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Evaluation of the Violence Against Women, Domestic Abuse, and Sexual Violence (VAWDASV) Survivor Engagement Pilot Panel: Phase 2

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Views expressed in this report are those of the researcher and not necessarily those of the Welsh Government

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Glossary

Acronym/Key word	Definition
CJS	Criminal Justice System
FGM	Female Genital Mutilation
FY	Financial Year
GDPR	General Data Protection Regulation
IRP	Internal Research Programme
KAS	Knowledge and Analytical Services
LGBTQ+	Lesbian, Gay, Bisexual, Transgender and Queer (questioning)
SEEdS	Survivors Empowering and Educating Services
VAWDASV	Violence against women, domestic abuse and sexual violence
WG	Welsh Government

Introduction

- 1.1 This research aimed to evaluate the Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) pilot survivor engagement panel and provide recommendations on how to deliver and implement a long term national survivor engagement panel and framework. VAWDASV is a serious and continuing problem across the UK. In 2019 it was estimated that 2.4 million adults in England and Wales between the ages of 16 and 74 experienced domestic abuse (ONS, 2019). The Welsh Government formalised their commitment to tackling VAWDASV in 2015 with the introduction of the Violence Against Women, Domestic Abuse and Sexual Violence Act, which set out to protect, prevent and support those who have been effected by VAWDASV.
- 1.2 Since the passing of the 2015 Act, VAWDASV has become an increasing area of policy focus within Welsh Government. In *Taking Wales Forward 2016-2021*, the Welsh Government outlined its commitment to (i) build on the provisions of the VAWDASV Act (2015) and (ii) work with police and crime commissioners and other partners on a variety of issues including VAWDASV (2016: 6). As part of the Wellbeing of Future Generations (Wales) Act 2015, freedom from abuse and violence was defined as a key component of wellbeing. These commitments have led to a focus on delivering meaningful and sustained engagement with survivors of VAWDASV.
- 1.3 The 2015 Act acknowledged that although women are predominantly victims of violence and abuse, anyone can be affected including men, LGBTQ+, disabled people, younger and older people and ethnic minority communities. The act wanted to improve awareness of gender-based violence, help victims and survivors seek support, and to ensure that services and organisations across Wales are accessible.

- 1.4 Welsh Government aims to avoid tokenistic consultation with survivors and instead understands that in order to develop a sustainable national framework, survivors' voices and experiences need to be central to develop and deliver legislation, policy and to shape future survivor engagement (Welsh Women's Aid, 2016). Survivor engagement should therefore be treated as a continuous process.
- 1.5 The 2015 Act facilitated the development of the 2016-2021 National Strategy to provide leadership and direction for work with VAWDASV. The strategy contains commitment to develop a sustainable survivor engagement framework to ensure the needs and experiences of survivors are understood. The National Strategy uses the key principles of the VAWDASV Act; prevention, protection and support, into their six main objectives:
1. Increase awareness and challenge attitudes of violence against women, domestic abuse and sexual violence across the Welsh Population.
 2. Increased awareness in children and young people of the importance of safe, equal and healthy relationships and that abusive behaviour is always wrong.
 3. Increased focus on holding perpetrators to account and provide opportunities to change their behaviour based around victim safety.
 4. Make early intervention and prevention a priority.
 5. Relevant professionals are trained to provide effective, timely and appropriate responses to victims and survivors.
 6. Provide victims with equal access to appropriately resourced, high quality, needs led, strength based, gender responsive services across Wales.
- (Welsh Government, 2016)
- 1.6 The national strategy recognises that it should include all forms of gender-based violence, domestic abuse and sexual violence (Welsh Government, 2016), this also includes marginalised groups and individuals with complex needs who face multiple barriers and disadvantages in accessing support. A collaborative approach with the third sector and public sector is needed to better understand the barriers and disadvantages faced by marginalised

groups and how the government can access and engage with those communities.

1.7 The policy team commissioned the Internal Research Programme (IRP) to undertake small-scale research to understand how survivors wanted to engage with Welsh Government (phase 1) and evaluation of the pilot survivor panel (phase 2). This report focuses on phase two of this work. The main objectives of phase 2 were to:

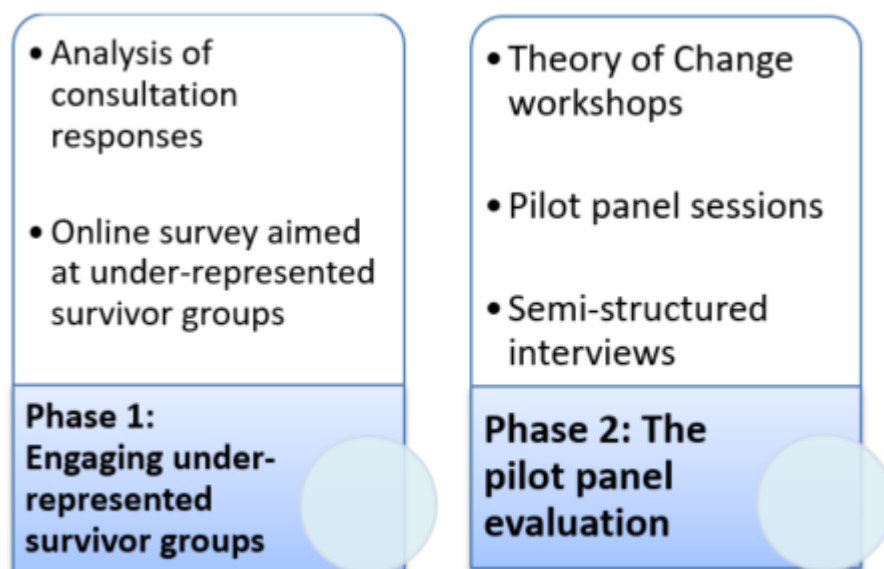
- Explore the views and experiences of the target populations with respect to previous participation and effective models of participation;
- Understand the nature, focus and provision of support required to facilitate the participation of the target populations;
- Develop evidence-based data collection methods and mechanisms to support the implementation of the National Survivor Panel;
- Develop an evidence-based outcomes framework and outcomes measures sufficient to measure the effectiveness of the National Survivor Panel;
- Test and analyse the effectiveness of the National Survivor Panel.

1.8 The following section outlines the methodological approach for this research, sections three and four summarises the Theory of Change analysis and presents the key findings from the pilot panel and interviews. Section five offers some options for a future panel, and the final section presents key conclusions and recommendations for the delivery of a national survivor engagement panel.

2. Methodology

- 2.1 Initial discussions between the IRP and policy officials when developing the programme of research and evaluation revealed the main policy objective was to obtain in-depth data from survivors, policy officials and external stakeholders to develop a National Survivor Panel. The research aimed to provide an indication of how a long term survivor engagement panel could work, most importantly through gaining an understanding of how survivors wanted to engage, and this would assist in shaping the delivery of a long term panel and future engagement with survivors.
- 2.2 The IRP was commissioned to undertake two phases of evidence gathering around survivor engagement for the VAWDASV policy team. Phase 1 comprised research with marginalised survivor groups to understand whether and how they had engaged with Welsh Government around survivor support, and to explore their preferences for engaging with Welsh Government in the future. Phase 2 comprised an evaluation of the pilot survivor engagement panel which included the agreement on a Theory of Change for survivor engagement as a result of consultation with survivors, policy officials and external stakeholders. This section focuses primarily on the methodological approach to Phase 2. This diagram sets out the activity undertaken in each phase.

Figure 1: Phases of research and evaluation to support the VAWDASV Survivor Engagement Framework



- 2.3 In Phase 1, the policy team wanted to obtain data from survivors, particularly those from marginalised groups, to get a better understanding of why some survivors do not engage. The research also aimed to understand the barriers to engagement for hard to reach groups and how the Welsh Government can overcome these to ensure all survivors are represented. A key priority was ensuring survivors are able to contribute, their voices are listened to, and their input was used to help shape and develop policy. Phase 1 included analysing responses to a consultation issued by Welsh Government on the proposed National Survivor Engagement Framework, followed by the design of a survey of marginalised survivors to explore their preferences for engaging with Welsh Government. Further information on the methodological approach can be found in the Phase 1 report. The evaluation of the pilot panel (Phase 2) ran concurrently with Phase 1, with the Theory of Change workshops taking place in January 2019.
- 2.4 Designing and agreeing a Theory of Change is a key component of evaluation and aims to map out the key components and stages of an

intervention in order to establish the programme logic. The key stages that are mapped in a Theory of Change are:

1. Context – the current policy context and / or key problems that the intervention needs to address.
2. Inputs – the resources that will be dedicated to the intervention i.e. money, staff, time.
3. Activities – the specific initiatives that form the intervention using the inputs.
4. Outputs – the anticipated tangible results from the activities that form the intervention.
5. Outcomes – the short term benefits of the outputs resulting from the intervention activity e.g. jobs created
6. Impacts – the longer term indicators that help assess whether the intervention has been effective.

- 2.5 The output from Theory of Change workshops is the programme logic model, and for this evaluation the key objective of the workshops was to reach a consensus between survivors, policy officials and external stakeholders around the representation of meaningful survivor engagement. In total, the IRP held one two-hour workshop with each group; a total of three workshops. The survivor workshop was made up of members of the existing survivor advisory forum, SEEdS, who have been consulted in Welsh Government VAWDASV policy development to date.
- 2.6 A draft logic model was prepared in advance in collaboration with the VAWDASV policy team and each component was discussed in turn at each session. Participants were asked for their views on whether aspects of the logic model made sense to them and were given the opportunity to suggest changes. The topic guide for the workshops can be found at Annex A.
- 2.7 The revised logic model emerging from the workshops and the survey data collected in Phase One informed the design of the pilot survivor panel and the subsequent semi-structured interviews with panel members following the pilot. Panels allow for several people to discuss an issue at once, this

enables exploration of multiple views and thus often leads to richer discussions. This is particularly important when engaging with survivors, as the piloting of a panel would allow them to come together to discuss pertinent issues based on their lived experience, and have the opportunity to inform VAWDASV policy development. The logic model serves as a baseline understanding of the programme logic for survivor engagement, and it was intended that the logic model be revisited at agreed future milestones, for example prior to the start of the first permanent survivor panel and at the conclusion of the evaluation of that panel. The purpose of this is to review whether the interventions had been implemented as planned or if they had altered, and to interrogate the outcomes and impacts of the logic model to determine if the causal assumptions remained sound.

- 2.8 Each Theory of Change workshop was recorded using Dictaphones and transcribed in full. Each transcription was analysed using MaxQDA, a qualitative data software package. The first iteration of the logic model can be found in section 3 of this report.
- 2.9 Semi-structured interviews allowed for in-depth exploration of officials, survivors and stakeholders felt the pilot went and to explore any issues that arose during the sessions, as well as advise on how a future panel could work. Moreover, semi-structured one-to-one interviews allow for a certain degree of flexibility to explore issues important to individuals, which helps reveal specific issues. As with much qualitative research the data provided is richer and more in-depth and allows for a comparison of themes to explore whether similar points were raised by participants.
- 2.10 Panel members were recruited via an expression of interest through email invitations which were sent out to regional coordinators, VAWDASV services and known survivor groups. Additionally, online invitations were circulated via the social media pages of the Live Fear Free helpline. It was decided that survivors who were interested would submit a form which included key demographic information to the IRP team, this would allow participants to be chosen anonymously and to ensure a diverse range of people were able to

take part. Despite using a variety of recruitment methods, the team were unsuccessful in engaging with marginalised survivor groups and therefore there was a lack of diverse survivors on the panel, namely Black, Asian and minority ethnic survivors, LGBTQ, disabled and younger survivors.

