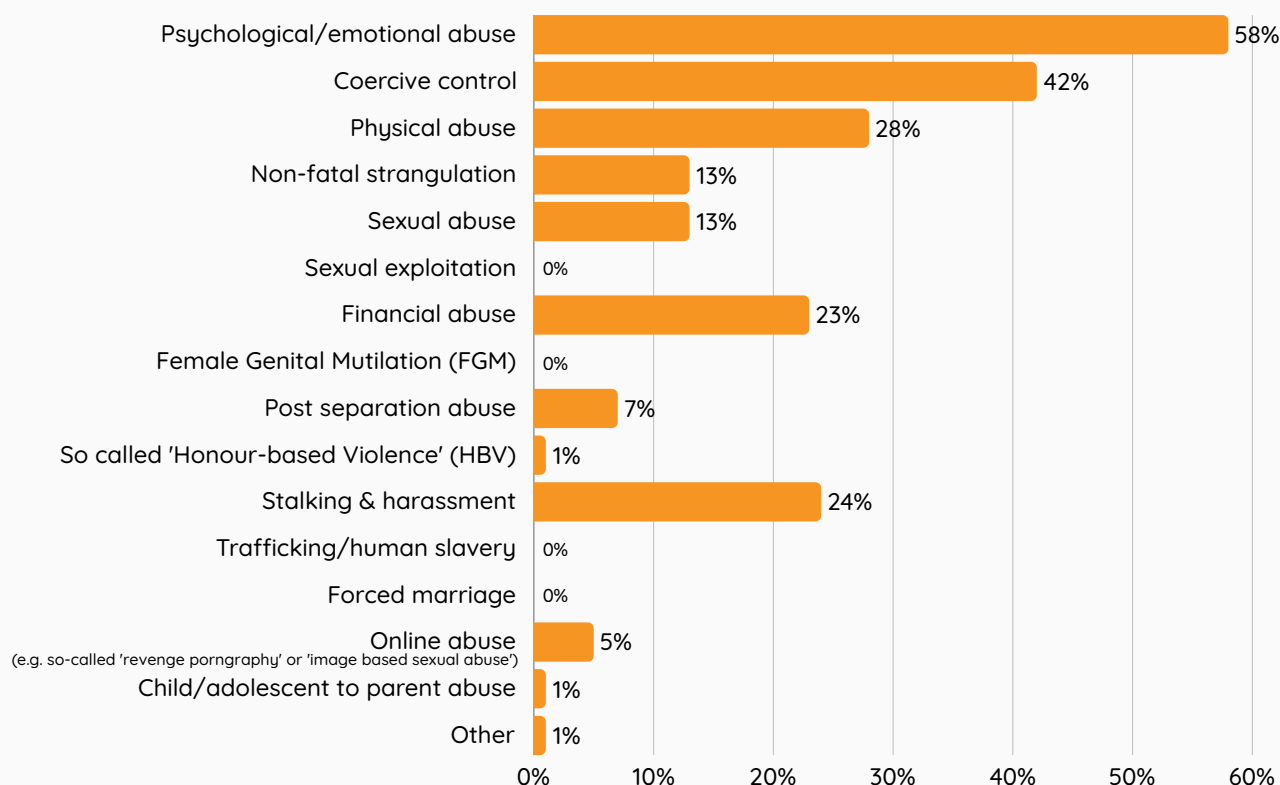
Figure 12: Sex of the primary perpetrator



3.4: Types of abuse disclosed

The abuse experienced by survivors was recorded for 90% (n=10,574) of all new survivors who engaged with community-based support services this financial year (total n=11,752). This financial year, psychological abuse (n=6,135, 58%), coercive control (n=4,479, 42%) and physical abuse (n=2,986, 28%) were the three most prevalent forms of abuse. Notably, financial abuse was experienced by 23% (n=2,439) of survivors.

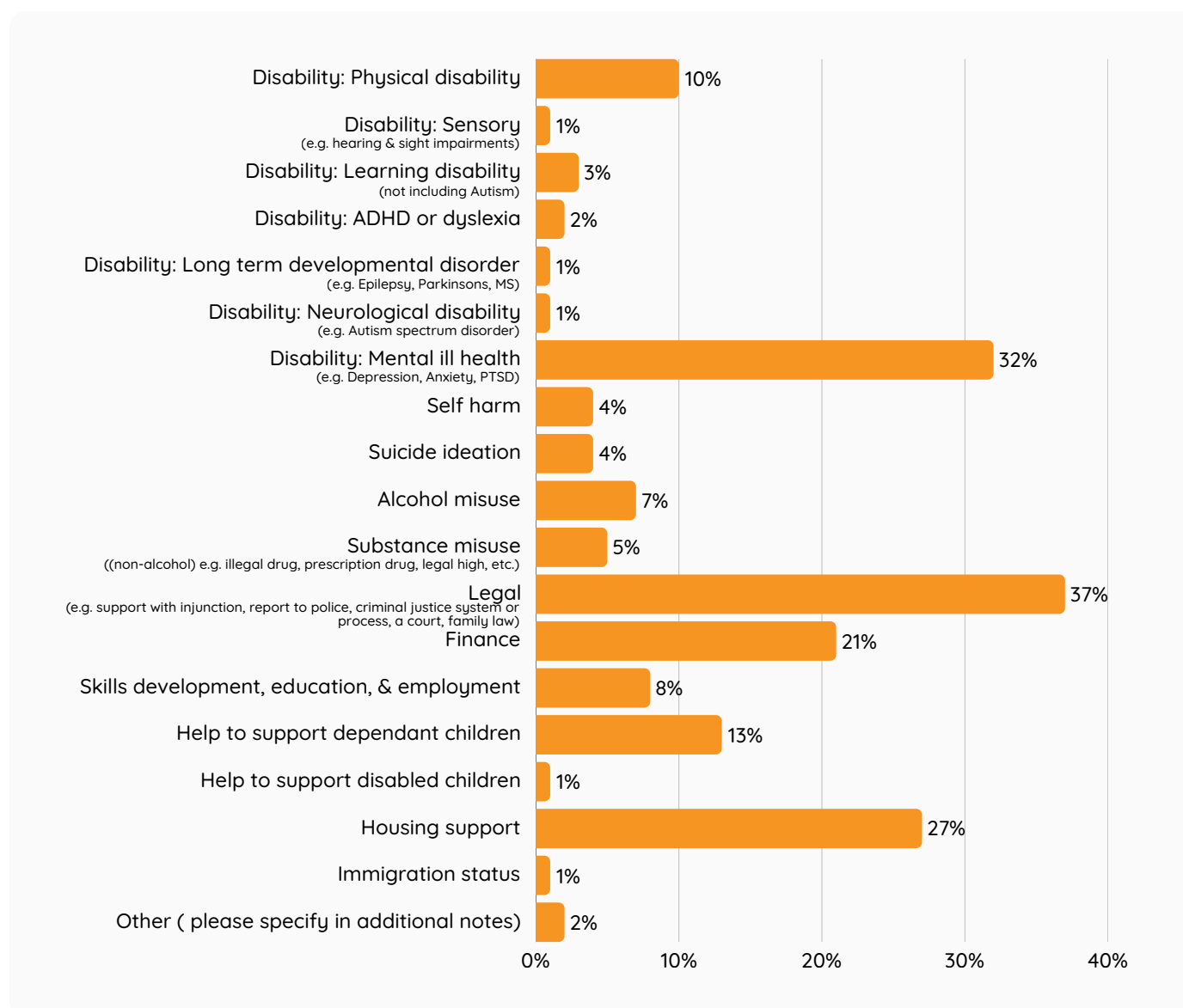
Figure 13: Abuse types experienced by survivors accessing community-based support services



