

Free from Fear



# Gwent Social Landlords – Improving Our Response to Domestic Abuse

Bron Lloyd - Director of Community Regeneration,  
Charter Housing

Rachel Thornett- Tenancy Enforcement Manager,  
Caerphilly County Borough Council

**@FFFCymru**

# Effective Collaboration

“The Free From Fear project is leading the way in Wales with regards to partnership working within the housing sector. It has demonstrated a commitment by all partner organisations to share and develop best practice and to make a real difference to survivors and potential victims of domestic abuse. The project has worked closely with the regional VAWDASV Team and has enabled housing departments to form part of early adoption of ‘Ask and Act’ within Gwent.”

-Rebecca Haycock, Newport City Council, Regional Advisor, Gwent VAWDASV

- **DACC protocol raised awareness amongst 4 RSL's of the high numbers**
- **All responding differently – lots of good practice**
- **Need to be Gwent wide – 11 social landlords including CCBC retained stock**
- **Active Participation – contributing in their own way – in their particular areas of interest / expertise**
- **Regional VAWDASV Team**
  - **WG pilot led by Newport CC**

# Effective Partnership

*'The partnership has embarked on a journey to change organisational cultures, as hard as that may feel sometimes, as a group Free from Fear partners are showing exceptional leadership'*

*'There is an opportunity for Free from Fear project to provide a benchmark within the sector'*

- Rhianne Bowen-Davies - Welsh Government Advisor on VAWDASV
- **Increased the momentum to achieve a more effective response to victims and survivors of DA**
  - Improved information sharing and multi-agency working – practice information and ideas
- **Link to the Regional Team – influence ,relationships, view / insight into the sector and its role**
- **Link to wider VAWDASV agenda – FGM, Forced marriage etc.**
- **The development of the FFF project to produce a toolkit for frontline staff**
- **S. Wales PCC – work stream**
  - contributing 3 elements – early intervention, perpetrators, legal remedies
  - additional 3 social landlords and pilot areas

# Effective Training

'Having one member of staff to deal with really makes a difference' – social housing tenant

- **Welsh Government Ask and Act Framework**
  - 'Relevant bodies' in the legislation did not include RSL's
  - Caerphilly CBC Participation in pilot as L.A. relevant bodies
  - Levels 1, 2 and 3 (4 and 5 are planned)
  - Pilot ongoing
  - Our experience - improved staff awareness
  - Web Portal – will be a tool to support the training
- **With Ask and Act Training and as a result of the partnership**
  - Visibly more effective, coordinated responses
  - Repairs and ASB. associated with domestic abuse decreasing
  - Reduction in families in Refuge (specialist agency feedback)

# Effective Delivery

*'Being able to access information quickly and easily online with my phone is a great idea, it will give me more confidence to use the training I have had to help tenants who are victims of abuse'*  
Housing Officer - Social landlord

## **Web portal: an online toolkit for operational staff**

- **User friendly toolkit**
- **Workshops and task groups production of content**
- **Consultation - staff and survivors views on content**

## **Next steps**

- **Testing the Toolkit with partners**
- **Seminar launch – project report and showcase good practice**
- **Roll out Toolkit across Welsh social housing providers**



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Questions?

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