

Customer Case Study



Domestic Abuse Experts

Training & Consultancy
mycwa

ABOUT THE CUSTOMER

Argyll and Bute Council's Violence Against Women and Girls Partnership (VAWGP) leads local efforts to prevent and respond to domestic abuse and gender-based violence across one of Scotland's most geographically diverse regions. The partnership brings together statutory and third-sector organisations to strengthen professional knowledge, coordinate responses, and ensure consistent, trauma-informed practice across services.

CHALLENGES

With a commitment to **continuous improvement and inclusivity**, the partnership identified a gap in understanding around the experiences of **trans and non-binary people** affected by domestic abuse.

Although the partnership had already established a strong multi-agency training programme covering awareness, risk assessment, and specialist topics such as coercive control and harmful traditional practices, they recognised the need in this area.

Mandy Sheridan, Service Improvement Officer, explained, "the team wanted to **broaden their professional perspective**, ensuring their practice reflected the full diversity of survivor experiences".

They were aware of the complexities surrounding gender identity and the lack of sector-wide training that addressed how domestic abuse affects trans and non-binary individuals. At a time of heightened public debate in Scotland, the partnership wanted to provide **balanced, informed learning** rooted in compassion, equality, and best practice.

SOLUTION

To address this need, Engage: Understanding and Responding to Domestic Abuse – Trans & Non-Binary Communities training was delivered by **Debbie, TWA Lead and qualified IDVA**. The online session welcomed delegates from across Argyll and Bute, with additional participation from colleagues in Edinburgh, Moray, and Highland, representing a broad range of agencies including Children 1st, SACRO, and Rape and Sexual Assault Service Highland. The training explored:

- How domestic abuse manifests in trans and non-binary relationships
- The **unique forms** of coercive control and threats that may be used, including "outing" as a tool of abuse
- Barriers to accessing support and the role of **intersectionality**
- **Inclusive and affirming** approaches to assessment and safety planning

The session encouraged reflection, open dialogue, and practical discussion. Delegates valued the space to explore complex issues safely, developing both insight and empathy. As Mandy noted, "People were realising different perspectives they hadn't considered before."



RESULTS

The session achieved its **two key** objectives:

1. Raising awareness of domestic abuse and cultural differences within trans and non-binary communities; and
2. Building practical skills to apply inclusive thinking to risk assessment and frontline practice.

Participants left with a clearer understanding of the unique risks faced by trans and non-binary survivors and a renewed commitment to embedding inclusion within their work.

WHAT THEY SAY

"It **met all our learning outcomes**. The session raised awareness of cultural differences within the trans and non-binary community and helped our frontline workers start to build skills to apply that learning in their assessments. We were **very happy** with the delivery and outcomes."

Mandy Sheridan
Service Improvement Officer
Argyll and Bute Health and Social Care Partnership

As a direct result of the training:

- **9.5/10 would recommend this training to colleagues**

LOOKING AHEAD

The Argyll and Bute VAWG Partnership continues to expand its developmental training programme, integrating specialist sessions on trauma, child contact, and working with perpetrators. The team has expressed strong interest in follow-up sessions exploring the impact of domestic abuse on children and young people within trans and non-binary families, as well as intersectionality and layered vulnerabilities.

CALL TO ACTION

If you're looking to upskill your team, create truly inclusive spaces, and better support trans and non-binary communities, we're here to help. Whether you're just starting out or ready to deepen your approach, **we offer training grounded in lived experience and practical strategies that drive real change.**

LET'S START A CONVERSATION

- ✉ Contact Paula to learn more
- 📅 Book a call [here](#)
- 🌐 Visit our website: [Domestic Abuse Experts](#)



**Domestic
Abuse
Experts**

**Training
& Consultancy**
mycwa