- 2.11 A total of 12 expressions of interest were received following recruitment and all 12 survivors were invited to attend the panel sessions. The panel consisted of eight females and two males, one who only attended the first panel, with attendance decreasing after the first panel session to an average of 10 per session.
- 2.12 Between September and November 2019 three pilot panel sessions took place which intended to provide insight into how a survivor engagement panel could be organised and discussions facilitated. The panels were focused on discussing the National Strategy 2016-2021 and was used as an opportunity for survivors to inform the forthcoming National Strategy, due to be published in 2021. Using the current objectives the panels aimed to explore what survivors believe needed to continue, what could be improved and what was missing from the current strategy. This allowed discussion to take place around what is important to survivors and those who have experienced VAWDASV and explore what the survivors hoped the panel will achieve in the long term.
- 2.13 It was originally anticipated that each of the three sessions would cover two of the six objectives outlined in the National Strategy. However, after session one it became apparent that due to the level of detail of the discussion it was more realistic to cover one objective per session, and for the decisions around which objectives were discussed to be survivor-led. Therefore, Objectives 1, 2 and 3 of the strategy were discussed at panel sessions 1, 2 and 3 respectively.

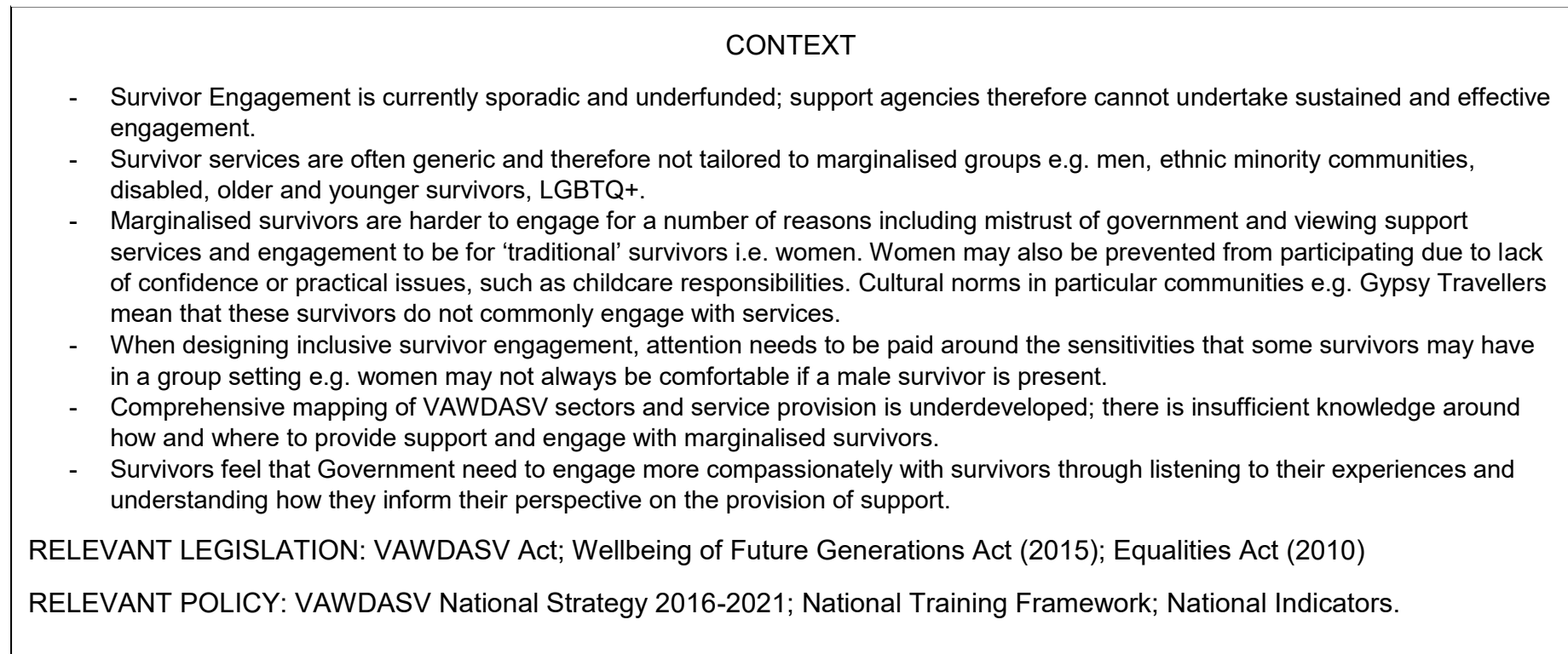
Table 1: Pilot panel sessions and objectives discussed

Session	Objective
Session 1	Objective 1: Increase awareness and challenge attitudes of violence against women, domestic abuse and sexual violence across the Welsh Population.
Session 2	Objective 2: Increased awareness in children and young people of the importance of safe, equal and healthy relationships and that abusive behaviour is always wrong.
Session 3	Objective 3: Increased focus on holding perpetrators to account and provide opportunities to change their behaviour based around victim safety.

3. Theory of Change

- 3.1 This section provides the draft logic model for the VAWDASV Survivor Engagement Framework using the three workshops conducted with survivors, external stakeholders and policy officials and amalgamating the feedback from each session. The survivors' workshop responses formed the basis of the logic model. A short discussion of pertinent issues to the Framework raised in the workshops then follows. To inform a future evaluation of the Framework, the outcomes identified in the logic model are matched with possible indicators for measuring the outcomes, and the sources of these data.

Figure 2: Logic model for the VAWDASV Survivor Engagement Framework



INPUTS

FUNDING

To cover;

- Engagement programme with support agencies and marginalised survivors in order to raise the profile of the Survivor Engagement Framework and help recruit survivors to the Panel.
- Production of accessible information materials available in multiple languages.
- Remuneration for panel members' time.
- Signposting to support for survivors if needed.
- Monitoring and evaluation programme.

STAKEHOLDERS

- Welsh Government staff – awareness raising about survivor engagement with support agencies and service users.
- Marginalised survivors – to volunteer to participate in the panel.
- Support agencies (external stakeholders) – to consult on survivor engagement and raise profile among service users.
- Social Researchers (KAS, WG) – to provide monitoring and evaluation support.

ADDITIONAL

- Data sharing agreements between WG, survivors and stakeholders from the outset.
- Sufficient time permitted for survivors to contribute via the panel or in another way.
- Framework makes best use of the evidence, including data sharing



ACTIVITIES

- Creation of a permanent Survivor Engagement Panel to inform the revised National Strategy.
- Input to the Survivor Engagement Framework from a diverse range of survivors.
- Multiple modes of engagement; including group and one to one, regional engagement and a focus on specific issues affecting specific groups of survivors.
- Multiple mediums through which survivors can engage; including face-to-face, phone, online and paper.
- Ensuring multiple entry points into the Survivor Engagement Framework for survivors; including the website, social media, via professionals, Welsh Women's Aid and online application forms.



OUTPUTS

FOR SURVIVORS

- Expectations on engagement are clear from the outset.
- Feedback on decision making around VAWDASV policy as a result of survivor engagement is clearly communicated, particularly when decisions have gone against the feedback of survivors.
- Survivors' views are reported authentically.



FOR THE SURVIVOR ENGAGEMENT FRAMEWORK

- Clear and easy-to-follow action and recommendations are made as part of the Framework, and it is clear to see where survivor engagement has had an impact.
- The framework is integrated with other citizen engagement programmes and funding utilised.



FOR SOCIETY

- Easily accessible information is available on how to act on VAWDASV.



OUTCOMES

FOR SURVIVORS

- All kinds of survivors are involved in survivor engagement.
- Survivors feel that their input is valued.
- There will not be repercussions for those whose experiences are shared.
- Survivors want to be involved and feel respected.
- Engagement with survivors is built in from the outset and policy development is survivor-led.
- Survivors can clearly see the impact of their involvement.



FOR THE SURVIVOR ENGAGEMENT FRAMEWORK

- The decision making processes made in the framework are clear.
- The framework is financially sustainable.
- The framework is adaptable, i.e. it is not explicitly linked to a ministerial priority or a specific technology.
- Topics discussed are survivor-led.
- The framework is evidence-informed.



FOR SOCIETY

- Society listens to survivors – the public are interested enough to engage with the issue.
- Society understands why these experiences relate to them.
- Survivor experiences that are shared through the framework are communicated to wider society.
- The VAWDASV policy team are visible to the public.



IMPACTS

FOR SURVIVORS

- The abuse survivors have experienced is shared in order to have a positive impact on others.
- There is improved trust between survivors and Welsh Government.
- Engagement is primarily beneficial for survivors.

FOR THE SURVIVOR ENGAGEMENT FRAMEWORK

- The strategy is survivor-informed.

FOR SOCIETY

- Societal attitudes to VAWDASV change.

Issues raised during the workshops

- 3.2 Some additional issues were raised by workshop participants that did not lend themselves to inclusion in the logic model, but are nevertheless important to note.

Definitions and Terms Used

- 3.3 There were many definitions and terms that were contested by survivors and others in the workshops. There was a great deal of debate around whether those with 'lived experience' of VAWDASV want to be referred to as a 'victim' or a 'survivor', with preferred terms being very much a personal preference. Most felt that 'victim' held too many negative connotations and could be disempowering. To a lesser extent the term 'survivor' was also considered to have negative associations, particularly in relation to the 'expert' group for VAWDASV, which includes external stakeholders and academic experts in the area. Survivors felt that to use the terms 'survivor' and 'expert' to describe these two groups was to diminish the experience of survivors, place the views of 'experts' at an elevated status compared to their own and neglected to recognise that they are experts by virtue of their experience. Officials recognised this view but also felt the need to make distinct the lived experience of survivors and the knowledge brought by the expert group.
- 3.4 Stakeholders highlighted the need to for VAWDASV policy to clearly state what is meant by survivor engagement and who it covers. The argument was made that often children and other family members of survivors may also be included in the services available as the effect of the abuse on them is also significant. Stakeholders preferred the term 'survivor experiences' as opposed to 'survivor stories', as the latter implies that the experiences are 'made-up'.

Difficulties in Engaging with Survivors

- 3.5 Across all three workshops, it was recognised that men were a particularly difficult group to engage as quite often they feel that the focus of engagement is exclusively for women and do not put themselves forward. The sensitivities that must be considered when having mixed gender discussions around VAWDASV e.g. a survivor panel, was also discussed by officials, and this issue is discussed further in the feedback from pilot panel members later in this report. Stakeholders and

officials also highlighted the difficulties in engaging ethnic minority survivors, particularly Gypsy Roma Traveller communities and those communities in which FGM and honour-based violence are present. Officials noted the difficulties in engaging those who were not in receipt of support from VAWDASV services, and that lack of diversity in survivor voices was a real weakness when developing policy to commission appropriate services.

