



Based on CTM VAWDASV delivery plan

Notes:

Regional Objective (row 2) set by CTM VAWDASV delivery group

[Objective 1 Challenge the public attitude to violence against women, domestic abuse, and sexual violence across the Welsh population through awareness raising and space for public discussion with the aim to decrease its occurrence.](#)

[Objective 2 Increase awareness in children, young people, and adults of the importance of safe, equal, and healthy relationships and empowering them to positive personal choices.](#)

[Objective 3 Increase the focus on holding those who commit abuse to account and supporting those who may carry out abusive or violent behaviour to change their behaviour and avoid offending.](#)

[Objective 4 Make early intervention and prevention a priority.](#)

[Objective 5 Relevant professionals are trained to provide effective, timely and appropriate responses to victims and survivors.](#)

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

Only Regional Actions (column B) linked to the service included

Quarterly reviews to be conducted within 3 weeks of quarter being concluded

Objective 1 Challenge the public attitude to violence against women, domestic abuse, and sexual violence across the Welsh population through awareness raising and space for public discussion with the aim to decrease its occurrence.

Regional action	Local Delivery	Lead	Time scales	Outputs /outcomes	Q1 Update	Q2 Update	Q3 Update	Q4 Update
Participate in the development and dissemination of national VAWDASV campaigns for victims and perpetrators	VAWDASV and CSP Manager to be involved in relevant development work: blueprint workstream for 'Gender based harassment in public spaces'	KW, WR	Quarterly updates via Regional VAWDASV steering group	Breakdown of blueprints outputs and local implementation	Safeguarding Board produce seven minute briefings shared on an ongoing basis. Briefings to be further disseminated to the team.	Safeguarding Board produce seven minute briefings shared on an ongoing basis. Briefings to be further disseminated to the team.	Safeguarding Board produce seven minute briefings shared on an ongoing basis. Briefings to be further disseminated to the team. Workshop events under way for input and consideration	Safeguarding Board produce seven minute briefings shared on an ongoing basis. Briefings to be further disseminated to the team.
	VAWDASV and CSP Manager to be involved in relevant development work: blueprint workstream for 'Workplace harassment'			Breakdown of blueprints outputs and local implementation				
	VAWDASV and CSP Manager to be involved in relevant development work: blueprint workstream for 'Tackling perpetration'			Breakdown of blueprints outputs and local implementation				
	VAWDASV and CSP Manager to be involved in relevant development work: blueprint workstream for 'Sustainable whole system approach'			Breakdown of blueprints outputs and local implementation				
	VAWDASV and CSP Manager to be involved in relevant development work: blueprint workstream for 'Older people's needs'			Breakdown of blueprints outputs and local implementation				
	VAWDASV and CSP Manager to be involved in relevant development work: blueprint workstream for 'Children and young people's needs'			Breakdown of blueprints outputs and local implementation				
	Inform BCBC Corporate Communications teams of national campaigns and share promotional material.	WR, Team leaders	As scheduled	Participation in VAWDASV comms networks	Nothing relevant, Q1 saw comms out around the White Ribbon fun run from previous FY	Plans in place around upcoming events for International Mens Day, White Ribbon and Safeguarding Week	Plans in place around upcoming events for International Mens Day, White Ribbon and Safeguarding Week	Plans completed around International Womens Day, White Ribbon Gala, Sexual Violence and Safeguarding Week
Identify plan and deliver local campaigns and awareness raising activity, using promotional mechanisms appropriate to the target audience.	Map campaigns across the year for targeted working, including planned awareness raising, major sporting / social fixtures	WR, Team leaders	Initial mapping by end Q1	Calendar created with Comms and schedule of posts agreed	Action slipped	Calendar diarised, upcoming events planned	Calendar diarised, upcoming events planned	Key dates mapped and colleagues engaged
	Promotion of 'Hope to recovery' for male victims to get increased buy in.	Male IDVA	Quarterly review of impact	Utilisation of internal comms, social media and partnership links	Ongoing promotion by IDVA	Recovery toolkit training underway	Utilisation of internal comms, social media and partnership links	Impacted by room availability but resuming for Q1
	Delivery of 'Hope to recovery' for male victims	Male IDVA	Quarterly review of impact	Development of indicators to demonstrate success.	Ongoing delivery by IDVA	Recovery toolkit training	Delivery underway	Impacted by room availability but resuming for Q1
	Male IDVA to promote service with relevant channels	Male victim IDVA	Quarterly reviews of work		Promotion underway, by IDVA and male victim service group	Engagement tables carried out, plans for International Mens Day	Ongoing and awareness raising tables held. Male IDVA received highly commended at the Safer Communities Awards	Ongoing. Awareness tables ongoing
	Older persons IDVA to promote service with relevant channels (BAVO, Adult Services)	OP IDVA	Quarterly reviews of work		Ongoing (change of role early Q2)	Building team capacity with shadowing opportunities	No dedicated resource at the time - staff sickness	Role impacted by staff sickness, managed within team
	Deliver the Freedom Programme			3 blocks of 12 week sessions following term pattern	Starting from Q2 (Sept)	Underway	Delivery underway	In person delivery on hold. Online delivery maintained (SMT)
	Develop and deliver a work programme for Safeguarding week (led by Safeguarding Board)			Online training developed and delivered in partnership	-	Events organised with Safeguarding Board, stand being manned by Assia staff (Claire and Sheryl)	Feedback back on how it went being gathered	Positive feedback, involved in planning for next week
	Develop and deliver a work programme for White Ribbon (25 November) and days of action			Gala event planned January 2026. Fun Run	Gala confirmed and booked.	Window display planned and comms links over 16 days of activism	Gala took place January 2026. Sold out event	Gala funds available to support clients.