3.5: Support needs

Additional support needs were recorded for 97% (n = 5,741) of all survivors accessing community-based support services this financial year. As in the last financial year, services reported that the highest support need for survivors was that of a need for legal support, which was disclosed by 37% (n=4,258) of survivors. This was followed by the need for legal support, which was disclosed by 32% (n=3,590) of survivors and housing support, which was disclosed by 27% (n=3,118) of survivors this year. This data aligns with the findings of the previous financial year.

Figure 14: Additional support needs in community-based support services



3.6: Safeguarding and Multi-agency Risk Assessment Conference (MARAC) Referrals

Survivors who are assessed as being at a high risk of being subjected to significant harm and/or homicide from perpetrators of domestic abuse are referred from specialist services to a multi-agency risk assessment conference (MARAC). This is a

meeting attended by key agencies to discuss options to increase the safety of the survivor. In 2024/25, 1,217 referrals were made to a MARAC, whilst 3,660 survivors were discussed at a MARAC. While MARAC referrals can be made by community based VAWDASV services, referrals can also originate from other organisations, meaning survivors are discussed at meetings without being directly referred by the service.

Sexual violence services

4.1: Referrals and access to service

Referral data obtained from our dedicated sexual violence support services revealed that a total of 1,624 survivors^[14] were supported across the 2024/25 financial year. Of the 1,624 survivors, 87% (n = 1,414) identified as a woman. Of the 1,058 referrals received this financial year, 81% (n=853) of survivors engaged with the service whilst 1% (n=10) we refused support by the service. The primary reason for refusal by a specialist organisation was “other” (n=7, 70%).

Table 12: Survivors referred to and accessing sexual violence support

	Woman	Man	Trans woman	Trans man	Non-binary	Data missing	Total
Total survivors supported in 2024/25	1,414	169	8	15	16	2	1,624
No. of new referrals received in this period	919	110	9	9	10	1	1,058
No. of survivors referred and engaged with service	753	78	4	8	9	1	853
Survivors not able to be supported by service	10	0	0	0	0	0	10
No. of survivors who did not accept support from service	187	30	5	1	1	0	224
No. of survivors on the waiting list at the end of Quarter 4	316	19	1	0	1	0	337
No. of new referrals still being processed at end of Quarter 4	78	12	0	0	0	0	90

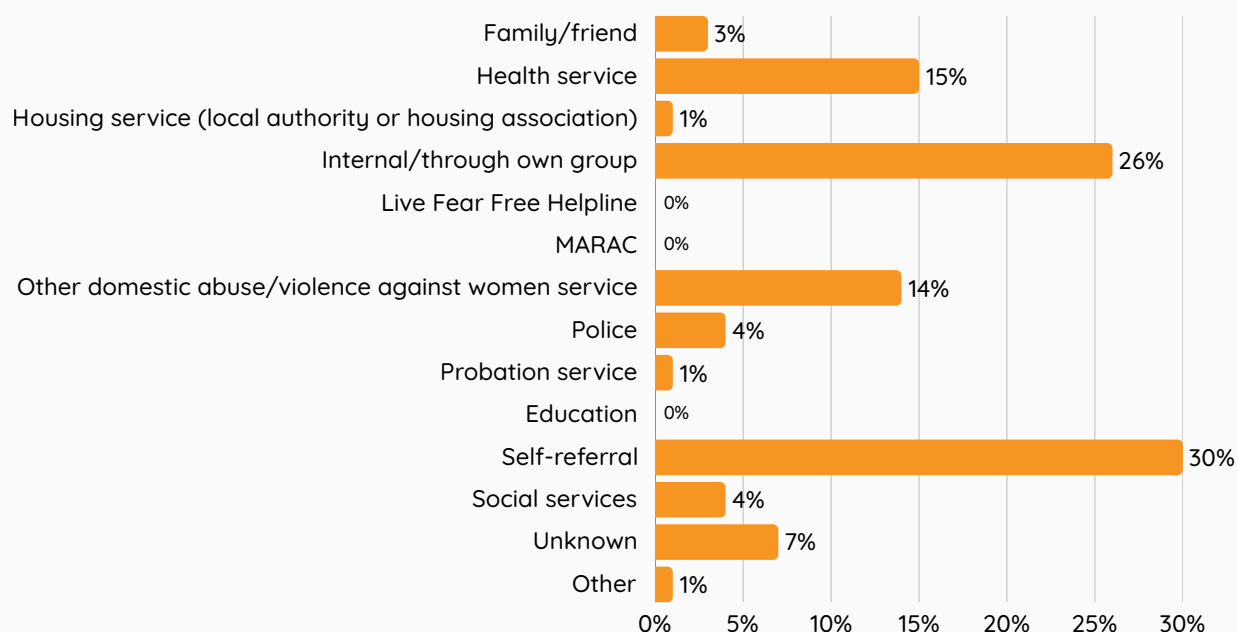
4.2: Referral sources

Referral sources

In this financial year, the source of referral was recorded for 93% (n=794) of survivors who accessed sexual violence services. Of the 794 survivors, self-referrals were the primary referral source disclosed (n=242, 30%). This was followed by internal referrals (n=206, 26%) and the health service (n=120, 15%).

¹⁴ Total supported calculated with total supported figure in Q1 and Q2, then all new starters from Q3 and Q4 to prevent double counting.