- 3.6 There was recognition from officials that engagement approaches must be tailored to specific groups as the reasons that they don't currently engage differ. Understanding the specific barriers to engagement for each group and adjusting engagement approaches accordingly was thought to be the way to address the lack of diverse survivor engagement. Improving Welsh Government's level of engagement with the agencies that support these marginalised groups was felt to be a good first step towards this. This was felt to be crucial in improving trust of government and for Welsh Government to communicate clearly the aims of survivor engagement.
- 3.7 Officials also highlighted the need for engagement programmes with perpetrators to be as well developed as those with survivors. The importance of this dual approach to address both the causes and consequences of VAWDASV for these groups was considered crucial for long term success.

Advertising Opportunities for Survivors to Engage

- 3.8 Survivors felt that much wider public engagement needed to take place across social media and via support agencies to raise the profile of VAWDASV survivor engagement. There was also support for this from stakeholders, but some pointed out that social media engagement would need to be discreet so as to protect the identities of those engaging. Officials also stated that using social media to provide opportunities to engage would need to be carefully considered to ensure the confidentiality of survivors and to reduce the risk of re-traumatising survivors due to the comments of online trolls, which is impossible to control.
- 3.9 Survivors also suggested providing opportunities to engage through newsletters circulated via email, and providing multiple opportunities to sign up to the mailing list

for this. This would provide a list of contacts that could be kept over time and it was hoped, reach more marginalised survivors.

Survivors' Engagement Preferences

- 3.10 Survivors were positive about face-to-face methods of engagement continuing, but that there should be more time allowed on issues to reflect the complexity inherent within the issues discussed. They also expressed a preference for information on sessions to be provided in advance in order to be able to carefully consider their responses beforehand. Survivors felt that Welsh Government consultations needed to be simplified and be jargon-free in order to encourage a larger number of responses. Stakeholders emphasised that when asking survivors to engage, it needed to be with a view to using their experiences and views to meaningfully shape service delivery, otherwise it could be considered exploitation of a survivor's experience. This needed to be backed up by appropriate survivor support.
- 3.11 Stakeholders also strongly felt that engagement should be survivor-led, and that survivors should be involved through the process, not just for sporadic consultation. This would lead to meaningful engagement through which survivors could see that their views had impacted on policy development. Like the survivors, they also felt that Welsh Government had rushed engagement in the past and that more careful consideration was needed around the purpose of consultation and the potential outcomes.
- 3.12 Officials agreed that engagement approaches needed to be carefully considered in order that survivors are engaged in a way that informs the way officials develop policy. Survivors had previously expressed the wish to be paid for time given over to survivor engagement, but officials felt that doing so may present a reputational risk to Welsh Government, in that it may be perceived that Welsh Government were paying particular survivors for particular views, and therefore engagement was not representative.

Providing Support to Survivors

- 3.13 Stakeholders emphasised the importance of avoiding re-traumatising survivors through their engagement and for any engagement process to be able to signpost

to sources of support. Officials were in agreement on this issue, however, they were keen to also ensure that those who did engage had already received support and were not currently in the process of exiting an abusive relationship. They were keen to engage those who were to a degree past their experience in order to reduce the impact of any re-traumatising. It was also recognised by officials that survivors want to be treated as adults and are capable of judging what they can handle with regard to engagement.

Data Protection and Data Sharing

- 3.14 Discussions with stakeholders touched upon the lack of data co-ordination and sharing that would be beneficial for service design and provision. Stakeholders stated that setting up data sharing agreements between Welsh Government and other agencies would remove the need to ask survivors for the same information twice. Ensuring that data is anonymised and GDPR compliant would allow for better more effective data sharing. Data collection around survivors' access to services is not held by one organisation, making it difficult to collate relevant data. It was felt that ensuring data collection is centrally held would remove the difficulties in making informed service commissioning decisions.

Outcome Monitoring Indicators

- 3.15 The following table details the outcomes stated in the logic model and potential indicators that can be used for measuring outcomes. These can be used to assist in designing further evaluation of the permanent survivor engagement panel and other activity that falls under the Framework.

Table 2: Outcome monitoring for the Survivor Engagement Framework

Outcome	Indicator	Data source
(i) For survivors		
All kinds of survivors are involved in survivor engagement.	<ul style="list-style-type: none"> - Demographic information from panel applicants - Demographic information from survey respondents 	<ul style="list-style-type: none"> - Panel application forms - Survey data
Survivors feel that their input is valued.	<ul style="list-style-type: none"> - Self report data from panel members (qualitative) 	<ul style="list-style-type: none"> - Evaluation of the permanent panel (IRP)
There will not be repercussions for those whose experiences are shared.	<ul style="list-style-type: none"> - Security of data storage and sharing - Self report data from panel members / survey respondents 	<ul style="list-style-type: none"> - Personal and sensitive data collected by policy or IRP - Evaluation of the permanent panel (IRP)
Survivors want to be involved and feel respected.	<ul style="list-style-type: none"> - Number of applicants to participate in the panel - Self report data from panel members 	<ul style="list-style-type: none"> - Panel application forms - Evaluation of the permanent panel (IRP)
Engagement with survivors is built in from the outset and policy development is survivor-led.	<ul style="list-style-type: none"> - Number of support agencies engaged with as part of WG initial engagement with marginalised survivors. - Engagement with agencies supporting all forms of marginalised survivors 	<ul style="list-style-type: none"> - Data collected from engagement events

Outcome	Indicator	Data source
	<ul style="list-style-type: none"> - Number of survivors engaged as part of WG engagement programme - Demographic information of survivors engaged with as part of WG engagement programme 	
Survivors can clearly see the impact of their involvement.	- Regular feedback to panel members re: policy decisions made	- Feedback documents / events held by policy team.
(ii) For the survivor engagement framework		
The decision making processes made in the framework are clear.	- Regular feedback to panel members re: policy decisions made	- Feedback documents / events held by policy team.
The framework is financially sustainable.	- Financial reporting (per FY)	- Budget and spending records held by policy team.
The framework is adaptable, i.e. it is not explicitly linked to a ministerial priority or a specific technology.	<ul style="list-style-type: none"> - Funding allocation to VAWDASV per FY - WG commitment to the Framework following the 2021 Senedd elections 	- Policy development documents
Topics discussed are survivor-led.	- Self report data from panel members	- Evaluation of the permanent panel (IRP)
The framework is evidence-informed.	- Involvement of KAS colleagues in providing research and evaluation support	- Evaluation reports (IRP)

Outcome	Indicator	Data source
(iii) For stakeholders and society		
Society listens to survivors – the public are interested enough to engage with the issue.	<ul style="list-style-type: none"> - Number of public responses to VAWDASV policy consultation. - Response to public awareness campaigns - Response to consultation from support agencies 	<ul style="list-style-type: none"> - Consultation responses - Engagement data from agencies delivering public awareness campaigns
Society understands why these experiences relate to them.	<ul style="list-style-type: none"> - Response to public awareness campaigns - Number of public responses to VAWDASV policy consultation. - Response to consultation form support agencies 	<ul style="list-style-type: none"> - Engagement data from agencies delivering public awareness campaigns - Consultation responses
Survivor experiences that are shared through the framework are communicated to wider society.	<ul style="list-style-type: none"> - Dissemination of panel members' and other survivors' experiences via engagement events / initiatives - Response to dissemination of survivor experiences 	<ul style="list-style-type: none"> - Feedback from engagement events / initiatives
The VAWDASV policy team are visible to survivor groups.	<ul style="list-style-type: none"> - Type of engagement with survivor groups and its effectiveness. - Long-term initiatives established between stakeholders and policy facilitate survivor engagement. 	<ul style="list-style-type: none"> - Record of engagement activity held by policy, including types of organisations and demographic information on

Outcome	Indicator	Data source
		<p>survivors engaged via organisations.</p> <ul style="list-style-type: none"> - Feedback from organisations re: quality and outcomes of engagement - Feedback from survivors re: quality and outcomes of engagement.

4. Findings

- 4.1 This section details the key findings from the three pilot panels that took place between September and November 2019 and all 16 interviews with panel members, external stakeholders and policy officials. The analysis discusses the main themes, from recruitment to the panel, the pilot panel and practical issues, potential for a permanent survivor panel and their views on how a permanent panel could be successful.

Recruitment to the panel

- 4.2 Participants agreed invitations to the pilot panel were clear in terms of basic information, including the communication of practical issues such as time and location of the sessions. **However it was felt that there could have been more detail in the initial screening email and invitation about what was expected of panel members, what it was hoped the panel would achieve, and its outcomes.** It was particularly keenly felt that more information before the pilot sessions would have been useful to give panel members a better understanding and more clarity of what the policy team wanted from them.

I had some idea but I don't think any of us really knew what we were going to be asked to do until we got there... I just knew we were going to be a panel of people who had been abused in some way and that we were going to be asked for our input

Panel Member

I think I received instructions as to where to come as well as some very basic instructions as to what this was but not, I don't remember receiving a lot of information in advance of the first panel meeting

Panel Member

- 4.3 **Panel members would have liked it to be made clear in advance what remuneration they would receive for taking part in the panel**, e.g. travel expenses, child care costs and compensation for loss of earnings. It was agreed by panel members that it was initially unclear whether expenses would be covered, and letting participants know would have reduced anxieties for those who are currently financially insecure, and would have made it easier for them to commit to attending.

Also [you] said in advance that you would pay travel expenses, because I know, well, everybody came to the meeting thinking they'd do this out of goodwill but not knowing if they'd be financially [compensated] which I don't think is ideal.

Panel member, Pilot session

- 4.4 A few panel members raised the subject of paying panel members for their participation, stating that it would show they are valued and respected by Welsh Government and the survivor engagement panel is not tokenistic.

Like I said, for it to be completely voluntary I think it's a little bit unfair, because if you're asking us to do a job, which effectively you are by asking for feedback on things, then really people should get some kind of payment for that really.

Panel Member

I'm not against paying people for their time. I think it is a good thing psychologically that panel members are paid, it is clear then that input is valued and is not being sought to tick a box

Panel Member

- 4.5 Panel members felt if the expert group were paid for their participation then members of the survivor engagement panel should also be paid if the Welsh Government are committed to treating experts and survivors equally.

If the survivor on that [expert] panel is being paid and we're not, there's a question there as to whether they're valuing that one more. It's not that I want money, that's not why I'm asking, but it's looking at the status and where the equality is.

Panel member, Pilot session

- 4.6 Some members reported feeling that they were going off topic or what they were discussing was of limited value. It was strongly felt that it would have been useful to be provided material in advance in order to help frame the discussions and ensure time was spent constructively.

I went away I just thought that actually it would have been good to have the information before the first session, I think that would have given us more of a structure last time.

Panel member, Pilot session

I guess retrospectively it might have been kind of a good idea to have just given us more of the information so we could have read what the objectives were and what the legislation was etcetera, I think that probably would have been really useful.

Panel Member

- 4.7 Panel members suggested that having a guide or 'job description' made available to read before agreeing to participate in the panel would be useful in understanding what was being asked of them and how they would be contributing to a survivor engagement panel. This may help attract a more diverse group of survivors. Policy officials and panel members both acknowledged that the panel was not diverse and there was not representation from marginalised groups.

This is why I would say role descriptions [should be available] and you actually have to fine tune what you want people to do before you start recruiting people [...]

Panel Member

You'll be more likely to get disabled people or people from ethnic minority groups if they know exactly what it is they're walking into before they walk in, so they've got a role description so they know what each meeting is going to be like and how long they're going to be expected to sit there

Panel member

- 4.8 Policy officials and panel members both acknowledged that the panel was not diverse and there was not representation from marginalised groups.