	Develop and deliver a work programme for Sexual Violence Awareness Week (2 - 8 February 2026)				-	Planning from November	Theme of It's not OK (It's not ok that survivors have to wait months or even years for therapy or ISVA support)	Conference and event in BCBC. Cyber stalking event PHQ attended
Use generic awareness days to raise awareness of VAWDASV in that specific section of the community	Older persons to explore opportunities tied to related awareness raising campaigns, e.g. Dementia Awareness 9 - 25 May 2025	IDVA			IDVA attending relevant training for upskilling. (Change of role early Q2)	Team capacity impacted (OP IDVA now Court IDVA). Theory of Change work commissioned regionally to map provision and demand (beginning Q3)	Team capacity impacted (OP IDVA now Court IDVA). Theory of Change work commissioned regionally to map provision and demand (beginning Q3)	Team capacity impacted (OP IDVA now Court IDVA). Theory of Change work commissioned regionally to map provision and demand (beginning Q3)
	Male victims IDVA to explore opportunities tied to related awareness raising campaigns, e.g. IMD 19 November	IDVA			Discussions for co-produced ideas with Male Victim focus group	Engagement tables. Links sustained with Myriad	Engagement tables. Links sustained with Myriad	Engagement tables. Links sustained with Myriad
	Work with cohesion / equalities to continue to consider communities not engaging (BAME, faith). Identify and address any training needs, e.g. cultural competency. Work to understand referral mechanisms and barriers to engagement.	KW, WR, Team Leaders. Community Cohesion Officer	Quarterly updates	Increase of ESOL, understanding referral mechanisms. Monitor referrals requiring translation	Translation requirements reduced in service, e.g. DWP providing translation support for victim	Continued decline in translation needs. Polish service user needs identified (explore translation of forms eg safety plan)	Linked with regional Cohesion Board to fund	Translations carried out meaning Safety Plans available in more language. Neurodiverse tab added to Oasis for file records.
Service providers to continue to raise awareness VAWDASV and service provision through active social media and other digital mechanisms, e.g. information screens in public spaces	Map social media opportunities amongst partners and service providers	ALL	Quarterly updates	Share the calendar with comms for planning	-	Regional boards driving comms packages.	Regional boards driving comms packages.	Regional boards driving comms packages.
	Explore the use of QR codes to promote service	WR, comms			Agreed to include QR code on Assia materials	UGD to be engaged	Design planned	Order to be placed new FY
	Identify opportunities for service promotion e.g. information screens at community settings, shopping centres, pharmacies, education establishments, RSLs	WR, Team leaders	Quarterly updates	Digital screens across a range of settings utilised (where available / affordable)	Early conversations regarding digital screens at Bridgend bus stations	Ongoing	Digital screens across a range of settings utilised (where available / affordable)	Digital screens across a range of settings utilised (where available / affordable)
	Maximise use of DA media, such as 'Leaving' and '1 in 5' film through screenings etc	WR, Team leaders		Screening with targeted cohorts, e.g. Members, college. Using in Hope to Recovery, Freedom	1 in 5 being shown more frequently. Leaving shown by IDVA in sessions	Ongoing	Ongoing - license expires 8/3 for 'Leaving'	License renewed
	Feedback into regional VAWDASV steering group and share suggestions for best practice	KW, WR	Quarterly (meeting schedule)		Ongoing	Ongoing		Feedback given to the VAWDASV guidance and strategy
Work with gender-based harassment in public spaces workstream to understand the scale and causes of the issue. Identify what works to change culture and provide support to protect women.	Integrate approaches with work of regional CSP (creating safe spaces) and sub-boards of PSB (workforce well-being) to develop a shared understanding and approach for the region	KW	Mar-26	Shared policy developed				
	Work with HR to review relevant policies	KW, WR	Dec-25		Developing alongside serious violence strategy	Ongoing		Work being integrated into Serious Violence Duty work led by Gareth Prosser.

