



# VAWDASV

Violence Against Women, Domestic Abuse and Sexual Violence  
Trais Yn Erbyn Menywod, Cham-drin Domestig a Thrais Rhywiol

## Gwent VAWDASV Involvement and Engagement Introductory Guide



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### Introduction

Service users and survivors are VAWDASV services biggest stakeholder. Service users and survivors have unique insight into what works well, what is missing and what could be improved. Their insights will differ from professionals.

By consulting and engaging with survivors and service users, partners in Gwent have an opportunity to ensure service provision across the region is flexible and responsive and meets the needs of the individuals we seek to support.

A survivor engagement task and finish group was set up in August 2017 to look at how involvement and engagement activity could be embedded across the VAWDASV Boards work. The group identified a structure for engagement which included incorporating engagement activity across the Boards Strategic Delivery Plan, along with development of an expert panel, (set up in Sept 2018) to monitor and provide support.

The task group carried out extensive work investigating best practice for engaging with people. This included considering principles and standards, identifying key local contacts, and also involved consulting with survivors and others on how they like to get involved.

This work has culminated in producing this manual, the purpose of which is to support VAWDASV sub/ work groups and partners undertaking engagement activity. It is hoped in time that aspects of the manual will be hosted and accessible online via Gwent Safeguarding website.

***‘I like being part of something...so that what I’ve been through and experienced will help in the future. I’m part of change, which is a good feeling’***

Survivor from Gwent  
(Gwent Engagement Task Group Consultation 2018)

## Defining Involvement and Engagement

There is often particular confusion surrounding the terms 'involvement', 'engagement', 'participation' and 'consultation'. The term 'engagement' can mean different things to different people, ranging from making contact with people, providing information, communicating ideas, consulting with people, to empowering people to inform and be part of decision making.

For the purposes of this work and work that will be undertaken with survivors/ service users on behalf of the Gwent VAWDASV Board, we have categorised participation, consultation etc. as '**involvement and engagement**'

The Gwent VAWDASV Board will use the term '**involving and engaging with survivors and people who have been affected by forms of VAWDASV**' to describe the activity of:

Enabling people (including survivors and those impacted by VAWDASV) to get involved with engagement activities where:

- Their views are valued
- They determine their level of involvement
- They inform decision making

Leading to effective strategic planning, improved responses (more effective communication) and personal empowerment

## Policy and Legislative Context

### VAWDASV Act

The enactment of the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 (VAWDASV) requires the public sector in Wales to work together in a consistent and cohesive way to improve the outcomes for individuals and their families subjected to VAWDASV. It places a great deal of emphasis on engaging with 'survivors as experts'.

### Social Services and Well Being Act

The Social Service and Well Being Act 2014 strengthen Wales' commitment to eradicating all forms of abuse and violence. It places the person at the centre of any needs assessment and support plan and ensures that advocacy needs are included in any assessment and plan.

### Wellbeing of Future Generations Act

The Wellbeing of Future Generations (Wales) Act 2015 puts involvement of citizens at the heart of wellbeing. The involvement of service users in the planning and delivery of the service they use is key to delivering meaningful services to citizens.

## What People in Gwent Have Told Us

The Gwent VAWDASV Engagement Task and Finish group held a consultation with survivors and perpetrators to find out how they like to get involved and have their say. 63 people participated from across Gwent. Below are the findings from the consultation.

### Providing updates and information

In terms of receiving updates about services and information on consultations, the majority (2/3) said they would prefer to receive these via text or email. Only a minority suggested would like to receive details through the post and or via social media.

### Online surveys

Over half of respondents said they would be happy to complete an online survey via these methods (i.e. text/ email), however a couple of respondents highlighted that safety concerns can arise if emails are being checked by a perpetrator, so this always need to be checked beforehand.

