

**Objective 6 Provide all victims with equal access to appropriately resourced, high quality, needs-led, strength-based, inter-sectional, and responsive services across Wales.**

| Planned action  | Local delivery  | Lead                | Time scales   | Outputs /outcomes   | Q1 Update                                     | Q2 Update | Q3 Update | Q4 Update |
|---|---|---------------------|---|---|---|-----------|-----------|-----------|
| Representatives of CTM VAWDASV steering group to work with blueprint workstreams to develop, commission and implement a range of interventions for DA and SV for CYP and older people | Continue to promote and develop specialisms within the service  | Male Victim IDVA    | Quarterly reporting to monitor demand and response  | Diversity of service users increases  |   |           |           |           |
|   |   | Court IDVA          |   | Family services at Hartshorn House.   |   |           |           |           |
|   | Promote work with partner agencies offering tailored support, e.g. New Pathways for SV, BAROD worker                          | Older person IDVA   | Quarterly reporting to monitor demand and response  | Service are better able to advocate   |   |           |           |           |
|   |   | Team Leaders        |   | More holistic support to service users / better joined up working.                              |   |           |           |           |
| Consider recommendations of the Expert Review Panel relating to VAWDASV for ending homelessness for survivors / victims of DA and perps   | Maximise opportunities to collaborate with Housing colleagues to support service users at risk of homelessness                | WB, Ryan Jones      | Quarterly reporting linked to HSG   | Better joined up working. Fewer barriers to people accessing the support they need              |   |           |           |           |
| Implement recommendations made from the review process, e.g. DHR, DARDs, SUSRs  | Identify local recommendations to address and implement. Develop reporting mechanism on progress of implementation / barriers | KW                  | In line with Regional Community Safety / Safeguarding Board delivery plans  | Ability to demonstrate learnings being taken forward  |   |           |           |           |
| Implement changes to MARAC as recommended by MARAC QA group   | Participation in MARAC QA to shape and identify recommendations, particularly around use of service user voice                | WB / Team Leader    | As meeting schedule   | More confidence in MARAC from service user perspective as their voice is being heard            | VAWDASV manager appointed MARAC QA vice-chair |           |           |           |
|   | MARAC actions owned and actioned as appropriate   |                     | Monitoring of MARAC actions and accountability structures in place  |   |   |           |           |           |
|   | Ensure MARAC QA recommendations are adopted locally on an as-needed basis.  | WB                  | As meeting schedule   | More robust and consistent MARAC process  |   |           |           |           |
| Map existing tools and methods that are used with service users to provide feedback on their individual intervention.   | Monitor and report indicators with corporate performance team: increased feelings of safety                                   | KW/WB               | Quarterly   | Corporate monitoring of key performance indicators  |   |           |           |           |
|   | Analyse information to change practice based on service user feedback   |                     | Exit interview feedback ongoing. Compliments and complaints ongoing. Stakeholder / service user groups as scheduled. Training feedback as scheduled | All feedback used to drive service improvement  |   |           |           |           |
|   | Develop mechanisms to gather service user feedback on their experience with Asia  | WB / Team Leader    |   | Automated process to capture service user experience online / in their own time                 |   |           |           |           |
|   |   | KW/WB/ Team Leaders | Mar-26  |   |   |           |           |           |
| Ensure equity of service access to reduce barriers to getting help  | Monitor service users where translation services are required and work to understand referral routes                          | WB / Team Leader    | Quarterly monitoring (linked to resource monitoring for translation services).  | Removing barriers to accessing help for those at risk / diversity of service users increases    |   |           |           |           |
|   | Signposting to by and for services, e.g. Myriad, BAWSO, Opko  | Asia                | As needed   |   |   |           |           |           |
|   | Ensure protected safe spaces available for service (meeting rooms etc)  | WB                  | Appropriate meeting space available   |   |   |           |           |           |
|   | Provide support linked to changing demography and special requirements of service users, e.g. hard of hearing, BSL            | Older persons IDVA  | Monitored through case reviews  |   |   |           |           |           |
| Ongoing development of service user groups  | Adopt co-productive practices to grow the groups based on service user insight and input                                      | IDVAs               | Reviewed per group / programme cycles   | Increased involvement in service user groups and peer networking to challenge potential stigmas |   |           |           |           |
|   | Consider how partners can be involved with and learn from service user groups   | KW/WB               | Reviewed per group / programme cycles   | Greater awareness of the services and buy in.   |   |           |           |           |