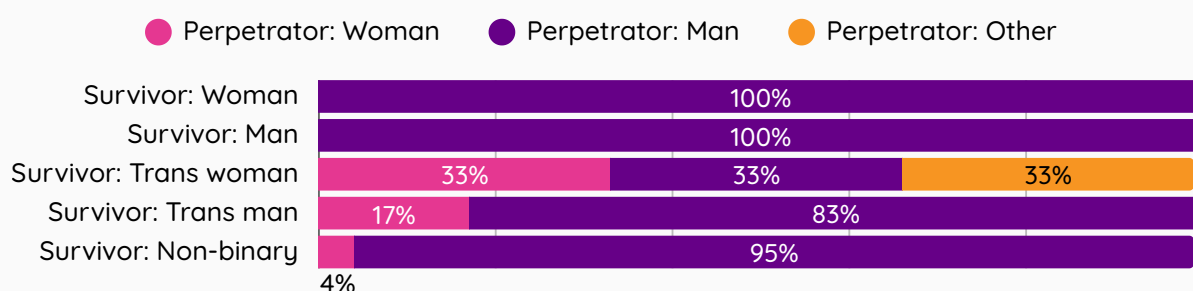
Figure 16: Referral sources to sexual violence services in Wales



4.3: Gender of the primary perpetrator

The gender of the primary perpetrator was recorded for 51% (n = 431) of all survivors who accessed sexual violence services this financial year (n=853). Of these, 94% (n=407) of perpetrators were identified as men. For survivors who identified as a woman (n=399), 96% (n=381) reported perpetrators who identified as men.

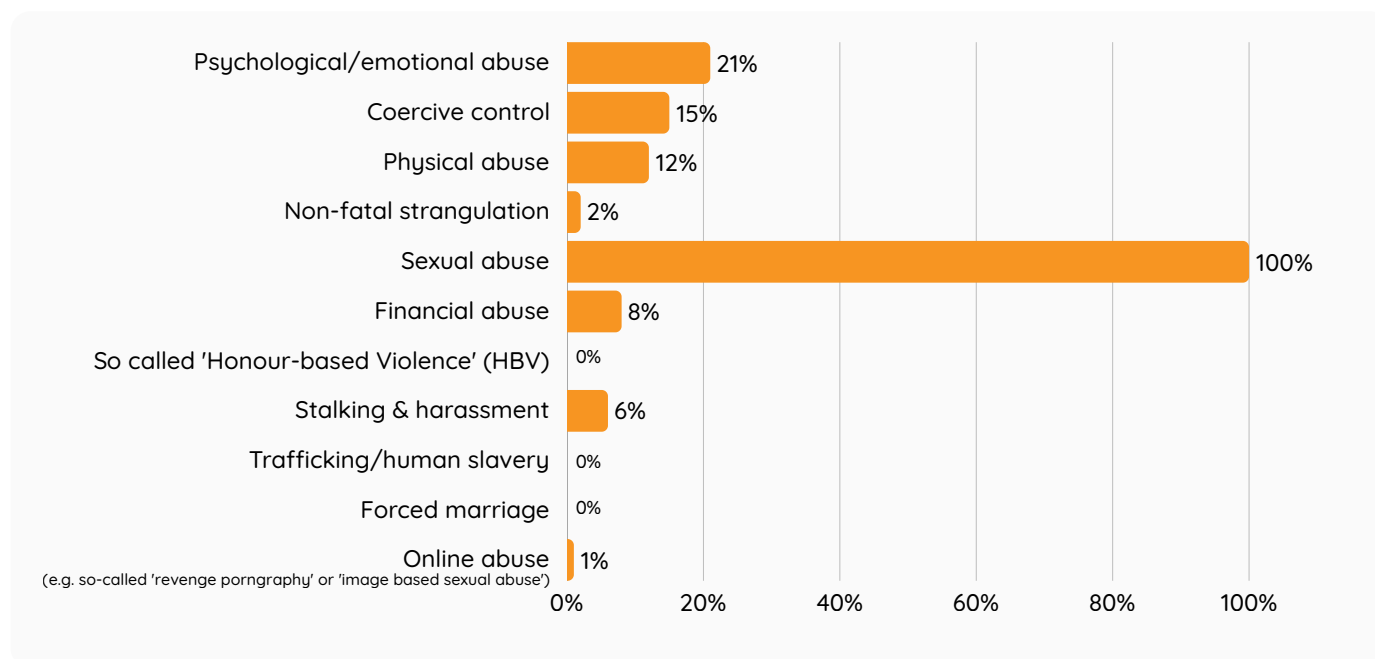
Figure 17: Gender of the primary perpetrator



4.4: Types of abuse disclosed

The type of abuse experienced by survivors in this financial year was recorded for 100% (n=853) of survivors who engaged with sexual violence-based support services. Excluding sexual violence, psychological/emotional abuse was the most commonly reported type of abuse among those supported (n=178, 21%) followed by coercive control which was experienced by 15% (n=131) of survivors.