### Social media

The consultation highlighted significant safety concerns around use of social media, and only a minority (1/6) suggested they would utilise links and access information this way:

*'It depends on what site. I won't follow my service because I don't want my family to know I've had to get support, so I wouldn't see it online'*

*'I wouldn't because I don't want people to know I had support for domestic abuse'*

Some suggested they would utilise links to consultations etc. via non VAWDASV sites such as a housing provider site:

*'It depends on the site – I wouldn't follow some sites because I haven't told some people what's happened to me. If it was on my housing's page though I would'*

*'What if it was on Flying Start's Facebook or something – that way people wouldn't know'*

The following platforms/ agencies were identified as places where updates on new services / consultation events could be posted:

- Specialist service providers
- Social services
- Housing provider
- DWP
- Health visitor
- Flying Start
- Wales Online

### Support groups and key workers

A majority (2/3) suggested they like the option of giving their views on specific topics via their key worker or within an existing support group.

*'I prefer to go through things 1:1 – my key worker already knows me and we've built up that trust'*

*'I'd prefer it in our group work. We're all together and trust each other. It makes it easier to talk about our experiences.'*

### **One to one (Interviewer or keyworker)**

While many of those taking part expressed a preference for providing their views as part of a group, others suggested they would also like the option of a one to one setting:

*'It depends on the subject – if it was generally getting views then I wouldn't mind going to a group, but if it was about my experiences I don't know if I'd be able to talk in front of strangers'*

### **Formal consultation events**

Some participants suggested they like the option of attending a formal consultation event:

*'I'd prefer an organised group, you get to be part of something bigger and meet other people too. I went to one before and it was really good'*

While a small number of respondents said they would never attend at organised consultation event, most said they would consider attending a formal event. The vast majority (56/63) said they would like a range of options for getting involved:

*'I would like a range of options. I don't like group work'  
'I wouldn't go to something with strangers'*

The following barriers might prevent respondents attending formal consultation events:

- Transport and/ or travel costs
- Childcare
- Event is in work time
- Concerns about confidentiality

### **What works well**

Half of participants had been involved in previous consultations and suggested the following worked well:

- Providing food (formal events)
- Vouchers (formal events)
- Help with travel/ transport (formal events)
- Listening and providing feedback (all)
- Providing feedback in session with keyworker

*'They really listened; I felt my views were important'*

*'Yes, I went to one on the Act and it was really good. The free food helped'*

### **Importance of feedback**

The significance of providing feedback following consultation was highlighted with 59/63 of respondents stating feedback was important to them:

*'Yes it would feel like you could make a difference and your voice counts'  
'show's me people actually care what I think and that my views are important'*

## Benefits of Engagement

Involving and engaging with people in the community can lead to improved planning and a focus on action that will make a difference.

The information that is gathered can:

- add to the evidence base
- help identify service user's preferences
- help target services better

Engagement initiatives done well can also have much wider benefits.

In his book 'Strengthening Communities (CDF 2006), Steve Skinner lists 8 real benefits as follows:

- **Effective services and programmes** by meeting identified local needs and leading to better decisions.
- **Greater credibility** by creating support for services and programmes.
- **Lasting impact** by creating sustainability through community sense of ownership.
- **Stronger communities** by increasing skill levels and creating greater confidence.
- **Strengthened democracy** by encouraging people to be actively involved in the democratic process between elections.
- **Increased resources** by identifying local assets.
- **Added value** by working with communities to provide specialist services, innovative approaches and to engage with excluded groups.
- **Improved rights** by demonstrating that people have a right to influence decisions that affect their services, group or neighbourhood.

However, when making the decision to consult and engage, those seeking to engage should:

- **Never** call an information giving event a consultation or engagement
- **Never** consult or engage where the drive has come from a national agenda with little meaning for a locality as this will seem tokenistic;
- **Never** hold a consultation where the information gathered is never used;
- **Always** ensure participants receive feedback or updates on how their contribution has been used.

(Participation Cymru 2018)

## Ethical considerations

When gathering information from the public there are a number of additional considerations.