Objective 2 Increase awareness in children, young people, and adults of the importance of safe, equal, and healthy relationships and empowering them to positive personal choices.

Planned action	Local delivery	Lead	Time scales	Outputs /outcomes	Q1 Update	Q2 Update	Q3 Update	Q4 Update
VAWDASV steering group members to review membership of the group to include organisations that can own and lead on actions relating to children and young people, e.g. schools and colleges.	Identify relevant staff to be involved / informed of steering group work	KW / WR	Sep-25	Membership reviewed / identified people involved	Ongoing: Marac QA role covered by Michele	ISP work ongoing for MARAC QA	Document being finalised by steering group	Work ongoing, linked to the revised VAWDASV strategy
	Develop links with BCBC education and childrens services networks (as age appropriate)	Team Leaders	Jun-25	Awareness of service and support	Links exist in MARAC and early help (and through MASH)	Quarterly meetings across services planned (first meeting took place 10 October)	Continuing as far as capacity allows. Links maintained with Youth Service, e.g. Evergreen	Continuing as far as capacity allows. Links maintained with Youth Service, e.g. Evergreen
	Develop and maintain links with Bridgend College.	IDVAs	Sessions arranged around academic calendar	Support available for students covering a range of age appropriate topics	—	Explore ability to participate in freshers fayre type activities	College going through accreditation, invitation to host table in Feb	Sheryl and Jan table event in 4 February during Sexual Violence week
		College / WR / Team leaders	May-25	Review college involvement in DA forums, e.g. MARAC. Review education rep	Education involved as standing member. College safeguarding involved on case-by-case business / be involved in the protocol	Review of MARAC membership underway	Review of MARAC membership underway	Participation considered on a case-by-case
Service providers to continue to deliver inputs around healthy relationships and to raise awareness of VAWDASV in a range of settings appropriate to CYP.	Develop a plan for training and networking of staff to raise awareness of service with 16/17 yos	Team Leader, IDVA, YOS	Sep-25	IDVA support in outreach work with young people	Capacity issue identified (no YPVA)	Discussions with Youth Outreach and YJS (Sept youth meeting)	Discussions with Youth Outreach and YJS ongoing	Discussions with Youth Outreach and YJS ongoing
	IDVA presence in youth settings, e.g. Evergreen.	Team Leader, IDVA, YOS	As diarised	Regular sessions taking place. IDVA feeds discussion back to highlight any emerging themes and concerns		Duty IDVAs always available (Evergreen close proximity to Assia suite)	Duty IDVAs always available (Evergreen close proximity to Assia suite)	Duty IDVAs always available (Evergreen close proximity to Assia suite)
CYP IDVA's present in Merthyr, RCT & Bridgend are supporting children to recover from exposure to domestic abuse, increase their resilience and promote the development of healthy relationships.	Utilise grant underspend to bolster CYP services Play Therapy hours	Safer Merthyr Tydfil	As allocation	Increased hours to help support CYP	Regional underspend to be confirmed	Regional underspend to be confirmed	Provision sustained	Provision sustained
	Work with Safer Merthyr Tydfil to influence the work of the CYP IDVA	WR, Team Leaders		Work to address potential gaps	Awaiting discussion with Ellie	Engagement with Chloe. Waiting to meet with Monica	Relationship being developed with Monica. Good relationship alos being developed with IRIS worker	Relationship being developed with Monica. Good relationship also being developed with IRIS worker
	Work with Safer Merthyr Tydfil to monitor the work of the CYP IDVA	WR, Team Leaders		Reporting mechanisms developed	Awaiting discussion with Ellie	Engagement with Chloe. Waiting to meet with Monica	Relationship being developed with Monica	Relationship being developed with Monica