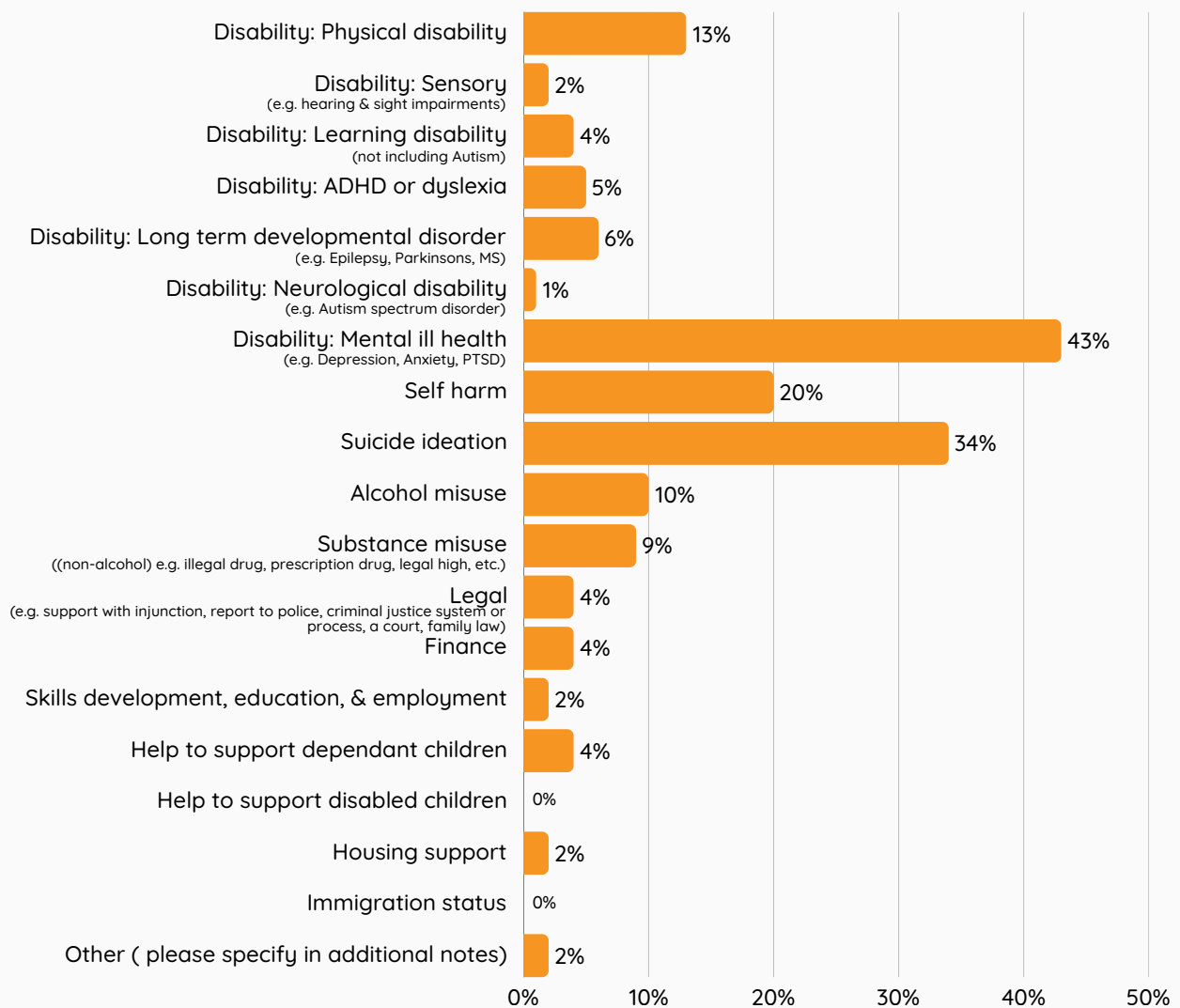
Figure 18: Types of abuse disclosed by survivors



4.5: Support needs

Data pertaining to the additional support needs of survivors was recorded for 80% (n=681) of all survivors who engaged with sexual violence-based support services this year (n=853). Mental health support remained the most prevalent additional support need disclosed by survivors in this reporting period (43%, n=295), followed by support required for suicidal ideation which was experienced by 34% of survivors (n=230).

Figure 19: Additional support needs of survivors



Sexual exploitation services

5.1: Referrals and access to service

Referral data obtained from our dedicated sexual exploitation-based support services revealed that a total of 134 survivors^[15] were supported across 2024-25. There were 65 referrals made to the service, 94% (n=61) of which were supported in the financial year. There were no refusals of service for this financial year, with the remaining 6% (n=4) of survivors choosing not to accept support.

Table 13: Survivors referred to and accessing dedicated exploitation services

	Woman	Man	Trans woman	Trans man	Non-binary	Data missing	Total
Total survivors supported in 2023/24	132	1	1	0	0	0	134
No. of new referrals received in this period	65	0	0	0	0	0	65
No. of survivors referred and engaged with service	61	0	0	0	0	0	61
Survivors not able to be supported by service	0	0	0	0	0	0	0
No. of survivors who did not accept support from service	4	0	0	0	0	0	4
No. of survivors on the waiting list at the end of Quarter 4	0	0	0	0	0	0	0
No. of new referrals still being processed at end of Quarter 4	0	0	0	0	0	0	0

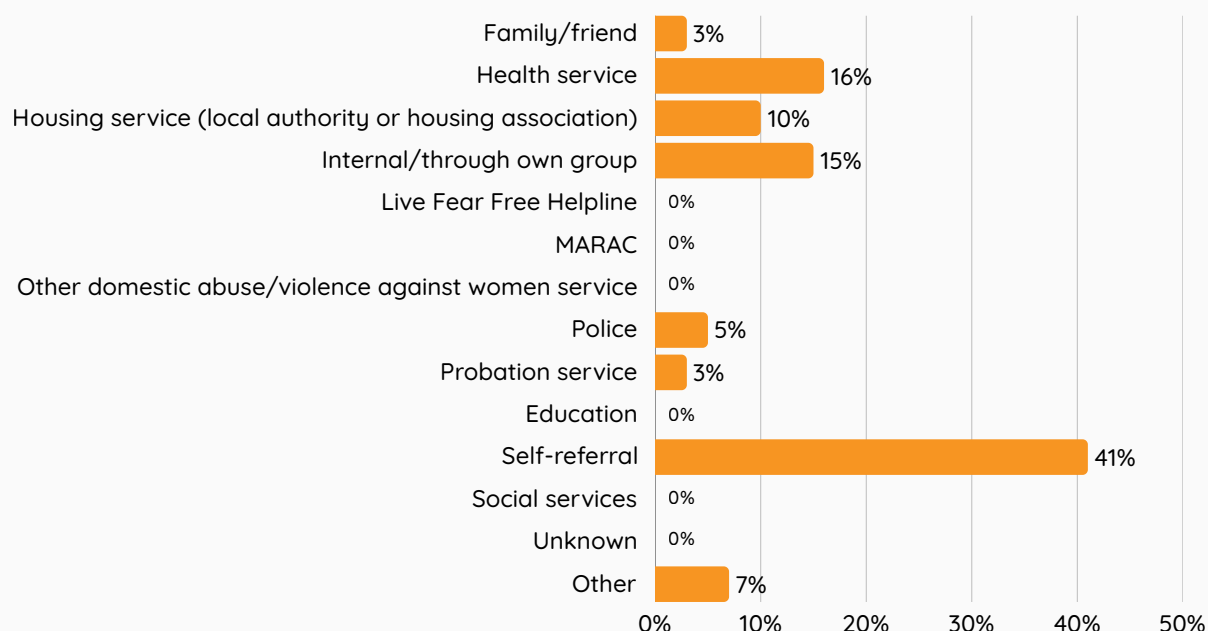
5.2: Referral sources

Referral sources

In this financial year, the source of referral was recorded for 100% (n=61) of survivors who accessed dedicated sexual exploitation services. Of the 61 survivors, self-referrals were the primary referral source disclosed (n=25, 41%). This was followed by referrals from a health service (n=10, 16%).