- Participation should be based on informed consent and should be entirely voluntary.
- Those taking part should:
  - Understand why information is being gathered and what it will be used for
  - Know who the engagement work is for, including contact details for these organisations
  - Be able to check the identity and credentials of individuals conducting activities
- Engagement should not be unduly intrusive or harm the participant in any way
- Engagement should be undertaken honestly and objectively
- Confidentiality and data protection must be adhered to

(Participation Cymru 2018)

When considering objectivity, those involved with the subject of the engagement may not be best placed to conduct it themselves. Involving a third party can ensure greater objectivity, as well as result in increased competence and capacity and can, in some instances, be more cost-effective (Participation Cymru 2018).

Consideration must be given to confidentiality and adherence to the General Data Protection Regulations. Any personal information gathered will need to be securely stored and permission given to store and use in the future. Anonymity is one method that can be used to protect individual identity, i.e. not attributing contributions to an identifiable individual (Participation Cymru 2018).

More guidance can be found on Participation Cymru's 'Practitioners Manual for Public Engagement', embedded on p12 or available online at: <https://participation.cymru/en/>

### Additional considerations for VAWDASV

In addition to endorsing adherence to nationally recognised best practice principles set out by Participation Cymru and Children and Young People's National Participation Standards for Wales (see p8 – 11), Gwent VAWDASV Engagement Task Group identified the following additional considerations for engaging with survivors of VAWDASV:

- Adults, children and young people should be informed who's going to listen and told what difference their involvement could make, along with what happens next following getting involved
- Adults, children and young people should be given enough support and time to choose if they would like to get involved
- Those who get involved should have control over how and when they contribute
- Safety and anonymity of venues should be a priority, alongside confidentiality. Where possible barriers of income/ expenditure and child care should be catered for
- Those wishing to engage and participate in VAWDASV on a regular basis should be encouraged to join organised programmes such as Welsh Women's Aid's SEEDS Project where they will have access to additional support, training and opportunities to become part of

## Principles and Standards for Involvement and Engagement

Principles and Standards have been developed and endorsed by the Welsh Government to ensure involvement happens in consistent and effective ways.

Gwent VAWDASV further endorses use of the National Principles for Public Engagement and the Children & Young Peoples [Participation Standards](#).

### National Principles for Public Engagement

**What are they?** A set of 10 overarching principles that aim to guide and encourage good quality consistent involvement activity with service users and the general public – see Poster for the 10 Principles on p9

**Who are they for?** Public service organisations within the public and third sectors within Wales

**How can they be used?** Organisations are asked to endorse these principles at a corporate level. They are then encouraged to develop measurable standards for specific sector or service areas.

**Who to contact?** Each local authority has an engagement officer who is experienced in applying the National Principles for Public Engagement:

Torfaen - Cath Cleaves  
Caerphilly – Liz Sharma  
Monmouthshire -

Go to Participation Cymru website for additional best practice guidance, toolkits and other resources: <https://participation.cymru/en/>



# NATIONAL PRINCIPLES FOR PUBLIC ENGAGEMENT IN WALES



**1 Engagement is effectively designed to make a difference**  
Engagement gives a real chance to influence policy, service design and delivery from an early stage.

**2 Encourage and enable everyone affected to be involved, if they so choose**  
The people affected by an issue or change are included in opportunities to engage as an individual or as part of a group or community, with their views both respected and valued.

**3 Engagement is planned and delivered in a timely and appropriate way**  
The engagement process is clear, communicated to everyone in a way that's easy to understand within a reasonable timescale, and the most suitable method/s for those involved is used.

**4 Work with relevant partner organisations**  
Organisations should communicate with each other and work together wherever possible to ensure that people's time is used effectively and efficiently.

**5 The information provided will be jargon free, appropriate and understandable**  
People are well placed to take part in the engagement process because they have easy access to relevant information that is tailored to meet their needs.

**6 Make it easier for people to take part**  
People can engage easily because any barriers for different groups of people are identified and addressed.

**7 Enable people to take part effectively**  
Engagement processes should try to develop the skills, knowledge and confidence of all participants.

**8 Engagement is given the right resources and support to be effective**  
Appropriate training, guidance and support are provided to enable all participants to effectively engage, including both community participants and staff.