Objective 3 Increase the focus on holding those who commit abuse to account and supporting those who may carry out abusive or violent behaviour to change their behaviour and avoid offending.

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 Partner agencies, PCC, Welsh Government and blueprint workstream to develop, commission and implement a range of perpetrator interventions for Domestic Abuse and Sexual Violence	VAWDASV steering group members to ensure local implementation of steering group decisions	WR/KW	Quarterly, following meetings	BCBC strategic involvement / influence	Ongoing cascade of information	Mechanisms for sharing information maintained	Mechanisms for sharing information maintained	Mechanisms for sharing information maintained
	Local involvement in the implementation of perpetrator interventions for DA and SV	WR / Team Leaders	Quarterly, following meetings	Ability to consider local needs in how interventions are delivered	Drive and Driving Change delivery ongoing	Ongoing	Change in staff roles, new DRIVE IDVA	Ongoing
	Work with Substance Misuse worker to understand referral pathway and ensure bespoke provision	Barod DA worker	Case-by-case basis	Ensure bespoke support available to this with multiple support needs	Conversations held with APB Commissioning Team around the role. Tash only carrying 1 non-Bridgend case. Coffee morning estd.	Ongoing - full capacity across CTM and Tash in Assia suite on Fridays	Work is maintained with worker but concerns over there only being 2 BAROD DA workers for the region	Worker still going well but it is anticipated that availability may be impacted by Barod recommissioning
	Work with New Pathways ISVA service to support victims holding perpetrators to account through the Criminal Justice System	Team	Case-by-case basis	Increase in number of cases pursuing justice through legal system / increase in confidence	Ongoing work with Andrea	New Pathways worker does trauma recovery (3 x stabilisation sessions) to support engagement with services	New Pathways worker does trauma recovery (3 x stabilisation sessions) to support engagement with services	New Pathways worker does trauma recovery (3 x stabilisation sessions) to support engagement with services
Deliver perpetrator interventions.	Local support for DRIVE, Driving change, Clear, Inspiring Families. Promotion and signposting as appropriate	DRIVE IDVA	Ongoing, monitoring of uptake	More perpetrators accessing support (and at a lower level of need)	Ongoing signposting and working alongside DRIVE and Driving Change	Ongoing - new DRIVE worker from Dec/Jan owing to maternity cover	Ongoing - new DRIVE worker from Dec/Jan owing to maternity cover	New DRIVE IDVA in place
	Ongoing case reviews with DRIVE workers supporting High Risk Perpetrators to support the work being done with victims	DRIVE IDVA	Bespoke case-by-case support	Improved communication between agencies supporting victims and perpetrators	Ongoing	Ongoing - new DRIVE worker from Dec/Jan owing to maternity cover	Ongoing - new DRIVE worker from Dec/Jan owing to maternity cover	New DRIVE IDVA in place
	Work with South Wales Police Anti Corruption Unit to shape tools to identify police perpetrators and behaviours	WR, Team Leaders, Team	Sep-25	Shared knowledge and links	Steve Jones cancelled June. Attendance and presentation scheduled for August 2025 Assia Team meeting, joined with Community Safety	Steve Jones cancelled August. No further contact from team.	Steve Jones cancelled August. No further contact from team.	Steve Jones cancelled August. No further contact from team.
Utilise fully the 4 Remote Evidence Suites to provide a space in which DV and SV victims feel safe to participate in court proceedings	Maintain arrangements with Hartshorn House for the remote evidence suite.	WR	As needed	Ensure bookings prioritised for the service and promoted	Ongoing	New Court IDVA in place and establishing relationships	No court IDVA at the moment - staff sickness impacting capacity and need to prioritise core business	Cover for role established, work underway and relationships renewed
	Court IDVA to promote the facility with service users to feel safe to participate in court proceedings	Court IDVA	Quarterly monitoring of suite usage	Increased use of the facility, including for Family Court	Ongoing	New Court IDVA in place and establishing relationships. Still need to push family court	No court IDVA at the moment - staff sickness impacting capacity and need to prioritise core business	Cover for role established, work underway and relationships renewed