We didn't really have any young people on the panel, we didn't have any young males, I don't think anyone disclosed to us that they were from an LGBTQ or were transgendered so I'm not quite sure about that. I know we had one panel member tell us she was over 60 so I do know we had that older bracket. So yeah, I guess, and we didn't have anyone from BME. We didn't have anyone over 70 or in their 80's so I guess we are still, we're not [engaging] everyone really and we are sort of, I know we had some men but there's also a range of men, there's young men, there's middle aged men, there's older men.

Policy Official

[...] I do think it's concerning that [the panel are] all white, and that we don't have young people representation in the meeting, that we don't have BME representation, that we don't have a distinct or explicit LGBTQ+ representation either.

Panel member, Pilot session

You have to think why, what, why there aren't more women of colour here, why did young people not think this was for them?

Panel member, Pilot session

- 4.9 As the above quotes illustrates more needs to be done to ensure all groups of survivors are represented in a longer term panel. **Using stakeholder organisations as an outreach to help build trust and secure buy-in was seen as beneficial for increased diversity and representation in any future panel.** It was felt this may help to understand how particular groups who were not represented would like to contribute to a survivor engagement panel.

What would be useful is that, when you get to that stage and the Welsh Government is thinking about recruiting some survivors onto our survivor engagement panel, you can always send us an email and you can attend [...] one of the meetings or, you know, we organise or arrange, you know, a group of survivors, and it, you just come down and talk to them.

External Stakeholder

We have good networks in Mid and West Wales through our farmer's communities, so we have existing kind of, engagement opportunities that we need to tap into. So, for example the farmers communities, we could use that to reach an extensive amount of young people and get feedback on what service they view as being appropriate, and then if you had that template of an engagement questionnaire or online survey, you could share that with VAWDA communities and it would increase that buy-in.

External Stakeholder

- 4.10 As well as using stakeholders to increase membership, it was felt that using other means to secure participation from marginalised groups would be useful, such as using social media drives to target groups who are not involved with any services. These individuals are harder to reach and do not have the benefit of being signposted to take part as they are not receiving support from services.

We did a drive on social media so that anyone who wasn't involved with the services could also see we were looking for panel members. That's what we didn't really, or that's what I was personally quite focused on was that someone who was a victim but might not be involved with any services or might not currently be involved with any services and we wanted to give them an opportunity. So those who have recovered from their experiences or recovered from their cycle and were on our social media or were following our social media

Policy Official

Maybe even using the mainstream media maybe, just to make people, to make victims aware that this is happening and then you may find, that the message is out there and it's shared widely enough, through all of the mediums we have got today which makes it a lot easier than it ever was, and that victims feel confident that the process is in place to support them, to make contact in a safe way[...]

External Stakeholder

The Pilot Panel

- 4.11 The majority of panel members spoke about the lack of time that was given during the pilot sessions to discuss the objectives. Each of the three sessions were 2.5 hours and originally two objectives from the strategy were to be discussed per session, reduced down to one due to insufficient time. It was keenly felt by panel members that there was not enough time allocated to have in depth discussions due to the size and complexity of the objectives.

When you've got such a diverse group and the objectives are so enormous, and you've got two hours, two hours isn't that long to sort of talk about something that's so emotive, and so big.

Panel Member

I don't think that was enough time either I think we were discussing massive topics with so many different points of view and experiences that actually that didn't feel like it was enough either, it felt like we were just touching on stuff and I think for a survivors voice to kind of be impactful you need to get more of a, I don't know, I don't know how I'm trying to word that, it's just not a topic that you can do in five, ten minutes is it?

Panel Member

- 4.12 Policy officials echoed that the objectives they had set out for the sessions were too large and therefore the panel members did not cover everything they had hoped within the three sessions. **It was suggested that varying the lengths and frequency of the sessions to align with the scale of the topic being discussed would be useful**, this would allow for more complex objectives to be allocated appropriate time to discuss in depth and more manageable issues could be covered in shorter less frequent sessions.

We thought [discussing the strategy objectives] would give us some structure but actually they're massive areas and areas that each member of the panel had such involvement in and had such a lot to say that we weren't able to cover everything we wanted to.

Policy official

4.13 Overall, the time of day when the sessions took place was suitable for participants. Participants felt having the panel sessions around midday allowed panel members to travel to the venue with plenty of time, and take care of any caring responsibilities they might have.

4.14 There were mixed views by all participants and stakeholders on whether the Welsh Government building is an appropriate venue to hold a survivor engagement panel. Some participants felt that it was a suitable location as it showed importance and gave the panel status.

You know what, in some ways I think it goes the other way, that having it in Cathays Park gives it status and importance and being valued.

External Stakeholder

4.15 Other participants believed the setting was too formal and may have put some survivors off participating. Participants needed to be escorted around the building by officials. This caused anxiety, particularly for those with children, as there was a lack of phone signal in the building and they could not easily leave to check their phone. Having the long term panel in a neutral venue would be preferred. This allows participants to feel more comfortable and removes the need to be escorted or go through security.

...you could have told us that we'd have to be escorted to the toilets and to check phone signal. Just small things like have you given an incentivised approach to inviting external members into the building, I think is quite important.

Panel member, Pilot session

4.16 Concerns were also raised about the location as an accessibility issue. As the Welsh Government expected participants to travel to Cardiff to participate on the panel this could have excluded survivors who live in rural areas where public transport is not easily available. The strategy is aimed at the whole of Wales, and it was mentioned by a few participants that it would be beneficial to consider holding

the panel sessions in different locations around Wales to attract survivors who are not based in the South Wales area, and to capture the different experiences according to geographic location.

You'd probably want people from local areas as well as people from North Wales and people from South Wales which might make it difficult if you were going to have all the meetings here. It's a long way to travel if you're coming from Vale wouldn't it, if you were going to have to come here, that's a couple of hours.

Panel member

I remember thinking you're not going to get, even if you were to pay travel and all that it's a hike isn't it for people? And it's a shame really isn't it because the context of survivors in north Wales is different to the ones in South Wales.

External Stakeholder

- 4.17 It was noted that the first session of the pilot was mainly used as an introduction for panel members to get to know each other and be comfortable sharing their experiences. Some suggestions were made that there could have been a separate introductory session which would not have taken time away from discussing the objectives. This could have been used to enable facilitators to talk in more detail about the survivor's role and outcomes of the panel.

I don't know if it could have been different by having like two introductory sessions before we actually did the three sessions...So that actually all the things that we needed to say or wanted to say that could have been done in separate sessions and then it could have been applicable actually the third session this is where we're going to look at these objectives and this is what we want out of this conversation.

Panel member

Group Dynamics

- 4.18 Panel members agreed the pilot sessions were facilitated and organised well and they welcomed setting values and rules at the first session. It was acknowledged that when discussing emotive issues it can be difficult to facilitate a group of survivors who want to express their opinions. Nonetheless, panel members stated that everyone was able to have their say.

I suppose, just in, establishing in the first week the sort of ground rules, which I think is always important in any kind of group like that, and being able to facilitate in a way that did make sure that everyone had their say.

Panel Member

- 4.19 Participants discussed whether a mixed gender panel would be suitable for talking about VAWDASV issues. The pilot sessions were made up of mainly women with two men attending the first session, and one man attending the second and third sessions. Some panel members expressed concern over having a mixed gender group.

You're talking about domestic abuse and you're talking about women who've experienced domestic abuse, primarily at the hands of men [...] Maybe you can't really have a mixed group when talking about domestic abuse and sexual violence.

Panel Member

- 4.20 Concerns around having a mixed gender panel was echoed by external stakeholders.

One of the main reasons we don't do [mixed groups] is because we have a number of survivors who, because of trauma reasons, still have issues around sort of, being in contact with men and having men around...it's a very real triggering thing for a lot of female survivors but also around male survivors having different, a range of different issues they want to talk about and I think that because statistically there's less of them, I think it does a disservice to our survivors as well to have them involved in a larger female group.

External Stakeholder

- 4.21 However, a number of participants pointed out that there are issues that affect both male and female survivors, and therefore it is beneficial to have both present when discussing these issues and informing policy decisions which impact all survivors. It was suggested excluding men from the panel may cause more negativity towards men and also excludes their narrative. **It would be useful to make it clear to potential panel members what the make-up of the panel will be so they can make an informed decision about participating.**

I think it is important to have a gender balance, whether that's to have a male panel and a female panel or whether you have a mixed panel I think it is important.

Panel Member

I think it's really good there is male representation, I think in the arena of survivors actually talking about their experiences, I think that's a bit, could be very uncomfortable[...] So I think it just has to be handled really well.

External Stakeholder

- 4.22 For a survivor engagement panel to function long-term it was acknowledged that the dynamic of the group is important. During interviews it was highlighted that a few panel members had felt uncomfortable or had been triggered by the comments of others during the sessions. A small number of panel members mentioned it would be useful to be able to have contact with facilitators after sessions to raise any concerns or issues that may affect the group dynamic.

So I guess just maybe a phone call later on just to say 'just checking in, how are things? Are things going okay or?', something like that maybe because I think I would have felt less intimidated talking about what was going on away from the sessions and maybe just separately.

Panel Member

- 4.23 It was keenly felt that it is important to recruit panel members who are further distanced from their experiences of abuse. It was felt that a group with members who are currently in the middle of their situation or who are engaging with specialist services may find it more difficult and triggering to take part in a panel.

I think you need to have travelled to a certain point in the road on your journey in order to, you know, put yourself in a position where you may be required to do this kind of thing so that it doesn't impact you tremendously anymore, and usually, when people have reached that point, the rest of their life issues are more stable as well.

External Stakeholder

You need to be able to draw on your experience and talk from your experience in a way that is empowering not in a way that is disabling, you need to have worked through any issues that you had as a result of the abuse in order to be able to do that I think.

Panel Member

Topics discussed

- 4.24 Participants discussed the objectives and aims of a future panel and what the survivors could contribute to. **Panel members and stakeholders welcomed the discussion of the National Strategy, expressing that the objectives within the**

strategy were all important and relevant issues for survivors to discuss to ensure.

A lot of the objectives, they're all very good and they all need to be done but the way in which they have been written, it's about enforcing what should be done for survivors, on survivors, not what survivors want for themselves.

Panel Member

I think the raising awareness issue is huge and I think that victims feeling confident that awareness has reached a competent level because we know from previous research that survivors, you know, want to make disclosures, they want to talk about their experiences but I still think that we haven't quite got there in terms of the stigma, you know, is still very prevalent a lot of the time.

External Stakeholder

That's got to be one of the key outcomes, that it improves the situation for the victims, the survivors, it improves services, it reduces stigma, all stuff that are already, that are already part of the Act and is documented as key priorities but actually how do we actually make those happen?

External Stakeholder

- 4.25 For a few panel members the main issue missing from the strategy objectives was how to stop or reduce abuse. It was pointed out that none of the objectives discussed the how to prevent VAWDASV and focused on more reactive solutions. **It was felt that there should be an objective on how to reduce the number of victims effected by abuse.**

So I think it would be useful to look at those objectives... but also what's missing from the whole strategy because one of the things I thought was missing from the whole strategy was reducing or eliminating domestic abuse. None of the strategies ever actually had anything about, you know, if, how do you actually stop it?