**9 People are told the impact of their contribution**  
Timely feedback is given to all participants about the views they expressed and the decisions or actions taken as a result; methods and form of feedback should take account of participants' preferences.

**10 Learn and share lessons to improve the process of engagement**  
People's experience of the process of engagement should be monitored and evaluated to measure its success in engaging people and the effectiveness of their participation; lessons should be shared and applied in future engagements.

These Principles were developed by Participation Cymru working with TPAS Cymru, under the guidance of the Participation Cymru partnership. Endorsed by The First Minister of Wales, The Right Hon. Carwyn Jones AM on behalf of the Welsh Government.

Further guidance on the National Principles can be found at [www.participationcymru.org.uk](http://www.participationcymru.org.uk)

March 2011

## Children & Young Peoples Participation Standards

For Children and Young People, participation (involvement) is an 'enabling right' as set out in Article 12 of the United Nations Convention on the Rights of the Child (UNCRC). The Children and Young People's National Participation Standards for Wales have been developed to ensure this right.

**What are they?** There are 7 National Participation Standards to help organisations and individuals ensure the process, quality and experience of any participation (involvement) is good for children and young people. The 7 standards ensure that each one reflects the rights based ethos that's integral to working with children and young people – see Poster of standards on p11.

**Who are they for?** The national participation standards support services working with children and young people in monitoring the effectiveness of developing youth participation within their organisations.

**How can they be used?** Organisations can utilise the Children and Young People's National Participation Standards for Wales 2 ways.

1. **The Charter** – Organisations that work with children and young people are able to apply for a Participation Charter from Young Wales. It is a statement of intent that they are working in line with the standards
2. **The Kitemark** – The Kitemark is endorsed by Welsh Government. A certificate (valid for 4 years) is awarded to services who have demonstrated they are achieving against all seven national standards.

**Who to contact?** Contact Young Wales for more information on who to contact locally for more information: <http://www.youngwales.wales/>



## Safonau Cyfranogiad Ceir dros Blant a Phobl ifanc

## Children and Young People's National Participation Standards

Mae hyn yn golygu:

Byddwn ni:

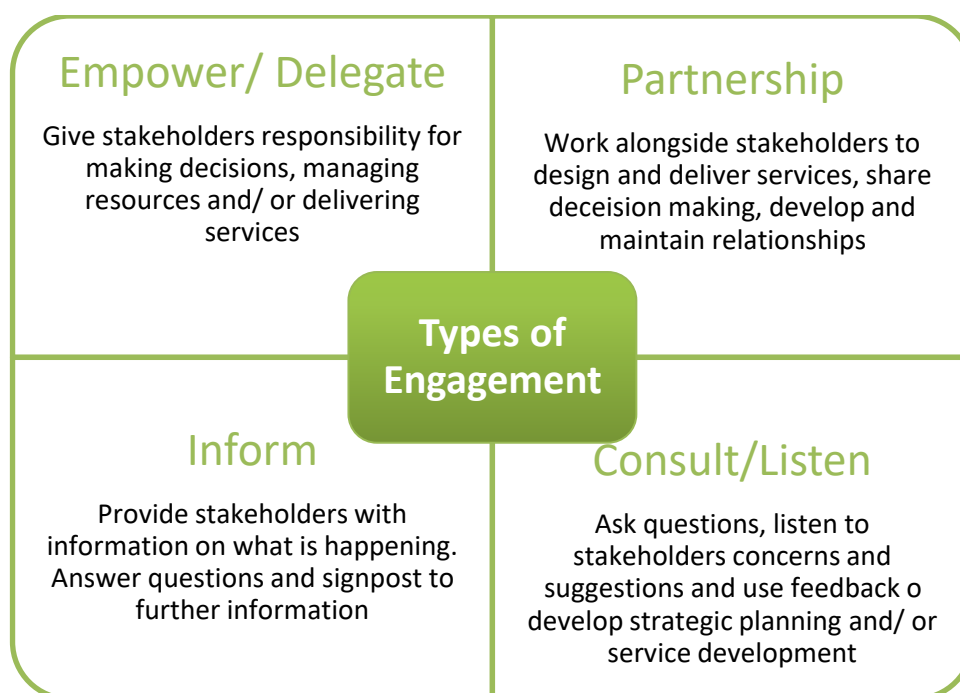
<ul style="list-style-type: none"> <li>Mae gennych chi'r hawl i wybodaeth sy'n hawdd ei deall ac sy'n gadael i chi wneud penderfyniad gwybodus.</li> </ul>	<ul style="list-style-type: none"> <li>Yn darparu gwybodaeth o safon dda, yn glir ac yn hawdd mynd ati.</li> <li>Yn rhoi gwybod i chi pwy sy'n mynd i wrando a gadael i chi wybod pa wahaniaeth gallai'ch cyfranogiad chi ei wneud.</li> </ul>	<p><b>1</b> Gwybodaeth Information</p>
<ul style="list-style-type: none"> <li>Mae gennych chi'r hawl i ddewis cymryd rhan a gweithio ar bethau sy'n bwysig i chi.</li> </ul>	<ul style="list-style-type: none"> <li>Yn rhoi digon o gefnogaeth ac amser i chi ddewis a ydych chi eisiau cymryd rhan.</li> </ul>	<p><b>2</b> Chi biau'r dewis It's your choice</p>
<ul style="list-style-type: none"> <li>Mae plant a phobl ifanc i gyd yn wahanol ac mae ganddyn nhw'r hawl i gael eu trin yn deg.</li> </ul>	<ul style="list-style-type: none"> <li>Yn herio gwahaniaethu.</li> <li>Yn cynnig amrediad o gyfleoedd a chefnogaeth i fodloni anghenion plant a phobl ifanc.</li> </ul>	<p><b>3</b> Dim gwahaniaethu No discrimination</p>
<ul style="list-style-type: none"> <li>Mae gennych chi'r hawl i leisio barn. Mae'ch safbwyntiau chi'n bwysig a chânt eu parchu.</li> </ul>	<ul style="list-style-type: none"> <li>Yn gwrandao ar eich barn, eich profiadau a'ch syniadau ac yn eich cymryd chi o ddiffri.</li> <li>Yn gweithio gyda chi ar bethau rydych chi'n dweud eu bod nhw'n bwysig.</li> <li>Yn gwerthfawrogi beth sydd gennych chi i'w gynnig.</li> </ul>	<p><b>4</b> Parch Respect</p>
<ul style="list-style-type: none"> <li>Mae gennych chi'r hawl i ddysgu a bod y gorau y gallwch chi fod.</li> <li>Bydd gennych chi gyfleoedd i weithio gyda phobl eraill a gwneud gwahaniaeth.</li> <li>Rydyn ni eisiau i chi gymryd rhan mewn profiadau positif.</li> </ul>	<ul style="list-style-type: none"> <li>Yn gweithio gyda chi mewn ffordd ddiogel, hwyl a phleserus.</li> <li>Yn manteisio i'r eithaf ar beth rydych chi'n ei wybod ac yn gwneud pethau sy'n meithrin eich hyder a'ch sgiliau chi.</li> </ul>	<p><b>5</b> Bod ar eich ennill You get something out of it</p>
<ul style="list-style-type: none"> <li>Mae gennych chi'r hawl i wybod pa wahaniaethau rydych chi wedi eu gwneud a sut mae rhywun wedi gwrandao ar eich syniadau chi.</li> </ul>	<ul style="list-style-type: none"> <li>Bob amser yn sicrhau eich bod chi'n cael adborth o fewn amser sydd wedi'i gytuno.</li> <li>Yn dweud wrthy'ch chi sut mae'ch syniadau wedi cael eu defnyddio a pham.</li> <li>Yn dweud wrthy'ch chi beth sy'n digwydd nesaf.</li> </ul>	<p><b>6</b> Adborth Feedback</p>
<ul style="list-style-type: none"> <li>Dylai'r bobl sy'n gwneud penderfyniadau sy'n effeithio ar blant a phobl ifanc roi hawliau plant yng nghanol popeth maen nhw'n ei wneud.</li> </ul>	<ul style="list-style-type: none"> <li>Yn gweithio gyda chi ac yn dysgu sut i wneud pethau'n well.</li> <li>Yn gwneud yn siŵr bod eich barn yn gwneud gwahaniaeth i'r ffordd rydyn ni'n gwneud cynlluniau a phenderfyniadau.</li> </ul>	<p><b>7</b> Gweithio'n well drosoch chi Working better for you</p>