¹⁵ Total supported calculated with total supported figure in Q1 and Q2, then all new starters from Q3 and Q4 to prevent double counting.

Figure 21: Referral sources to sexual exploitation services in Wales



5.3: Gender of the primary perpetrator

The gender of the primary perpetrator was recorded for 89% (n=54) of all survivors who accessed sexual exploitation- based support services this financial year (n=61). Of these, 93% (n=50) of perpetrators were identified as men.

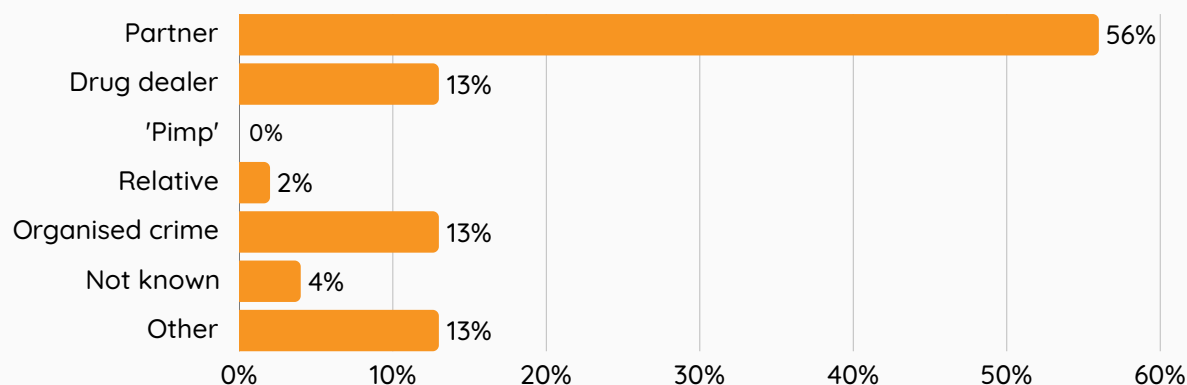
Figure 22: Gender of the primary perpetrator



5.4: Role of perpetrator

The role of the perpetrator was recorded for 89% (n=54) of all survivors accessing dedicated exploitation services this financial year. The mostly commonly identified perpetrator role was a 'partner' (n=30, 56%) followed by 'drug dealer' and 'organised crime', both at 13% (n=7). Four percent (n=2) of survivors stated that their perpetrator was not known to them.

Figure 23: Role of perpetrator



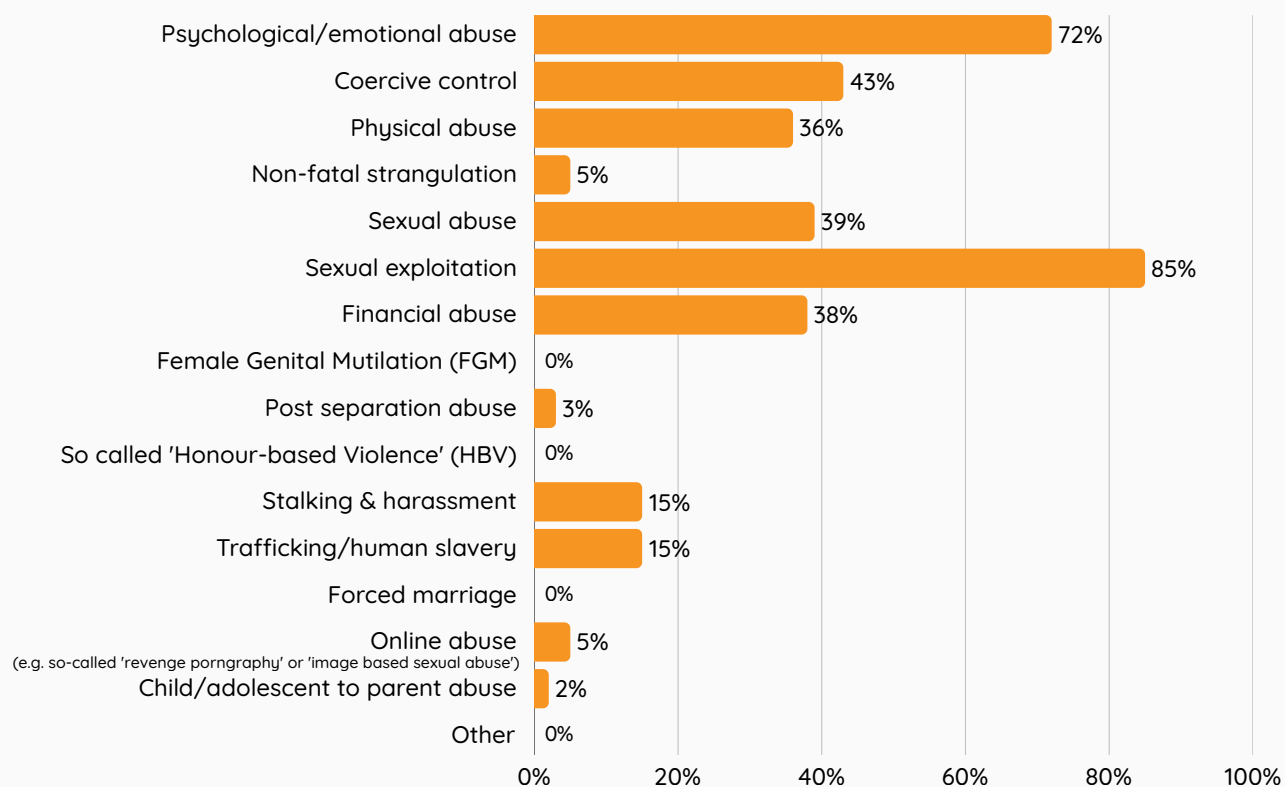
5.5: Types of work

In relation to sexual-exploitation, survivors were asked to disclose the type of work. Street based work was the most prominent type of work disclosed (n=33, 55%) followed by home based (n=15, 25%) and webcamming/online content (n=3, 5%). Twelve percent (n=7) of survivors were categorised under 'other'.

5.6: Types of abuse disclosed

The type of abuse experienced by survivors in this financial year was recorded for all survivors who engaged with sexual exploitation-based support services this financial year (total n=61). Excluding sexual exploitation, psychological abuse/emotional abuse (n=44, 72%) and coercive control (n=26, 43%) were the most commonly reported forms of abuse.

