

# Change That Lasts Impact Briefing Summary

Findings from December 2018 to December 2019

## Ask Me

Women's Aid and Welsh Women's Aid worked in partnership to build the Change That Lasts in communities programme, Ask Me.

Ask Me is a programme which provides 12 hours of free training and community organising opportunities to self-selecting members of communities. Opportunities for training and community engagement activities are available in the following areas: raising awareness of domestic abuse, challenging victim-blaming stereotypes and myths; listening, believing and validating survivors' experiences; sharing information and signposting survivors to access support. After training, people become Community Ambassadors.

## Trusted Professional

The Trusted Professional programme offers a gold standard intervention to help organisations meet the needs of adult women survivors of domestic abuse.

Led by the voices of women who need and use the organisation, the Trusted Professional programme brings together frontline staff, managers and specialist independent domestic abuse services to review policies and procedures, develop supervision and support protocols for staff and create a whole system approach where staff have empathy and understanding of the needs of survivors. This translates into an environment where survivors are confident that they will get the right response.

## The Expert Voices framework and tools

Change That Lasts for independent specialist domestic abuse services is called the Expert Voices framework and service model.

The Expert Voices framework and service model aims to improve workplace culture and reconnect frontline workers, managers and trustees with the needs-led, strengths-based, trauma-informed practice reflected in forty years of best practice delivery. This is done using three paper-based tools and a series of training sessions.

## Change That Lasts programme conclusions

**1 | The Space for Action framework and tool is facilitating a needs-led, strengths-based, trauma-informed approach.**

**2 | Findings are showing how each programme can link with one another to provide survivors with the right response first time.**

# Ask Me

Findings from December 2018 to December 2019

From the start of the programme up until December 2019

**1,164**

Community Ambassadors have been trained.

From December 2018 to December 2019  
719 Community Ambassadors were trained.

Community Ambassadors' beliefs about domestic abuse before and after training.

"People who are in an abusive relationship are 'experts' in their own experiences and know how to keep safe"

Before training

**22.1%**

agree or strongly agree

After training

**74.4%**

agree or strongly agree

## Connecting with survivors

Community Ambassadors had **1,554+** conversations about domestic abuse.

**775+** of these conversations were with a survivor of domestic abuse about their experience.

For **269** survivors it was the first time they had spoken about the abuse.

**465** survivors shared that the abuse happened in the past.

**296** survivors shared that the abuse was happening now.

**6,239** awareness-raising activities were carried out by Community Ambassadors.



**786** developed their understanding of domestic abuse/violence against women and girls.



**788** used social media to raise awareness about domestic abuse.



**1,378** talked about the training and their role as an Ask Me ambassador.



**928** challenged victim-blaming/myths and stereotypes about domestic abuse, either online or in conversation.

## Conclusions

- 1 | Following training, Community Ambassadors have a high level of understanding on the gendered nature of domestic abuse and its causes; and confidence in themselves to respond to domestic abuse.
- 2 | Further work is needed to expand the demographic diversity of the Community Ambassador network.
- 3 | Community Ambassadors are widening survivors' accessibility to support.
- 4 | Awarenessness-raising activities are building safer spaces.

# Trusted Professional

Findings from December 2018 to December 2019

From the start of the programme up until December 2019

**384**

professionals have been trained.

From December 2018 to December 2019, 113 professionals were trained.

**“Since the training I have become more aware on how I speak to people.”**

A manager reported on what is going particularly well since the training:

**“How we use language. Incident report improved. Debrief meetings and regular supervision for staff.”**

**After training, 101 professionals completed an evaluation form**

**83.2%** agreed or strongly agreed that they have sufficient training to assist individuals in situations of domestic abuse (improvement of 20.8%)

**93.1%** agreed or strongly agreed that they are able to recognise emotional abuse (improvement of 18.8%)

**81.2%** agreed or strongly agreed that they feel confident asking survivors about perpetrators' behaviours (improvement of 29.7%)

**83.2%** agreed or strongly agreed that they are able to document domestic abuse accurately and confidentially (improvement of 13.9%)

**75.2%** felt they knew quite a bit or a lot about how to respond sensitively to the needs of a woman who discloses domestic abuse (improvement of 23.7%)

**Impact three months post training**

Four professionals from one cohort responded and took forward the training in the following ways:

Asked about domestic abuse **SEVEN** times

Received **FOUR** disclosures

Carried out **30** Trusted Professional activities

## Conclusions

**1 |** Following training, the majority of professionals hold good levels of understanding in the gendered nature of domestic abuse, applied knowledge and awareness of domestic abuse and confidence in their skills to respond to domestic abuse.

**2 |** There is an indication that training and development is being applied to professionals' roles three months post training.

# Expert Voices

Findings from December 2018 to December 2019

As part of an action learning approach, we received reflection reports from three women only specialist member services. Three themes arose throughout each members' report.

## 1 | The difference the needs assessment tools makes

One service said that the visual needs assessment tool, specifically the tree tool,

**“starts casework in places that would never be covered by risk management, shows the emotional needs and where women want ‘healing’. It helps understand the deep psychological traumas of women.”**

This is echoed by another service, where practitioners said that it allows them to:

**“sensitively discuss with the survivor key areas of their life which are not typically explored.”**

## 2 | How the Space for Action framework is working alongside the needs assessment tool

The Space for Action tool has:

**“really helped the team to think about the different areas in which coercive control limits the survivor ability.”**

The third service describes the shift in approach:

**“Risk management is about logical analysis – this is about connecting empathically to what’s been destroyed. That needs different skills.”**

## 3 | Impacts on workforce culture

Increased reflective practice in staff teams was reported as a benefit of the programme and the reflective practice prompt tool, by all three services.

This has resulted in:

**“very constructive conversations around reflective practice and actions to improve how they work.”**

## Conclusions

1 | There are indications that the needs assessment tool, alongside the Space for Action framework, are providing wider impacts for survivors in comparison to risk-based frameworks and tools.

2 | There are indications that the reflective practice tool is sparking conversations within workforces. However, further enquiry to find out why workers find the language of the tool difficult to understand and relate to would be useful.

3 | Overall, there are strong indications from early reports, that the Expert Voices framework and tools are reconnecting specialist domestic abuse services to a holistic, needs-led, strengths-based, trauma-informed approach to support.