Y Safonau hyn sy'n cynnal tair colofn CCUHP - Diogelu, Darpariaeth a Chyfranogi

The Standards underpin the three pillars of the UNCRC – Protection, Provision & Participation

## Types of Engagement

(Based on Sherry Arnstein's (1969) ladder of citizen participation)



Involving and engaging with people ranges from 'informing' to empowering and sharing power. There is no one size fits all and practitioners must consider which approach will be best (most appropriate and/ or practical) when seeking to achieve survivor/service user involvement outcomes. It should also be considered that people don't all want to get involved in the same way – see our research into how people like to get involved – and where possible a range of opportunities for involvement/ engagement should be offered. Pros and cons for each type of engagement are outlined below.

### Inform

Pros: Stakeholders are kept informed of developments. Often less resource intensive than other forms of engagement/involvement

Cons: Flow of information is largely one way. Unless used in conjunction with other types of engagement/ involvement this provides little or no opportunity for the experiences/ insights of those using/ have used services to inform or influence planning and development of services.

### Consult/ Listen

Pros: Can be very effective for gathering both quantitative and qualitative information and gathering rich information. Sheds light on the experiences and views of those who use services.

Cons: Can be resource intensive as well as require a degree of expertise when designing templates and tools to facilitate capturing information. Collecting feedback can pose ethical and logistical issues (data protection, data storage, confidentiality), which need to be carefully considered beforehand.

### Partnership

Pros: Partnership brings mutual benefits. Partnerships can lead to increased creativity and deliver increased innovation in service development. An opportunity for survivors/ service users to work alongside professionals further empowers individuals involved.

Cons: Significant investment, coordination and good will is required to develop successful partnerships. This is especially true when survivors/ service users. Survivors/ service users may require additional support, training and to build confidence and skills to participate in formal meetings. Partnerships/ engagement involving a small number of survivors/ service users may offer a limited range of experiences and views, therefore it is better to utilise in conjunction with other opportunities for people to have their say.

### Empower/ Delegate

Pros: Those who have had first-hand experience of VAWDASV bring passion, commitment, knowledge and understanding which in turn can help drive forward developments in services (providing individuals have the right training and skills...see cons)

Cons: Significant investment in support, training, confidence and skills building may be required which takes resources and time.



## Useful Contacts for Involvement and Engagement in Gwent

### Gwent VAWDASV Involvement and Engagement Expert Panel:

The panel was formed September 2018 to monitor engagement across Gwent VAWDASV Board's sub/work groups. It emerged from recommendations made by the Engagement Task Group in relation to identifying a structure for survivor engagement in Gwent.

The panel meets twice a year to review engagement activity and provide support and practical advice. The panel welcome enquiries from professionals, survivors and others in relation to getting involved in Gwent VAWDASV. The panel can be contacted via the VAWDASV Regional Team: [VAWDASV.Gwent@newport.gov.uk](mailto:VAWDASV.Gwent@newport.gov.uk)

### VAWDASV Specialist Sector:

- BAWSO – Black Minority Ethnic Women (All Gwent) – 029 20644 633
- Cyfannol Women's Aid – Domestic Abuse and Horizon Project – 01495 742052
- Dyn Project (Safer Wales) – Male victims of domestic abuse (National Helpline) – 029 2022 0033
- Gwent IDVA service – Domestic Abuse
- Hafan Cymru – Domestic Abuse – 01267 225555
- Llamau – Domestic Abuse – 029 2023 9585
- New Pathways – Sexual Violence – 01633 250205
- Newport Women's Aid – Domestic Abuse – 01633 840258
- Pheonix Domestic Abuse Service – Domestic Abuse including perpetrator programmes – 01495 291202
- Survivors Trust – Sexual Violence (National membership organisation and helpline) – 01788 550554
- Welsh Women's Aid – Survivors Engagement SEEDs Project and National (VAWDASV) Live Fear Free Helpline – 0808 8010 800