Objective 4 Make early intervention and prevention a priority.

Planned action	Local delivery	Outputs /outcomes	Q1 Update	Q2 Update	Q3 Update	Q4 Update
Support to continue to be provided in GP practices across the region enabling earlier identification of DA victims	Deliver training to Health staff	Number of courses delivered. Number of ambassadors trained	Bridgend IRIS worker and place	Role change, IRIS worker is now Hospital IDVA. Need to check if IRIS worker replaced	IRIS worker - Sarah in place and known to DA Service	Health IDVA contact (Vanessa)
	Actively promote service and awareness training across partners	Sessions run / staff trained	Ongoing, including broadening partnership links	Ongoing, including broadening partnership links	Ongoing, including broadening partnership links	Discussions with Emma Reed and engagement with GP surgeries re: awareness raising
Maximise opportunities through the local community safety partnership structures	Work with pubwatch / licensing to promote schemes like Ask for Angela	Increase in scheme sign up	KW having discussions. Initial agreement for compliance testing	New chair of Pubwatch (Russ Keeble). SWP agreed to compliance testing	Ask for Angela training delivered 5 Dec in the region	Bespoke Ask for Angela training on 31 March
	Arrange testing of schemes such as Ask for Angela	Assurance of robust processes and procedures	-	-	Dependent on training and take up	Testing on hotels undertaken
	Work with pharmacies / jobcentres to promote schemes like Ask for ANI	Increase in scheme sign up	Ongoing	Boots engaged	Engagement ongoing	Engagement ongoing
	Engage with PCSOs for learning and information sharing	Maximised opportunities for joint working, e.g. White Ribbon	Ongoing	Ongoing	Ongoing	Ongoing, but limited. Michelle carrying out engagement tables with team
	Engage taxi drivers and firms on the service and support available	Improved knowledge and awareness	-	Make links with BCBC licensing to raise awareness	Make links with BCBC licensing to raise awareness / secure information sharing	Discussions for Ask for Angela to be rolled out to taxi drivers
	Explore training opportunities for doorstaff, staff involved in NTE	Address training needs and promote harm reduction	-	Pub watch links and SWP licensing / immigration	Pub watch links and SWP licensing / immigration	Door staff involved in Ask for Angela training
Participate and support DVA meetings	Team Leader attendance at meetings to discuss overnight arrests and ensure early intervention and safeguarding	Awareness before PPN received. Safety planning and information shared	Q1 update: ensure senior officers in team all able to access 'real time' information	DVAs still taking place, high risk team leader attending	DVAs still taking place, high risk team leader attending	DVAs still taking place, high risk team leader attending. Assia management inbox utilised to support

Objective 5 Relevant professionals are trained to provide effective, timely and appropriate responses to victims and survivors.