Panel Member

- 4.26 In the pilot panel it was proposed that discussions should be had around ongoing abuse experienced by survivors after they've left their situation. Panel members touched upon how everyday services accessed by survivors can prolong the abuse they have tried to escape from due to lack of understanding of survivor experiences. They felt there needs to be more information in the form of signposting to Welsh

Women's Aid, for example, given to organisations and services that covers abuse and gives them a better understanding of how to handle those situations.

A lot of organisations can actually replicate the abuse that you've been through by how they speak to you, how they treat you. I know my own bank said to me that they would keep applying charges to my account until I make a phone call to speak to this person where I'm like, actually paid in a certain way, that was very much what I was trying to escape from.

Panel Member, Pilot session

- 4.27 The police and criminal justice system was a topic raised several times as something that should be discussed by the panel. It was keenly felt by all panel members that these topics should be included in the agenda. There were consistent reports across panel members that they had all had some form of negative experiences with the police or family court and this is something which needs to be addressed.

Survivors 9 times out of 10 are coming into contact with police in distressing situations and so many people have had such bad experiences and if they just heard what peoples experiences are like then that would also kind of give them an insight into actually you know things need to change. Because none of it is going to change with just one part of it changing is it, everything needs to kind of move and improve really.

Panel Member

- 4.28 **Panel members stated they would like the panel to contribute to more senior level decisions.** One panel member expressed they would want the panel to discuss funding and where budgets should be spent. They felt survivors have a better understanding of what services are needed and where money needs to be spent to help survivors the most.

If you're going to get survivors in to say right this is VAWDASV for you, these are the budgets we're given for the year, this is how it's spent, how do you think we should move this around, look at how we can get, ensure the most money to survivors on the ground.

Panel Member

- 4.29 This was echoed by policy officials who also specified they want the survivor engagement panel to look at funding and budgets, and to advise on what areas and services they think the money should be spent.

One of the key things I'd really be interested in knowing is if I were to take my budget, throw up all the things we currently fund out of that budget up in the air and let it land, how, where do survivors think that funding should be directed.

Policy Official

- 4.30 It was also made clear that although the objectives of the National Strategy were important, **it is felt the agenda and aims should be guided by the survivors themselves**. Panel members thought this was particularly important as survivors are experts and know what victims and survivors of VAWDASV need and want.

A lot of the objectives, they're all very good and they all need to be done but the way in which they have been written, it's about enforcing what should be done for survivors, on survivors, not what survivors want for themselves [...] it's really important to have survivor-focused, survivor-led [objectives].

Panel Member, Pilot Panel

- 4.31 As previously mentioned, stakeholders agreed that the objectives in the National Strategy are important. However a few pointed out that they would like awareness and education around coercive control to be discussed by the panel to help the public understand that physical violence is not the only form of abuse. There was still work needed to help victims recognise coercive control as a form of abuse and helping them seek appropriate support.

What we're finding is that there's a lack of awareness over VAWDASV, particularly coercive control and accessing the support, and those traditional thoughts around implications of trying to access support, you know, from services to services, loss of children, etcetera. It's still quite ingrained in a lot of the communities which we're working in.

External Stakeholder

I think it's from a lack of understanding around [coercive control], even though we've got the definition, I still think people who, and victims who experience it don't always recognise that it is, still. So I think there's a piece of work that needs to be done in sort of raising the profile of this typology still, what it looks like, what it is, the kinds of behaviours that are featured within it... So that's a big gap for me, just the level of understanding still.

External Stakeholder

- 4.32 One stakeholder mentioned they hoped the panel would address the long term issues for families as a result of a parent leaving an abusive relationship, discussing the impact on matters such as accommodation, finances, and the effect on children.

I was being quite ambitious in terms of the impact and that was, I was looking at [...] in terms of accessing their benefits, in terms of being able to determine their accommodation in the communities, in terms of being able to access, kind of services, it could be training, the move out into the community, college and the terms, all those kinds of service and also, even in terms of accessing employment and so on, so I thought it would have quite a huge contribution in those areas.

External Stakeholder

Permanent Panel

- 4.33 It was felt by all that a permanent panel was worthwhile and needed to continue for survivor engagement to be sustained into the future. All panel members expressed an interest in being personally involved in a panel long term, it was felt by some participants that it would be beneficial to change membership occasionally to get a wide range of views from survivors with different experiences and from diverse backgrounds.

I think, as with all memberships of panels, you can refresh those. I'd probably argue for at least 6 months as a minimum just as you build interest and you have some kind of meeting, consistency in the messages that you're getting.

Policy Official

- 4.34 Participants discussed what methods could be used to attract survivors to engage with Welsh Government. Both stakeholders and panel members stated that some form of online engagement would be beneficial as it allows those who do not have the time to attend regularly, have other commitments, or are without IT equipment, to contribute.

I think it also opens the doors for people who don't have the time to come to a group or who have other commitments or can't attend something regularly.

Panel Member

- 4.35 Perhaps unsurprisingly, panel members who took part in the pilot stated they preferred a face-to-face method. Panel members felt that using an online survey or questionnaire approach was seen as a 'tick box' exercise which did not provide the

same level of discussion that a face-to-face panel provides. It was suggested that survivors may get bored of filling out surveys, leading to disengagement.

I don't think that would work nearly as well, because if I'm doing online questionnaires, you just, you know, you're ticking the old box aren't you, it's not like having a discussion and one person saying something that sparks off, and forces somebody else, which, that dialectic discussion, it doesn't, it's different and I think you'd get very different bland responses from online.

Panel Member

- 4.36 Panel members did express they would not be adverse to virtual engagement such as telephone calls or video calls e.g. Skype, but stated that it does not provide the same richness as a physical panel discussion and would not be their first option.

I mean I wouldn't be adverse to, I don't know video calling and stuff like that, it's just something that I probably would do as a second option rather than my first.

Panel Member

- 4.37 Participants identified a number of concerns around survivors using online engagement. Participants expressed concerns around how confidential and sensitive information discussed on the online panel or discussion board would be managed by the Welsh Government. It was acknowledged it is important to ensure that any online engagement has the correct security measures and survivors understand how their information will be kept secure.

- 4.38 Many of the panel members expressed that they do not feel comfortable with online engagement, such as discussion boards or forums, where messages are left online. One issue that was raised was the risk that online forums could be accessed by anyone, not just survivors. This form of engagement would need to be carefully and properly monitored in order to ensure the safety of members and thought would need to go into how online discussions were accessed.

Because actually online you've got the danger of perpetrators infiltrating, which we are very aware of.

External Stakeholder

- 4.39 In addition to privacy concerns, a number of participants expressed the issue of facilitating both a face-to-face and virtual panel. Policy officials pointed out that there is limited capacity within their team to facilitate a virtual panel.

I think we need to be really focused and really remember that we haven't got a dedicated person to be dealing with this... but having a dedicated person to do a sort of ongoing, live, chats or webinars or forums would be heavily resourced and we haven't got that within the team.

Policy Official

- 4.40 Panel members spoke about how communication between a physical panel and a virtual panel would work and how they would feed into each other. Panel members agreed they would want to see the comments made online by the virtual panel so these could be discussed. **Further consideration is needed around how responses from different methods of engagement can be brought together into something more cohesive.**

If people are feeding back, and aren't part of the panel as such, is there an opportunity for us to kind of, I know this could get a bit silly but for us to comment and see if we agree with what they're saying.

Panel member, Pilot session

- 4.41 It was noted that the practical issues of engaging virtually would need to be taken into consideration. One stakeholder advised that they were unable to video call into a session due to technical issues. This had discouraged survivors from re-engaging and led to feelings of exclusion.

We had two of them involved virtually and they said it was really difficult, and then I think they didn't want to re-engage with the next meetings because I don't think they found it an easy process.

External Stakeholder

- 4.42 **Having a national panel and regional panels to reflect what is needed in different geographical areas of Wales was suggested.** A number of external stakeholder organisations and panel members felt that it would be useful to have more than one panel which were held in different regions to cover the geography of Wales. Participants pointed out that having one panel held in Cardiff could cause a barrier for survivors who live in other parts of Wales.

I think we need to consider a national panel so we can represent the demographics of Wales, which would be really difficult to achieve but if that could happen as well, it's possible [...] and that could achieve success in engaging with as many people and [be] as far reaching as possible.

External Stakeholder

Yeah, maybe you need more than one panel, maybe you need more than one location, because, I mean, you're not going to get people from Cardiff going to Bangor, not in a month of Sundays, and driving down from Bangor, that's two hours, that's not going to happen is it?

Panel Member

- 4.43 Stakeholders advised that different areas have different survivor needs, for example a stakeholder organisation in North Wales felt there are cultural and language differences compared with South Wales. They explained that a large number of their service users feel more comfortable speaking Welsh as it is their first language, and thus having a Welsh-medium panel would be beneficial for those survivors.

I think having regional panels feeding into a national panel would be quite good really, because I think there are, there is a uniqueness about North Wales. It's really important people are offered the choice of language, it's massively important that there's an equal opportunity for either.

External Stakeholder

Supporting panel members

- 4.44 Participants recognised the importance of support and wellbeing of panel members when conducting the sessions due to the nature of the discussions. It was identified that re-triggering did occur during the sessions, and panel members commented that it was inevitable.

How you can talk about it without it triggering people who have been through that? You can't. It's not possible.

Panel Member

- 4.45 There were mixed views on having a counsellor available after sessions. It was felt by a few that having a counsellor would be useful, however most survivors felt that this was not something they would use or need.

I think you know I'm aware there are times when I can have conversations that are quite triggering and I've got quite a good awareness of things that I can struggle with sometimes, I don't think that having a counsellor there would be useful [...]

Panel Member

- 4.46 An alternative suggestion was that facilitators and panel members should check in on each other for support or offer something positive to end the session with:

I think maybe from the facilitators or just checking in with each other at the end because you know at the end of the day our experiences are quite similar, and I think just having the opportunity to just step in and say 'well actually are you okay' with both, I think would be useful.

Panel Member

I just thought it would be really great if we had a way to put into the sessions, something at the end that could perhaps, either a debrief or maybe that and something nice for two minutes.

Panel member, Pilot session

- 4.47 **It was felt there are issues around the method of engagement and providing support to survivors.** Participants expressed that face-to-face discussions allow people to build up trust and feel comfortable with each other, they are therefore able to have a level of peer support when sharing sensitive and emotional experiences.

You don't get that peer support type sharing of experiences it's more kind of one way.

External Stakeholder

- 4.48 This was echoed by stakeholders who stated face to face engagement allows for immediate support to be provided to panel members, and gives facilitators the ability to see if someone is struggling during the session. It is more difficult to provide instant support if survivors are re-triggered by the conversations when engaging online. It was felt there would need to be some thought into how support could be provided for any online method.

And I think if you're asking people to share their experiences then face to face is better because you've got that ability to see if somebody is struggling and there's kind of support immediately available.

External Stakeholder

Ongoing communication with panel members

- 4.49 **Panel members agreed that having feedback regarding ministerial decisions relating to their input is important.** They would like to receive feedback on the rationale behind decision making, especially when it goes against the panel's advice so they can understand the rationale for such decision-making. This will show the panel members that what they are discussing is being listened to and is not tokenistic engagement. Many survivors' previous engagement with the Welsh Government has been viewed as such and therefore they want the survivor engagement panel to be taken seriously.