### Public Bodies:

- Blaenau Gwent County Borough Council – 01495 355400
- Caerphilly County Borough Council – 029 2085 1845
- Monmouthshire County Council – 01633 644644
- Newport City Council – 01633 656656

- Torfaen County Council – 01495 742934
- Gwent Police – 01633 838111
- South Wales Fire and Rescue – 01443 232000
- Welsh Ambulance Service – 01792 562900

### Voluntary & Social Housing

- Connect Gwent – 0300 123 2133
- GAVO – 01633 241550
- Umbrella Cymru – 0300 302 3670
- Gwent Drug and Alcohol Service (GDAS) – 0333 999 3577
- Free From Fear Partnership – Domestic abuse in social housing
- Go Girls and Brothers (Youth) Projects
- Dads Can (18 – 25) Project – 0345 677 2277

## Recommended Guidance, Toolkits and Research

This section included details of toolkits and other resources to support engagement work endorsed by Gwent VAWDASV Engagement Task Group. If viewing these electronically it should be possible to view and download original publications where these have been embedded.

### Participation Cymru Resources (2018)

Fully endorsed by Welsh Government, Participation Cymru website has resources and information on engagement practice including those included below:

<https://participation.cymru/en/>

Participation Cymru's website includes the following resources:

#### **National Principles Guidance Booklet – Participation Cymru**

Concise guidance notes to accompany the 10 principles for public engagement – see p

#### **National Principles checklist – Participation Cymru**

A quick checklist for practitioners to support effective engagement activity

#### **Practitioners Manual for Public Engagement – Participation Cymru**

A resource for engagement practitioners supporting implementation of the 10 National Principles for Public Engagement in Wales

### Generic Involvement and Engagement Resources

#### **Service User Involvement: Good Practice Guide - Turning Point Scotland**

Highlighting best practice and innovative ways of involving people. Applicable across different service user groups.

### VAWDASV Involvement & Engagement Resources

#### **The Llwybrau Project Service User Consultation Toolkit – Llamau (2016)**



Toolkit for practitioners produced by Llamau as part of the Women's Pathfinder Project. Outlining ideas to enhance service user engagement and consultation processes in the VAWDASV sector.

### **Are you listening and am I being heard? – Welsh Women's Aid (2016)**

A report completed by Welsh Women's Aid, outlining recommendations made by survivors of VAWDASV following a consultation to inform The National Strategy.

### **Making Noise: Children's voices for positive change after sexual abuse – The International Centre in partnership with NSPCC (2016)**

A study commissioned by the Children's Commissioner for England, outlining children and young people's views of seeking help and support following sexual abuse in the family environment.

### **Focus on Survivors: hear me, believe me, respect me - Survivors Trust**

Report on survey of adult survivors of child sexual abuse and their experiences of support services.

### **Between the Lines – Imkaan et al (2015)**

A research briefing that highlights service responses to BME women and girls experiencing sexual violence. Produced in partnership by Imkaan, University of Warwick, SWELL, ISLA Foundation

### **Exploring a Survivors Experience of Domestic Abuse in Gwent: Learning from Alex (2017)**

An in depth case review with recommendations for improving responses in Gwent, commissioned by Gwent VAWDASV Board and completed by Safelives.

### **Tackling VAWDASV: A Collaborative Commissioning Toolkit for services in Wales - Lloyds Bank Foundation (2016)**

A toolkit for commissioners developed by Lloyds Bank Foundation for England and Wales with Imkaan. Highlights the need for co-production of services and involvement of survivors in the design of services.