Planned action	Local delivery	Lead	Time scales	Outputs /outcomes	Q1 Update	Q2 Update	Q3 Update	Q4 Update
Develop local responses to VAWDASV National Training Framework to drive up performance and to ensure consistency of delivery. Monitor training take up and compliance across all groups	Group 1 (e-learning).		Monitored monthly at CSG	All staff trained	Mandatory for BCBC staff	Mandatory for BCBC staff	Mandatory for BCBC staff	Mandatory for BCBC staff
	Group 2 - Ask and Act	Relevant staff	Annual review	Increase in staff trained. Ensure promotion of the training across BCBC.	Ongoing	Ongoing	Ongoing	Ongoing
	Groups 4 and 5: specialist sector	Assia	Annual review	All relevant staff trained	Ongoing	Ongoing. Team members undertaking ILM, ISVA and Safe Lives manager training. Panel member training. Immigration training	Ongoing. Team members undertaking ILM, ISVA and Safe Lives manager training. Panel member training. Immigration training (L2)	Ongoing. Team members undertaking ILM, ISVA and Safe Lives manager training. Panel member training. Immigration training (L2)
	Address group 6 concerns: training session for Members	KW / WR and Cllr Farr	Annual review	Members trained. Escalate via CSG	WG videos shared with seniors. To be raised with Cllr Farr	Identified risk. Cabinet member engaged.	Identified risk. Cabinet member engaged.	Identified risk. Cabinet member engaged.
VAWDASV group to monitor the performance for NTF, all groups quarterly	Report training uptake to Regional Board	KW / WR	Quarterly	Barriers identified / resolved and good practice identified	BCBC Learning&Development feed in directly	BCBC Learning&Development feed in directly	BCBC Learning&Development feed in directly	BCBC Learning&Development feed in directly. Feedback on strategy highlighted need for strengthening
Ensure service has a commitment to develop and continuous improvement	Use staff reviews to compile list of training needs	Team Leaders	Per review cycle	Service remains current and upskilled	Included as part of supervisions	Shadowing opportunities being maximised, e.g. Freedom and Court role	IDVA training for one new member of staff identified	Continued development of staff, including IDVA training
	Audit of service user needs to ensure they are being met	Team Leaders	Part of case review cycle	Ensure needs are being met and Assia is service-user led	Cycle of case reviews underway along with pending closure reviews	Cycle of case reviews underway along with pending closure reviews. Service user consultation	Cycle of case reviews underway along with pending closure reviews. Service user consultation ongoing	Cycle of case reviews underway along with pending closure reviews. Service user consultation ongoing
	Work with other services, e.g. Community Safety and Youth Justice to review offences and identify trends or concerns to be met	KW / WR	Quarterly review	Service is able to quickly respond to changing needs	Relationships being developed (CSP ongoing, plans for internal SWP August, YJS in Sept)	Ongoing	Ongoing	Ongoing
	Offer training opportunities through student placements, as far as practical	Assia	As requested	Links with learning institutions, students experience valuable learning	Training pack developed that can be shared	Students being engaged via Bronwen Williams (new relationship).	2 students coming in (1 month student placement and 6 month student placement)	20 day placement completed; 80 day placement ongoing