But like I said when it comes to re-writing the policies it would be nice just to have some feedback on how that was inputted and how those suggestions were taken on board, or not if the case may be.

Panel Member

They're not going to be interested in the technicalities, in the details, in what is now happening at policy level and it's more for them to feel 'yes, I did contribute to this conversation, and my views have been taken on board and now they've come back to me to say thank you, you did this and this has now moved on. We're now at this stage'. That kind of information could help.

External Stakeholder

- 4.50 When discussing how the expert panel and survivor panel would communicate, it was felt that the relationship between the two groups needed to be made clearer so members understand how they will feedback to each other. It was important for panel members that both panels should have aligned contributions and regular communication.
- 4.51 Stakeholder organisations mentioned that feedback on what the panel is discussing and how it feeds into what they are doing as organisations would be welcomed.

I don't know whether that can be made into a two way platform so that we as practitioners and service providers could feed, when that information comes back, if we had comments or feedback or any useful information that we felt could assist the panel and the process would be to feed that back in as well.

External Stakeholder

Perhaps just routine updates and feedback from the panel and priorities that they're looking at, and things like that. Just whether that comes out via email.

External Stakeholder

Measuring the success of a permanent panel

- 4.52 **Panel members felt strongly that the survivor engagement panel should be survivor-led.** They felt that the aims, agenda, objectives and outcomes should be guided by and shaped by them. Success was defined as the survivors shaping the policies through their own experiences and feeling they had contributed to policies that will help other survivors.

For me, I think it should be survivor led, you know. They identify with what they see as crucial issues for all of them.

External Stakeholder

- 4.53 It was particularly keenly felt that having survivors' voices heard was a key factor in success. Many survivors have experienced tokenism in the past, they feel they are used by the government and other organisations to get their points across but are not respected and treated as equals. Welsh Government and the policy team listening to survivors, taking on board their feedback and incorporating it into policy in a meaningful way that will help victims and survivors was viewed as important.

I think a lot of policies are written by individuals who don't have experience, I think to have some insight into policy which again would be the most success to me, so survivors feeling that they've had an opportunity to feed into those policies and that they feel that those policies would make a difference to survivors in the real world.

Policy Official

I think the reason survivors do this kind of engagement is because they feel they want to make a difference. They've gone through something and they want to stop it happening to someone else, so they need to feel like what they've done has had a point and achieved something and if they do, then they're happy, that's what they set out to do.

External Stakeholder

- 4.54 It was suggested that the panel should identify gaps in services and support available to survivors, and then advise on addressing those gaps with the appropriate support.

I think, inevitably [...], what would show success is survivors not feeling the need to have a panel anymore because the service they want is already in existence and is meeting their needs.

External Stakeholder

- 4.55 It was suggested by a few participants that a successful long-term panel could be measured through survivors reporting they feel more supported and safer as a result of the panel and the policy decisions they have informed.

I would define success as being survivors of abuse in Wales giving you feedback that they feel more supported.

Panel Member

One way possibly is that we could do a survey of those experiences, go through those experiences to, you know, do they seek support, was that support suitable for their needs, as a result of seeking and receiving that support, do they now feel safer?

External Stakeholder

- 4.56 It was acknowledged by external stakeholders and policy officials that the expectations of survivors need to be realistic. It is seen as important to ensure panel members understand what the Welsh Government can and can't achieve. The lack of influence of Welsh Government over the Criminal Justice System as a result of the existing devolution settlement was a contentious issue for panel members. Many panel members felt that the police and courts do not listen to survivors and victims of VAWDASV. Frustration arose in the session when facilitators explained the limitations of the Welsh Government to make changes to address difficulties survivors experience within the CJS and this led to challenging discussions around how Welsh Government could effectively hold perpetrators to account. It is important to clearly outline to panel members the powers the Welsh Government possess and what they can realistically achieve.

If it's not [realistic because] the danger is then that they're never going to feel they can move on because [survivors have] never achieved what they want.

Policy Official

We need to listen to survivors about what they want, but it needs to be realistic.

External stakeholder

4.57 The following section of this report summarises this analysis into a set of key findings and recommendations for the policy team to consider how to deliver a future long-term survivor engagement panel.

5. Options for Permanent Panel

5.1 This section provides feasible options for a long term survivor engagement panel. The options were created from analysing the pilot panel and the interviews with panel members, policy officials and external stakeholders. Options on the format of a permanent survivor engagement panel have been based on issues that arose from the pilot panel, taking into consideration panel members and stakeholders views on how they felt the panel could be improved to ensure the objectives and outcomes are met, and a method that ensures engagement from marginalised survivors. Discussions also took place with policy officials to establish what they realistically can achieve in terms of their resources.

5.2 Four options have been provided and outlined below, stating both the positives and negatives aspects of each one:

Option 1: Face to Face panel

5.3 The first option is a face to face panel only and would closely follow the approach taken in the pilot. The panel would consist of around 10-12 members, recruited on a rotating basis every 12-18 months, allowing multiple survivors to take part and input their views. The recruitment process would also involve outreach to marginalised survivors who were not represented on the pilot panel.

5.4 A face-to-face panel would give the survivors the opportunity to lead the panel, setting the agenda and outcomes based on what they want the panel to achieve. This option is low cost and easy to deliver over the long term, and policy would have adequate resources to deliver this option. However the restrictions imposed as a result of the Covid-19 pandemic could impact whether this option can take place currently, and how it would be facilitated if social distancing is still in place in the future.

5.5 On the other hand, a face-to-face only panel may make it difficult to achieve diversity of panel membership initially and it may take time to get representation for marginalised groups. As previous research has stated, some survivors do not want to engage face-to-face and providing only one option to participate may reduce diversity and membership. This may lead to recruitment issues later on, with less

volunteers coming forward to participate in the panel, recruiting at 12-18 month intervals may be challenging.

Option 2: Face to face panel with online engagement.

- 5.6 This option the same as the first option with regard to the face-to-face element, however this option would include online engagement alongside the face to face panel, which could involve surveys, webinars, or discussion boards which can be used flexibly. The online engagement would focus on more specific issues for particular survivor groups, with the views being fed back to the face to face panel and incorporated into discussions.
- 5.7 This option increases the breadth of marginalised voices to contribute to relevant issues being discussed by the panel. The online engagement can be flexible and used for short-term or one-off discussions of a particular topic, allowing multiple experiences and views to be included. It also allows for survivors who do not want to or who are unable to commit to a panel to contribute their views. The interview data showed that this may be an attractive option for hard to reach groups.
- 5.8 There is however limited capacity to run both face-to-face and online engagement from within the policy team. Concerns were raised that this option would be too resource intensive and difficult to co-ordinate. Discussions from the interviews with external stakeholders and panel members highlighted concern around online security and anonymity. Using online engagement would also require careful consideration of how to ensure survivors' safety and anonymity when using certain platforms. Furthermore, there would need to be careful consideration of how to feedback online engagement to the face-to-face panel and co-ordination would potentially be challenging to manage.

Option 3: Specialist short term sub groups/panels

- 5.9 This type of survivor engagement would consist of smaller, more specialised groups which would allow for flexibility of location, size of group and duration of operation. The groups would work towards more manageable and smaller outcomes, formed on the basis of particular expertise. Panel members would be recruited using a central directory which would be built up over time and recruitment would focus on

attracting marginalised survivors to ensure their expertise and experiences are included in the specialist issues, this would be done using key support services and organisations as gatekeepers.

- 5.10 Having specialist panels would increase diversity of participants and allow for multiple and diverse voices be heard and to contribute to policy development. Focusing on one topic or specific issue allows more manageable goals and outcomes are therefore more likely to be met. Due to the flexibility of the panels it can take place in different locations across Wales and be set up to suit different survivor group needs.
- 5.11 However, this option could potentially be more difficult to manage with resources being taken up with recruiting members for new panels. Having multiple groups and voices may make coordinated responses and outcomes more difficult to achieve. This approach would require initial engagement with stakeholders to ensure that it is workable for survivors and they are able to participate.

Option 4: Three regional panels (locations to be confirmed) and ad hoc online consultation

- 5.12 Option four was the outcome of further discussions with the policy team after sharing the initial findings. This final option would involve three regional panels across Wales and ad hoc online engagement, to allow regional issues to be reflected and greater survivor participation. Panel members would be recruited to reflect the diversity of survivor voices in locations across Wales.
- 5.13 Regional panels was suggested during interviews with external stakeholders who highlighted that having the panel sessions in South Wales, specifically Cardiff, is not accessible for all survivors and therefore this creates a barrier to participation. Stakeholders who represent other regions across Wales highlighted during discussions the disadvantages to survivors who cannot travel, the geographical differences experienced by survivors from different regions, and the lack of opportunities for them to participate in the language of their choice i.e. English or Welsh. Therefore having regional panels, for example in South, Mid and North Wales, will ensure survivors from across Wales can share their experiences and issues, allowing policy and legislation to be influenced by all survivors not just those based in South Wales.

- 5.14 Greater survivor participation outside of South Wales allows for a focus on region specific issues and to develop a greater understanding of how geographic location impacts survivor perspectives and experiences. Having panels in more than one location will attract more interest and engagement from survivors. Panel members can help direct the subject of further consultation via online methods, and issues can be consulted on that are important to survivors as well as Welsh Government.
- 5.15 Furthermore, due to concern around security and anonymity in online engagement, it was thought that having ad hoc online consultation regarding specific issues can be used as and when needed to gain wider views on topics being discussed by the panel. This would lower the risk of perpetrator infiltration and is less resource intensive for the policy team.
- 5.16 This option is also more resource intensive for the policy team, running three panels in different locations across Wales could be more challenging for the policy and would require more planning with regard to how they would be run. Additionally, it would potentially be more costly to run three panels over the long term as opposed to one. Although regional panels and ad hoc online engagement is beneficial, careful consideration on how each panel will feedback to each other and how online discussions are collated is needed.
- 5.17 After analysing the responses and feedback from the pilot panel and interviews the four options above for a permanent survivor engagement panel have been provided to the policy team for deliberation. The final section of this report summarises the findings into a set of conclusions and recommendations for policy makers to consider when delivering a permanent survivor engagement panel.

6. Conclusions and Recommendations

- 6.1 This section outlines the main conclusions from the Theory of Change workshops, the three pilot panel sessions, and follow up interviews with officials, stakeholders and pilot panel members. It also makes some recommendations on approaches to setting up the permanent survivor engagement panel, and advises on the design and data collection of any accompanying evaluation.
- 6.2 Participants agreed invitations to participate in the pilot panel were clear in terms of basic information, including the communication of practical issues such as time and location of the sessions. **However it was felt that there could have been more detail in the initial screening email and invitation about what was expected of panel members, what it was hoped the panel would achieve, and its outcomes.** Panel members suggested that having a guide or 'job description' made available to read before agreeing to participate in the panel would be valuable.
- 6.3 Survivors on the pilot panel would have liked it to be made clear in advance what remuneration they would receive for taking part in the panel, e.g. travel expenses, child care costs and compensation for loss of earnings. This would make it easier for potential participants to decide whether they could commit to being a panel member.
- 6.4 Panel members felt that it would have been useful to be provided material in advance of each session in order to help frame the discussions and ensure time was spent constructively. This would ensure that they stayed focused on achieving the agreed outcomes of the session.
- 6.5 The recruitment process did not attract a diverse range of survivors. Using stakeholder organisations as an outreach to help build trust and secure buy-in was seen as beneficial for increased diversity and representation in any future panel. This process may improve understanding how underrepresented groups would like to contribute to a survivor engagement panel. Participants in both the workshops and follow up interviews emphasised the importance of undertaking a wider engagement approach on social media alongside targeted engagement with support organisations.