[https://www.lloydsbankfoundation.org.uk/Domestic%20Abuse%20Toolkit\\_Wales\\_web.pdf](https://www.lloydsbankfoundation.org.uk/Domestic%20Abuse%20Toolkit_Wales_web.pdf)

## Appendix

### Example of Gwent VAWDASV engagement work

In the summer of 2018, Gwent VAWDASV Service Development Group set about planning the involvement of survivors and others (including professionals) in informing future commissioning of services.

As a starting point the group decided to pilot an approach focusing initially on male victims. The group developed methodology to pilot an engagement approach to enable gaining insights into the experiences of male victims and other impacted by this form of abuse. If successful the group hoped the approach could then be scaled to gain additional insights incorporating other protected characteristics etc.

The group identified several stages and a variety of ways in which survivors, professionals and others could be involved (see p20), including completing a questionnaire, taking part in a focus session within an existing support group setting, attending a formal focus group session, participating in a one to one interview, which for survivors would also include the option of one to one sessions with an existing key worker. The methodology was very much informed by the research/ consultation carried out by the Engagement Task Group (p4,5)

Promotional blurb:

**We'd love to hear from you....**

**Get involved in helping shape violence against women, domestic abuse and sexual violence (VAWDASV) services in Gwent**

**Your involvement can and will help us to better understand what services are needed**

Gwent VAWDASV Board recognises that survivors of abuse are the experts on what they need; they know what worked for them, how easy (or difficult) it has been to find the right service to move them towards independence and freedom from abuse.

At the same time those close to or working with victims and survivors can also help to shed light on what else might be needed.

Gwent VAWDASV Board wants to ensure opportunities exist for people to get involved in future planning of VAWDASV services.

Whether you or someone you know has experienced these forms of abuse we would like your views on: **services for men experiencing domestic abuse and/ or sexual violence**

Please complete and return the attached questionnaire to [Gwent.VAWDASV@Newport.gov.uk](mailto:Gwent.VAWDASV@Newport.gov.uk)

Following additional input from the Engagement Panel, the Service Development Group were asked to consider the following:

- Ensure full compliance data protection (including confidentiality)
- Consider distribution of questionnaire's (target/ sample group) to ensure the amount of data collected remains manageable. Ensure any key contacts used to disseminate questionnaires are given instruction on who the information should be shared with
- Consider how/ where any personal data collected will be stored/ processed
- Consider commissioning a 3<sup>rd</sup> party to complete engagement work beyond the pilot when the objective is to 'scale up' and incorporate other characteristics
- Consider an employee/ employer perspective

### **Methodology/ Timeline Engagement Work (pilot) - Male Victims/Survivors**

#### **August**

Stage 1 – Create literature/ promotional material on what the engagement is about

Stage 2 – Identify target groups and contacts for distribution

#### **September**

Stage 3 – Questionnaire distribution – all male victim contacts and professionals (see attached)  
Distribute questionnaires x 2 (Appendix 1) via contacts identified  
Responses will inform later phases and groups targeted for focus groups and interviews

#### **October - November**

Stage 4 – Semi structured sessions

*Part 1 – Detailed questionnaires for male victims/ survivors*

Distribute to victims/ survivors identified from initial survey. Link in with Cardiff and the Vale

*Part 2 - Meeting with existing groups of survivors and professionals (max 6 sessions)*

Identify potential groups from stage 3 survey responses.

Aim to facilitate consultation with x 2-3 groups of men (as part of existing male group)

Aim to facilitate consultation with x 3 groups of professionals (e.g. as part of a team/ members meetings)

*Part 3 – Central focus group sessions*

Identify individuals from stage 3 survey responses

1 x focus group with male survivors

1 x focus group with multi agency professionals

*Part 4 – One to one consultation with key worker*

Identify individuals from stage 2 survey responses who expressed an interest in engaging this way

*Part 5 – One to one interviews (survivors and/ or professionals) by VAWDASV Team*

Will depend on responses to questionnaires, but will be offered via stage 3 (possibly) stage 4

#### **November - December**

Stage 5 – Analysis and Report

Draft report outlining findings in relation to male victim findings to go to Board on **January 29th**