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	Ongoing as far as possible (staff levels).	Ongoing as far as possible (staff levels).	Ongoing as far as possible (staff levels).	Ongoing as far as possible (staff levels).
		Court IDVA		Family services at Hartshorn House.	Ongoing as far as possible (staff levels).	Ongoing as far as possible (staff levels).	Ongoing as far as possible (staff levels).	Ongoing as far as possible (staff levels).
		Older person IDVA		Service are better able to advocate	Ongoing as far as possible (staff levels).	Specialism still there, but role change	Specialism still there, but role change	Specialism still there, but role change
	Promote work with partner agencies offering tailored support, e.g. New Pathways for SV, BAROD worker	Team Leaders	Quarterly reporting to monitor demand and response	More holistic support to service users / better joined up working.	Ongoing, good links with Andrea (New Pathways)	Tash (BAROD) in on Fridays, Andrea maintained and work to be done with Monica	Ongoing and expanded to cover IRIS worker	Tash expected alternate Fridays, Andrea engaged and Health IDVA (Vanessa)
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	WR, Ryan Jones	Quarterly reporting linked to HSG	Better joined up working. Fewer barriers to people accessing the support they need	Ongoing (Housing staffing capacities flagged as concern)	Ongoing (Housing staffing capacities flagged as concern). Potential to work on Jigsaw system.	Ongoing (Housing staffing capacities flagged as concern). Jigsaw work not possible	Ongoing (Housing staffing capacities flagged as concern). Meeting 20 April to discuss demand on services / housing and shared understanding of resource demands
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	Safeguarding Board review group with links to CSP	Safeguarding Board review group with links to CSP. Involvement in learning events, e.g. housing and OWHR	Safeguarding Board review group with links to CSP. Involvement in learning events, e.g. housing and OWHR	Safeguarding Board review group with links to CSP. Involvement in learning events, e.g. housing and OWHR. Capacity of CSP escalated to PSB in April 2026
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	WR / 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	VAWDASV manager appointed MARAC QA vice-chair	VAWDASV manager appointed MARAC QA vice-chair	VAWDASV manager appointed MARAC QA vice-chair. Pilot discussed to improve preventative working.
	MARAC actions owned and actioned as appropriate		Monitoring of MARAC actions and accountability structures in place		Ongoing and process reviewed	Ongoing and process reviewed	Ongoing and process reviewed	Ongoing and process reviewed
	Ensure MARAC QA recommendations are adopted locally on an as-needed basis.	WR	As meeting schedule	More robust and consistent MARAC process	Ongoing and process reviewed	Ongoing and process reviewed	Ongoing and process reviewed	Ongoing and process reviewed
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/WR	Quarterly	Corporate monitoring of key performance indicators	Ongoing: update with Q1 figures			Ongoing
	Analyse information to change practice based on service user feedback	WR / Team Leader	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	Ongoing	Service user consultation groups planned	Service user consultation groups planned for next FY	
	Develop mechanisms to gather service user feedback on their experience with Assia	KW/WR/ Team Leaders	Mar-26	Automated process to capture service user experience online / in their own time	Initial scoping of tool underway	Initial scoping of tool underway		Considered in the mix of WBA
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	WR / 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	Translation need dropped off. Service continues to promote across all sectors	Translation need dropped off. Service continues to promote across all sectors	Translation need dropped off. Service continues to promote across all sectors	Translation need dropped off. Service continues to promote across all sectors
	Signposting to by and for services, e.g. Myriad, BAWSO, Opoko	Assia	As needed		Ongoing	Ongoing, recent myriad engagement	Ongoing, recent myriad engagement	No recent referrals
	Ensure protected safe spaces available for service (meeting rooms etc)	WR	Appropriate meeting space available		Situation monitored	Freedom programme spaces booked. Male victim focus group and Hope 2 recovery struggling	Provision impacted by access to spaces (work on committee rooms)	Provision impacted by access to spaces (work on committee rooms)
	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		Awareness training completed. Older Persons IDVA completed hard of hearing training	Sensory training identified (equipment cost)		Explore what's available in house
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	Active coproduction and promotion from within of male victim service user group	Active coproduction and promotion from within of male victim service user group	Active coproduction and promotion from within of male victim service user group	Active coproduction and promotion from within of male victim service user group
	Consider how partners can be involved with and learn from service user groups	KW/WR	Reviewed per group / programme cycles	Greater awareness of the services and buy in.	Some reluctance from the service user groups to meet with some partners. Work needed to identify relevant partners as needed by victims	Some reluctance from the service user groups to meet with some partners. Work needed to identify relevant partners as needed by victims. Consultation groups planned.	Some reluctance from the service user groups to meet with some partners. Work needed to identify relevant partners as needed by victims. Consultation groups planned.	Considered in the mix of WBA