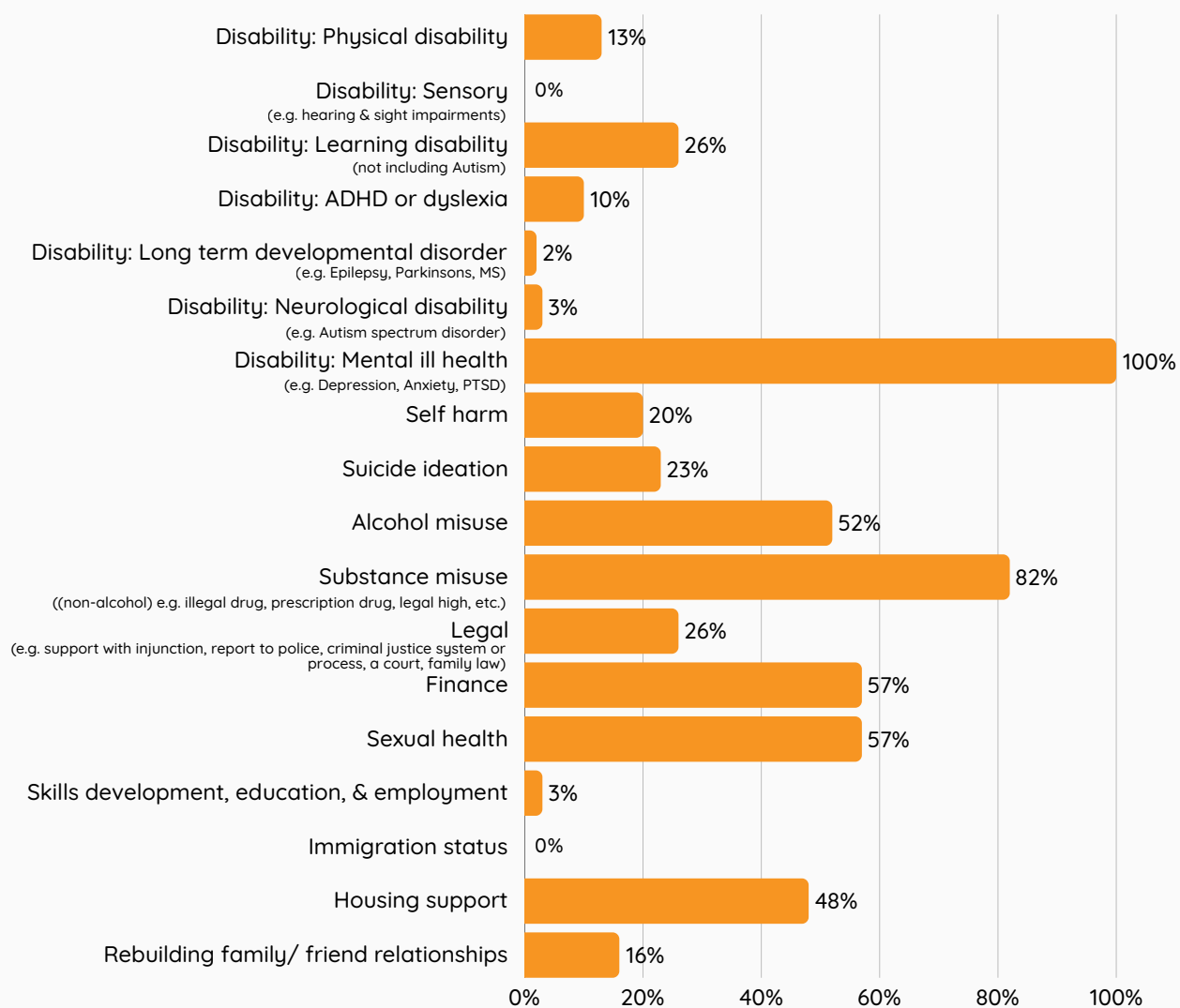
Figure 24: Types of abuse disclosed by survivors



5.7: Support needs

Data pertaining to the additional support needs of survivors was recorded for all survivors who engaged with sexual exploitation-based support services this year (n=61). Additional support for mental health disabilities was the most prevalent additional support need disclosed (100%, n=61), followed by substance misuse (82%, n=50).

Figure 25: Additional support needs of survivors



Live Fear Free Helpline

Funded by the Welsh Government, the Live Fear Free Helpline was first established by Welsh Women's Aid (WWA) in 2004 as an all-Wales Domestic Abuse Helpline. The helpline is a free and confidential service which is accessible to all persons who have indirect or direct experience of domestic abuse, sexual violence, and/or violence against women. The helpline also supports concerned others, professionals, and agencies 24 hours a day, seven days a week.

6.1: Call volume

This financial year, between the 1st of April 2024 and the 31st of March 2025, the Helpline received a total of 18,197 contacts (including voicemails): 11,910 calls, 1,281 emails, 2,060 webchats, 532 texts and 2,414 voicemails.

Table 14: Volume of contacts received by the LFF Helpline – a two-year comparison

	Annual Totals (23-24)	Annual Totals (24-25)
Calls	14,349	11,910
Emails	819	1,281
Webchat	2,175	2,060
Texts	715	532
Voicemails	1,018	2,414
Total	18,058	18,197

Table 15: Monthly breakdown of the contacts received by the Helpline

	Incoming contact (including voicemails)	Outgoing contact	Total
April	1,699	908	2,607
May	1,646	781	2,427
June	1,586	711	2,297
July	1,586	781	2,367
August	1,618	894	2,512
September	1,292	789	2,081
October	1,579	893	2,472
November	1,394	698	2,092

	Incoming contact (including voicemails)	Outgoing contact	Total
December	1,291	834	2,125
January	1,542	929	2,471
February	1,444	828	2,272
March	1,520	907	2,427
Total	18,197	9,953	28,150