- 6.6 Participants in the pilot panel felt that there was not enough time allocated by facilitators to discuss all issues adequately. Policy officials echoed that the objectives they had set out for the sessions were too large and therefore the panel members did not cover everything they had hoped within the three sessions. **It was suggested that varying the lengths and frequency of the sessions to align with the scale of the topic being discussed would be useful.** External stakeholders also suggested varying the locations of the panel so that those in different regions of Wales would find it easier to participate, and so that issues relating to service provision in particular areas could be more easily explored with survivors.
- 6.7 On the question of having a mixed-gender panel, most felt that this would be useful, but that the composition of the group would need to be made clear to potential participants beforehand so that that survivors could make an informed decision about whether to put themselves forward. Signposting to support services would also need to be made clear to panel members for use should they be re-triggered by the content of the discussions.
- 6.8 Panel members and stakeholders welcomed the discussion of the National Strategy, expressing that the objectives within the strategy were all important and relevant issues for survivors to discuss. However, they felt that none of the current objectives addressed directly how to reduce the number of victims affected by abuse. Participants also noted that panel sessions should be survivor-led, and that they should have a stake in decision-making, with the outcomes of their contributions clearly communicated by Welsh Government officials and ministers so that they feel invested in the process.
- 6.9 It was felt by all that a permanent panel was worthwhile and needed to continue for survivor engagement to be sustained into the future. All panel members expressed an interest in being personally involved in a panel long term, it was felt by some participants that it would be beneficial to change membership occasionally to get a wide range of views from survivors with different experiences and from diverse backgrounds.

- 6.10 Panel members recognised the value in having multiple modes of engagement, including face-to-face and online options to attract a wide range of survivor voices. However, if using online approaches, some thought would need to be given to the anonymity and confidentiality of those participating, as well as ensuring that any engagement platform is secure. **Further consideration is needed around how responses from different methods of engagement can be brought together into something more cohesive.**
- 6.11 **Panel members agreed that having feedback regarding ministerial decisions relating to their input is important.** They would like to receive feedback on the rationale behind decision making, especially when it goes against the panel's advice, so that the rationale for doing so is clear.
- 6.12 Ensuring that the panel is truly survivor-led was considered to be the most important measure of success for survivors. They felt that the aims, agenda, objectives and outcomes should be guided and shaped by them. Success was defined as the survivors shaping the policies through their own experiences and feeling they had contributed to policies that will help other survivors. The impacts stated in the logic model produced from the workshops also reflects this aim, and also emphasises the need to raise societal awareness of the prevalence of VAWDASV and to address its root causes.
- 6.13 Success for panel members was defined as feeling more supported and safer as a result of their participation and the policy decisions they have informed. Nevertheless, it was felt necessary by stakeholders and officials that their panel members' expectations were realistic regarding what Welsh Government can and cannot achieve. **It is important to clearly outline to panel members the powers the Welsh Government possess and what is in their power to effect.**
- 6.14 Based on these findings the following recommendations are made;
1. **Policy should consider clearly outlining the following aspects of the panel to prospective panel members prior to their committing to participating;**
 - a. Terms of Reference of the panel;
 - b. Description of the panel member role;
 - c. Eligibility criteria for panel membership;

- d. Indication of what the panel is required to do and the anticipated outcomes, to be negotiated once the panel is recruited;
- e. Clarity on remuneration for panel participants e.g. T&S only, compensation for lost earnings etc.

This would ensure that potential participants are clear on the terms and can make an informed commitment to the panel.

2. **Panel sessions should be held in a neutral venue.** This addresses some of the concerns that were outlined in the pilot and remove the need to be escorted around the venue. It would also allow panel members to easily leave the room if they found a topic of discussion triggering.
3. **Sessions of the permanent panel should be clearly structured, ideally with the provision of relevant reading, an agenda and a clear outcome stated prior to the session taking place.** This would help provide focus for panel members, and allow them to consider the issues for each session in advance, tailoring responses to the aims and ensuring that there is a tangible output for each session.
4. **Policy should consider the following survivor and stakeholder suggestions for running the sessions, including;**
 - a. Varying the regularity and length of the sessions to align with the scale of the topic. Holding longer sessions for more complex discussions allows panel members to feel they have had adequate time to respond;
 - b. Holding the panel sessions in different areas of Wales to encourage those based beyond South Wales to participate. This removes the travel constraints on those who live a considerable distance from Cardiff. Introducing regional panels also allows for region-specific issues to be addressed e.g. service provision in-depth and differences in priorities for survivors can be identified in different regions of Wales;
 - c. Holding an introductory session to allow panel members to meet and get to know one another. This would allow for Welsh Government to meet panel members, and for panel members to get to know one another, sharing their experiences before the first panel meeting. The introductory session should

also outline which aspects of VAWDASV the Welsh Government can effect i.e. only aspects which are devolved. Areas such as the CJS, which are controlled by the UK Government and include the police and courts, are not included in the devolution settlement and the limitations on influencing these areas must be outlined to panel members.

5. **Policy should consider further engagement with stakeholder organisations to raise awareness of the panel and understand the barriers to engagement from the survivors they support, with the objective of improving buy-in to the panel within those marginalised groups.** This should be undertaken ideally before recruitment for the permanent panel and could take the form of engagement sessions with stakeholder organisations and the survivors they work with, to outline the work around survivor engagement to date and the aims and objectives of the permanent panel. This may include production of materials providing information in an accessible format. The sessions may also provide an opportunity for survivors to express an interest in taking part in the panel, or providing their details if they are happy to be contacted for research purposes in the future.
6. **A clear social media strategy for engaging those currently not receiving support from services would also be beneficial,** with special attention paid to ensuring participation online does not compromise participants' safety. The strategy may want to set out clear objectives for establishing contact with survivors who are not in receipt of services currently, particularly those with protected characteristics. Officials may want to consider the ways in which these groups can be made aware of opportunities to engage in the same way as those who are engaged via support organisations, and ensure that any activity aligns with the stakeholder engagement covered in recommendation five.
7. **Welsh Government officials should ensure that the relationships between the panel and the expert stakeholder group are clear from the outset.** This should be set out in the terms of reference for both groups. The terms of reference should

also make clear the mechanism for each groups input into ministerial decision making.

8. **Based on the findings of this evaluation, policy should consider option 4 as the approach for future survivor engagement.** The combination of the three regional panels with periodic online engagement will allow survivors from all regions of Wales to take part in a face-to-face panel, whilst the online engagement offers that chance to participate for those who cannot commit to the panel. This provides the opportunities for engagement from diverse groups in a way that they feel most comfortable.
9. **Policy should undertake a full evaluation of the permanent panel.** Using the outcome indicators outlined here, policy have the foundations for measuring outcomes of a long-term survivor engagement panel. The IRP recommends using these as a basis for future evaluation, as well as revisiting the logic model when a new panel is formed, to assess whether assumptions of survivor engagement that it outlines still hold true. This will help inform the methodological approach to evaluation of a permanent panel.

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Welsh Government (2016a) *Violence against women, domestic abuse and sexual violence: strategy 2016 to 2021*. Cardiff: Welsh Government

Welsh Government (2019) *National Training Framework on violence against women, domestic abuse and sexual violence*. Cardiff: Welsh Government.

Welsh Government (2019a) *Violence against women, domestic abuse and sexual violence: national indicators for Wales*. Cardiff: Welsh Government.

Annex A: Topic Guide for the Theory of Change Workshops

Checklist for FG		<ul style="list-style-type: none">• Privacy notices• Incentives (if necessary)• Dictaphone• Topic guide• Name cards• Contact: name & phone number (if necessary)• Scrap paper• Pens (for writing names)• Pens (for writing notes)
Moderator Principles		<ul style="list-style-type: none">• Ask open, balanced and non-leading probes• Explore comments fully by asking: why, anything else, anyone think something different• Ensure all participants can contribute- look away from domineering and focus on less vocal• Try to say as little as possible to encourage discussion among participants - probes only apply if they are not spontaneously brought up• If participants go off on a tangent, discuss the areas as necessary but if irrelevant then bring back to probes• Avoid answering participant queries, answer at the end or ask others to answer unless it is necessary to prevent irrelevant diversions or misconceptions• Fully explore concerns or doubts• Keep an eye on the time - there is a lot to cover
0.1 Preparation at venue	0:00 (pre group)	<ul style="list-style-type: none">• Set out privacy notices and incentives around the table• Spread out name cards so that people are not clumped in one area and put big pens around the table• Write your name on name card with giant pens• Find somewhere for the dictaphone to go that means it can catch everyone around the table• When participants begin to arrive, ask them to read the privacy notice, complete the participant information form and ask them to write their name on the name cards• As they arrive, tick off their names on the list
1.1 Introduction	0:20	<ul style="list-style-type: none">• Thank for participating.• Introduce moderators & observer.<ul style="list-style-type: none">• We are the internal research programme, which is an in-house research team working across all policy areas in WG.• Housekeeping (where toilets are, refreshments etc.)• Phones on silent.• Introduce aims:<ul style="list-style-type: none">• Welsh Gov is the devolved government for wales.• Last year WG did a consultation on how survivors and affected others might want to input into policy decisions.

		<ul style="list-style-type: none"> • We want your help to understand the views, experiences, barriers and enablers to participation experienced by survivors and affected others who for any reason were not able or willing to contribute to the consultation • We intend to combine this with the views which came out in the consultation to make sure the policy team have all the evidence they need to develop something which works for everyone • Today we are going to be looking at how a survivor engagement framework could work • As you are the experts, we hope you can provide some of the information we need. • Introduce GSR: <ul style="list-style-type: none"> • We work under government social research principles. • This means our work will be impartial even though we are part of government. • The work we produce will be published on the welsh government website at some point next year if you are interested in reading it. • Introduce theory of change: <ul style="list-style-type: none"> • We are here today to create a theory of change • This is a way to show how we can move from point A to point B • It is also how we design programmes, so it is important we get this right, with your help • We tend to write them out as something called a logic model, where we show the relationships between actions and outcomes in a chain from the current situation to the final intended outcome. • Although when we read logic models we start at the current situation moving towards what we want it to become, it is easier to create them by starting with what we want to happen, and working back through what needs to happen in order to get there. • In order to get a logic model, we need to be aware of the final goal we want to achieve, the intermediary outcomes which will help us along the way and the current situation. • To check whether the actions we suggest will actually lead to the outcomes we want, we also need to write down the assumptions we have. • Assumptions are the things we assume will happen if we take a certain action. • Sometimes we have evidence for why we have these assumptions, which is useful to record, however
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		<p>sometimes we simply believe it to be a logical chain of action.</p> <ul style="list-style-type: none"> In a logic model we use the words 'context, input, output, outcomes and impact' but you don't need to think of it in these terms, it is more important that you think of it in terms of what chain of things need to happen in order to move us from now to the future outcome. Introduce today: <ul style="list-style-type: none"> From today, we want two things. Firstly, we want you to tell us what you think the final outcomes of the national survivor engagement panel should be, and what you think the current situation is. Secondly, we have had a go at working out what a logic model for this work could look like, and we would be really grateful if you could tell us where we have got it wrong or right. Please keep what is said confidential- do not bring it up outside of this room. We want to record so can listen properly, will transcribe within the team & transcript will only be available to small team, all=confidential & recording will be deleted. Any questions?
Begin recording		
1.2 Warm up	0:10	<ul style="list-style-type: none"> Go round (starting at moderator's left), say name & a little bit about you – in stakeholder group say organisation, in survivors group say whether have been engaged with this before. Ensure names=clear and order is rigid for transcriber's benefit
1.2 Impact	0:20	<ul style="list-style-type: none"> We know that there are lots of things which need doing for survivors, but this piece of work is only about one of them – survivor engagement. We have had an idea at thinking of what the desired impact of this piece of work could be, what do you think of it? Display suggested impact on the screen/board The impact we suggest is: Survivors, witnesses and affected others are heard and engaged with in a meaningful way <ul style="list-style-type: none"> Does this make sense to you or is it confusing? What about it is confusing? Do you think it is the right result or should it be something else? Why? Do you think any one else should be covered by it or not?