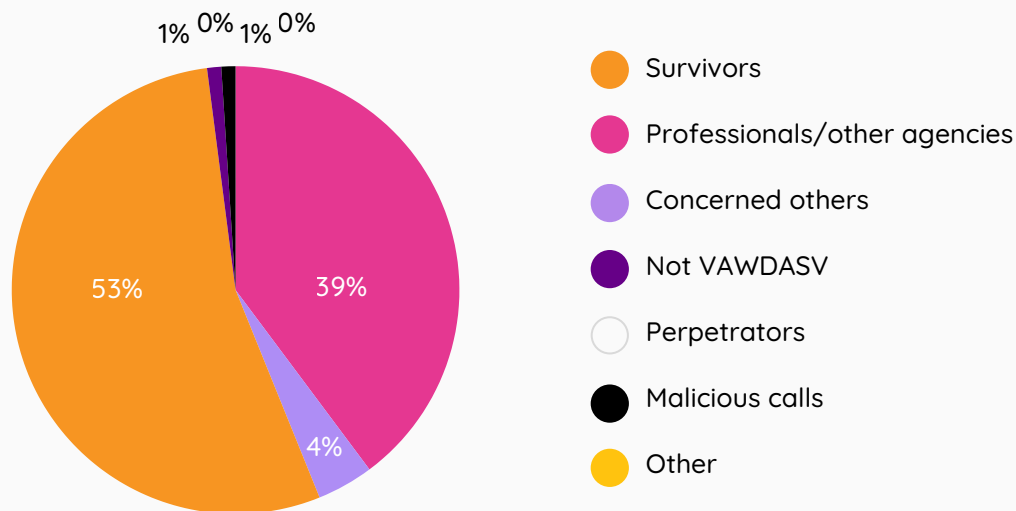
6.2: Caller information

Where possible the type of contact is recorded by the Live Fear Free Helpline. Due to the sensitive and confidential nature of the service, some callers may find it difficult to discuss their experiences and thus will end the call prior to reaching a Helpline Advocate. In other instances, the Helpline Advocates may be engaged with another call, or the lines may be disrupted by other types of calls such as testing calls from malicious and abusive callers. This was recorded for **92% (n=25,670)** of all contacts (both incoming and outgoing).

Of these (including voicemails):

- **53% (n=13,693)** were from Survivors
- **39% (n=10,114)** were from Professionals/other agencies
- **4% (n=1,096)** were from Concerned others
- **1% (n=370)** were not VAWDASV related
- **<1% (n=34)** were from Perpetrators
- **<1% (n=87)** were malicious contacts, such as 'sex calls'
- **1% (n=276)** were 'other' contacts, such as those contacting the helpline to enquire about donating goods

Figure 26: Type of Helpline contact



Although there were **2,480** contacts where the type of contact was recorded as 'unknown/uncertain', the majority of these (**67%, n=1,657**) came from silent or unintelligible voicemails.

Misuse of service contacts reflect nuisance or harassing helpline contacts.

6.3: Supporting children and young people

For this financial year, 3,638 contacts (both incoming and outgoing) reported that either they as a survivor were parents of children under 18, or that regarding the person they were contacting the helpline for (as a professional or concerned other), had children. Of incoming survivor contacts to the LFFH, 28% (n=2,501) reported that they were parents of children under 18. For 60% (n=1,492) of these, the number of children they had was also recorded. From this data (see Table 7) it can be estimated that the LFFH indirectly supported at least 4,831 children.

Additionally, 38 children and young people (individuals under the age of 18) called the LFF Helpline directly.

Table 16: The number of adults and estimated number of children supported

	Adult survivors	% of adults	Number of children
1 child	605	24%	605
2 children	546	22%	1,092
3 children	218	9%	654
4 children	90	4%	360
5 children	17	<1%	85
6 children	14	<1%	84
7+ children	2	<1%	14
Not known	1,009	40%	1,937*
Total	2,501		4,831

*Calculated at 1.92 children per adult [16]

6.4: Signposting and referrals to other agencies

Although contacts primarily contact the LFF Helpline to request support or advice regarding abuse, Helpline Advocates also can signpost them to other necessary services. In this financial year, 6,726 contacts were signposted to services, including contacts who were signposted to multiple services, with a total of 8,706 signposts. 60% (n=4,049) of these contacts were survivors. This can be signposting to other agencies for support for survivors relating to, for example, money related issues, child contact services, alcohol and substance misuse, male support services, NHS and mental health services. The most signposted to services were to refuge (35%, n=3,034), VAWDASV Services (32%, n=2,779), refuges, and the police (9%, n=744).

Table 17: Signposting 2024-25

Signposting to agencies	2024-25	% signposts
Alcohol/Substance support services	13	<1%
Benefit support	45	<1%
BME support	38	<1%
Debt support	19	<1%
Emergency housing (not refuge)	410	5%
Financial support	21	<1%

Signposting to agencies	2024-25	% signposts
Flexible fund	4	<1%
Housing support (non emergency)	227	3%
Legal support	448	5%
LGBTQ+ support	11	<1%
Men's support services	84	1%
Mental health support (inc. counselling and therapy)	196	2%
Older people support	18	<1%
Perpetrator services and programmes	12	<1%
Physical health services (inc. GP or hospital)	104	1%
Police	744	9%
Refuge	3,034	35%
Sexual health services	24	<1%
Social services	240	3%
VAWDASV services	2,779	32%
Other	235	3%
Total signposts	8,706	

6.5: User feedback

When possible and appropriate, Helpline Advocates will ask for feedback from service users. To encourage honest feedback, Helpline Advocates are not responsible for the collection of their own feedback. This financial year, there have been no complaints raised against the Helpline regarding the services provided.

6.6: Survivor and concerned other feedback

9,484 service users provided feedback to the helpline over this financial year. This is evaluated by the call handler assessing responses provided by the service user. The feedback shows the positive outcomes of service users following contact with the LFF Helpline.

- 99.6% of service users reported feeling safer following intervention.
- 99% said that they felt an improvement to their emotional wellbeing.
- 99.9% who said that they received the required support.

The following quotes are just a few excerpts from the feedback the Helpline received this year from survivor service users:



“Don’t know what I would have done without this service, you really do save lives... Thank you for today, I will call you guys back.”

“I feel much better, I don’t feel so alone anymore, thank you for talking through everything with me.”

“You don’t know how much of a lifeline you have been to me the last few days.”

“Here’s to the Helpline team, champions of empathy and support, making the world a better place, one call at a time.

I wish you all the best and looking forward to seeing you in the future.”

“It’s been a long time ruminating on my own until I’ve got to this point. I didn’t even know they (helpline) existed until external people told me about them. When you leave someone, you’re told there’s support but the main support I’ve had is from the helpline honestly. It’s so hard.”

“Thank you so much for being there tonight and giving me a bit of hope.”

“Thank you, you have been really validating.”

These quotations are from concerned other service users:



“Thank you so much for your help, I really appreciate your support.”

“This call has been absolutely brilliant and I can’t thank you enough. Thank you for all of your support, It’s regretful we did not have your number sooner. This conversation has been invaluable and I feel that there is a way forward now.”

“Thank you so much that is very useful, we didn’t know that much about law in UK.”

6.7: Other agency feedback

In addition to the feedback provided by survivors, the Live Fear Free Helpline also collects any feedback received from other agencies, a small selection of which have been provided below for demonstrative purposes.



“I always thought you were there to pass messages on but having seen the work you do first hand, I’m blown away.”

“Thank you for letting me see you and your team undertaken the valuable work you do first hand.”

“I am so pleased you came to speak to us – I know a lot of my team were inspired by you speaking so well and being so real about some of the things people face daily; and they have come to me to say so.”

“Thank you so much for today, you have left a huge impact on the discussion today, and I haven’t stopped having meetings since! It has opened the way to improve on what we are already doing.”

Appendices

Appendix 1: A table to demonstrate which organisations contributed data to this report

	Organisation	Refuge-based service		Community-based service		Dedicated sexual violence service		Dedicated sexual exploitation service	
		Q1 - Q2	Q3 - Q4	Q1 - Q2	Q3 - Q4	Q1 - Q2	Q3 - Q4	Q1 - Q2	Q3 - Q4
1	Aberconwy Domestic Abuse Service	NO	NO	NO	NO				
2	Bawso	NO	NO	NO	NO				
3	Calan Domestic Violence Service (Calan DVS)	YES	YES	YES	YES	YES	YES		
4	Carmarthen Domestic Abuse Services (CarmDAS)	YES	YES	YES	YES	YES	YES		
5	Clwyd Alyn Housing Association (CAWA) Women's Aid	NO	YES	NO	YES				
6	Cyfannol Women's Aid	YES	YES	YES	YES	YES	YES	YES	YES
7	Domestic Abuse Safety Unit North Wales (DASU)	YES	YES	YES	YES				
8	Gorwel	NO	NO	NO	NO				
9	Montgomeryshire Family Crisis Centre (MFCC)	YES	YES	YES	YES				
10	Rape And Sexual Assault Support Centre North Wales (RASASC)					YES	NO		
11	Rhondda Cynon Taff Women's Aid	NO	NO	NO	NO				
12	Safer Merthyr Tydfil (SMT)			YES	YES				
13	Safer Wales			NO	NO			NO	NO
14	Stepping Stones North Wales					NO	NO		
15	Stori			YES	NO				

	Organisation	Refuge-based service		Community-based service		Dedicated sexual violence service		Dedicated sexual exploitation service	
		Q1 - Q2	Q3 - Q4	Q1 - Q2	Q3 - Q4	Q1 - Q2	Q3 - Q4	Q1 - Q2	Q3 - Q4
16	Swansea Women's Aid	NO	YES	NO	YES			NO	YES
17	Threshold DAS	YES	NO	NO	NO				
18	Thrive Domestic Abuse Services (Thrive DAS)	YES	YES	YES	YES			YES	YES
19	Vale Domestic Abuse Services (Vale DAS)	YES	YES	YES	YES			NO	NO
20	West Wales Domestic Abuse Service (WWDAS)	YES	YES	YES	YES				

Appendix 2: Methodology

Welsh Women's Aid collects data to obtain a national and regional overview of the service provision and demand for support, and to support specialist services with their regional and organisational data collection. The data contributes towards the identification of trends and patterns which will inform policy and campaign work and thus will ultimately benefit both the federations and survivors. In the absence of a robust national picture, the impact of this work is reduced.

Every 6 months, in line with their partnership agreement with WWA, member services complete the WWA data collection form which are then combined annually to provide an annual overview.

The WWA Data Collection Form (2024/25) requests data in the following sections:

Section	Information requested
Member overview	Contact and service details (i.e. number of units, programmes delivered, types of support etc.).
Protected characteristics	Number of survivors in refuge and community services, broken down by protected characteristics (age, gender, religion/belief etc.)
Refuge	Data surrounding number of survivors who have accessed refuge services.
Community-based support	Data surrounding number of survivors who have accessed community-based services.
Sexual violence services	Data surrounding number of survivors who have accessed dedicated sexual violence services.
Sexual exploitation based services	Data surrounding number of survivors who have accessed dedicated sexual exploitation based services.

The series of data requests are further broken down by 'type of survivor':

Type of survivor	Description
'Total supported'	Total supported survivors in the period, which includes survivors who started in that period and those who are in continual service from a previous period.
'Starters'	Survivors who were referred and accepted into service during that period only.
'Leavers'	Survivors who were exited from service/ceased support during that period.
'Non-starters'	Survivors who were not accepted by the service or did not accept support offered by the service.

Appendix 3: Glossary of terms

Term	Definition
MARAC	A Multi Agency Risk Assessment Conference (MARAC) is a victim focused risk management meeting attended by all key agencies, where survivors assessed as high risk of harm from perpetrators of domestic abuse are referred and multi-agency safety plans are agreed to reduce the risk posed by the perpetrator.
Refuge unit	One family room within a communal or self-contained refuge.
Dispersed unit	A family room/accommodation in a separate location to the communal or self-contained refuge. Typically, where services offer support to male survivors in addition to female survivors, they would be supported separately in dispersed units.
Move-on unit	Temporary accommodation provided by the service away from the refuge, which has a limited stay period, and is accessed following refuge-based support and prior to independent living. 'Move-on units' are typically studio flats or bedrooms in shared houses in the community where people can live independently with the ongoing support from trained resettlement advisors.

Appendix 4: Regional and local authority areas

Region	Local authority	VAWDASV strategic boards & sub-regional arrangements	
North Wales	Conwy	North Wales VAWDASV Strategic Board	
	Denbighshire		
	Flintshire		
	Gwynedd		
	Isle of Anglesey		
	Wrexham		
Mid & West Wales	Carmarthenshire	Mid and West Wales VAWDASV Strategic Board	
	Ceredigion		
	Pembrokeshire		
	Powys		
South Wales	Vale of Glamorgan	Cardiff and the Vale region	South Wales VAWDASV Regional Collaborate Board
	Cardiff		
	Merthyr Tydfil Borough	Cwm Taf region	
	Rhondda Cynon Taf		
	Bridgend		
	Swansea	Western Bay region	
	Neath Port Talbot		
Gwent	Blaenau Gwent	Gwent VAWDASV Strategic Board	
	Caerphilly		
	Monmouthshire		
	Newport		
	Torfaen		

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Byw Heb Ofn Free Helpline
0808 80 10 800 convo
ffôn • tecst • sgwrsio byw • ebost
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