		<ul style="list-style-type: none"> • Do you think it is fair to hold the survivor engagement framework responsible for this impact? • Do you think this goes far enough or do you think it should be more ambitious? • How could we measure this? • Do think it is specific enough? If not, what could make it more specific? If so, why? • Is this impact desired by everyone or are there some people this would not be appropriate for? • Is this impact high enough priority or do you think there are other things about engagement which should be higher priority? • Do you think this is an achievable impact? If not, why? <p><i>• As this is occurring, make edits to the impact so that it reflects comments.</i></p>
2. What gets us here (outcomes)	0:30	<ul style="list-style-type: none"> • Now that we have an impact that there is agreement on, we need to work back and see how it could be achieved. <p>OR if use flower metaphor</p> <ul style="list-style-type: none"> • This impact is at the centre of everything, it is our goal. But we do need other things to make it happen – <i>follow slides</i> • We have come up with some things we think need to happen in order to achieve this impact, what do you think of them? • <i>This time, use a visual representation as there are multiple and it would be difficult for one to hold them in memory and therefore superfluous to read them all out</i> • We are going to go through each one in turn, and it would be great if you could say what you think of them. <i>Repeat this section for each suggested outcome.</i> <ul style="list-style-type: none"> • Do you think this makes sense or is it not right? • Do you think it will move us towards the final impact we want? • Why do you believe this output will lead to this impact? • Is there any research into this that anyone knows of? • Does anyone have another explanation between the link here? • Will this output always lead to this impact, or only in some circumstances? • What might get in the way of this output leading to this impact? • How do you think we could measure this? • Do you think it is specific enough? • Do you think it is achievable? We will look into what might help us achieve it later on, but is this too ambitious?

		<ul style="list-style-type: none"> We also want to know what you think is missing at this stage. <ul style="list-style-type: none"> Do you think there is anything else which is needed to lead to the impact we want? What other contextual factors might stop this from happening, and how can we get around them?
3. What gets us here (outputs)	0:30	<ul style="list-style-type: none"> We are going to go through each of these in turn now, and try to see what needs to happen to get to them. This stage is about things which can be produced immediately from an intervention that will lead to the headings we already identified Like with the last stage, we have tried to look at what could be included, but if you think something else is needed then please let us know. <i>Repeat this section for each suggested output.</i> <ul style="list-style-type: none"> How might we measure these outputs? Do you think they are the correct outputs? What might be more appropriate? Why? Do you think these are specific enough or not? What do you think they should say? What else do you think needs to happen before we get to the outcome at the centre of the screen? To get to the outputs, there needs to be activities <ul style="list-style-type: none"> What activities do you think could get us towards this output? How much of these activities? Why do you believe this activity will lead to this output? Is there any research into this that anyone knows of? Does anyone have another explanation between the link here? Will this activity always lead to this outcome, or only in some circumstances? What might get in the way of this activity leading to this outcome? Who do you think is needed to participate in order to achieve this? What kind of response will people need to have to it if it is to be successful? What other things do you think are needed, such as money, technology, campaigns etc? What unintended outputs might there be in response to doing these activities?
4. Wrap up	0:10	<ul style="list-style-type: none"> Unfortunately it takes quite a while to create a full theory of change, and although we would love to cover more we are out of time. Any further thoughts or questions? Ask co-moderator if anything to add/check?

		<ul style="list-style-type: none"> • This group has been really important as we will use what you have told us to feedback to the team responsible for VAWDASV. • We don't know what they will do with the information we provide them, but we do know there is a commitment to consider how to engage the VAWDASV sector. • The findings from today could be used to inform that commitment. • Reminder of confidentiality • Please leave all documents behind and if there is an incentive please remember to take it with • Thanks and goodbye
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Annex B: Topic Guide for Follow-up Interviews

(i) Survivors

- 1. Can you tell me about your role and your involvement with the VAWDASV survivor engagement panel to date?**

Panel Set-up

- 2. How were you recruited to the panel?**

PROMPT:

What information was made available to you during recruitment to the panel and was this helpful?

What form of contact did you have with the VAWDASV policy team during the recruitment process and what was your experience of this?

Was there any other information you felt you needed at this stage?

- 3. Did you understand what your role was as a panel member?**

Were the terms of reference and your role as a panel member made clear enough?

Were you clear on how your responses would be used/feedback to other groups i.e. the 'expert' panel and Ministers?

The Pilot

- 4. What are your views on the following aspects of the pilot panel?**

- The agenda / issues discussed during each session
- The focus of discussion
- The venue, timings of the sessions, environment – or any other comments relating to the setting
- How well you felt you could express yourself – time to talk, group dynamics, did you feel understood?
- The facilitation of the sessions
- Were there any individuals you felt should have been at the panels that weren't?
- What the panel should be called?

- 5. Would you like the panel to continue? If YES, how would you like the panel to continue?**

COVER THE FOLLOWING;

- Form – physical/virtual/both;
- Method of facilitation;
- Venue, environment, frequency;
- Whether the panel should be female-only or mixed sex?

- Membership of the panel – for how long should panel members participate / be kept consistent? How should new members be recruited?
- What should be on the agenda and how should this be determined?
- Should there be goals/specific outputs that the panel work towards? What should they be if so?
- What should the process for feeding into other panels be?
- How should the panel's discussion be fed up to Ministers and outside organisations?
- What would you need, or what needs to be considered, for the panel to continue?
- Key improvements that could be made.

6. Did your participation on the panel cause any retriggering?

Are there any issues we need to be aware of when facilitating sessions either to minimise or provide support when retriggering occurs?

7. Do you have a sense of how much involvement you would like in the panel long-term?

How frequent should the meetings be?

Do you think compensation for participation is necessary? If YES; What kind of compensation would be appropriate?

8. What are your views on setting up a virtual panel?

How would it operate alongside the face-to-face panel?

Who / which groups should be included?

What would be the best way to set-up and manage a virtual panel?

Would discussions on the virtual panel mirror those that take place on the physical panel? If so, how should those discussions be collated / managed when feeding back to other stakeholders?

9. How would you define success of the survivor engagement panel long-term?

Is it desirable or appropriate to measure success? How could success be measured?

(ii) Policy Officials

Panel Set-up

- 1. Can you tell me about your role as it relates to the survivor engagement panel and your involvement to date?**
- 2. From your perspective, what did you hope to achieve through the pilot panel?**

PROMPT:

What were the short and long term objectives?

- 3. How did you see the remit of the survivor panel in relation to the expert and stakeholder panels?**

How do the roles of the groups differ?

How do they complement one another?

The Pilot

- 4. What was the form you initially envisaged the panel taking? How did that change over the course of the pilot?**
- 5. Can you tell me about the recruitment strategy for the pilot panel?**
Who / which groups did you want to be involved?
- 6. How did you make decisions about the agenda for each panel session?**
- 7. How would you evaluate the following aspects of the panel?**
 - The number of sessions
 - The topics covered in each session / focus of discussion
 - The ethos / guiding principles of the panel
 - The diversity of panel members
 - The venue, timings of the sessions, environment – or any other comments relating to the setting
 - What the panel should be called?
- 8. What changes would you make to the panel for future sessions?**
 - Form – physical/virtual/both;
 - Method of facilitation;
 - Venue, environment, frequency;
 - What should be on the agenda and how should this be determined?
 - Should there be goals/specific outputs that the panel work towards? What should they be if so?
 - What should the process for feeding into other panels be?

- How should the panel's discussion be fed up to Ministers and outside organisations?

6. What are your views on setting up a virtual panel?

How would it operate alongside the face-to-face panel?

Membership / diversity of participants? Would it involve a similar / different recruitment strategy? E.g. for minority ethnic groups, older people, young people and gypsy traveller and Roma populations.

What would be the best way to set-up and manage a virtual panel?

Would discussions on the virtual panel mirror those that take place on the physical panel? If so, how should those discussions be collated / managed when feeding back to other stakeholders?

7. How would you define success of the survivor engagement panel long-term?

- *Is it desirable or appropriate to measure success? How could success be measured?*
- *Links to National Indicators for violence against women, domestic abuse and sexual violence?*

(iii) External Stakeholders

1. Can you tell me about your organisation and your role?

PROMPT:

Which groups of survivors do you engage with?

How do you engage survivors in your organisation, particularly marginalised survivors?

2. How have you contributed to the work of the VAWDASV survivor engagement panel thus far?

From your perspective, what did you hope the pilot panel would achieve?

With respect to;

- *Method of engaging survivors*
- *Your role as an external stakeholder*
- *The aims / objectives of the panel*
- *Wider WG priorities relating to the development of a national survivor engagement framework*

3. Were there other approaches to engagement that you would like to have seen / would like to see in the future?

The Pilot

4. Can you tell me what, from your perspective, is required to set up a successful survivor engagement panel?

- The number of sessions
- The topics covered in each session / focus of discussion
- The ethos / guiding principles of the panel
- The diversity of panel members
- The venue, timings of the sessions, environment – or any other comments relating to the setting
- What the panel should be called?

5. The pilot found it challenging to recruit a diverse selection of panel members i.e. those from marginalised groups. What approaches could be taken to encourage marginalised survivors to contribute?

Are there other methods apart from a panel that may be effective in engaging marginalised survivors?

6. Would you like the panel to continue? If YES, how would you like the panel to continue?

COVER THE FOLLOWING;

- Form – physical/virtual/both;
- Method of facilitation;
- Venue, environment, frequency;
- What should be on the agenda and how should this be determined?
- Should there be goals/specific outputs that the panel work towards? What should they be if so?
- What should the process for feeding into other panels be?
- How should the panel's discussion be fed up to Ministers and outside organisations?

7. Have you received any feedback from panel members about their experiences on the panel?

Have you provided support to anyone as a result of their participation on the panel?

8. How did you see the remit of the survivor panel in relation to the expert and stakeholder panels?

How do the roles of the groups differ?

How do they complement one another?

9. How would you define success of the survivor engagement panel long-term?

Is it desirable or appropriate to measure success? How could success be measured?