

Customer Case Study

 Domestic Abuse Experts

Training & Consultancy
mycwa

ABOUT THE CUSTOMER

Herefordshire Council's Safeguarding & Support and Early Permanence Service works with families across the county to protect and promote the welfare of children and young people. The service plays a pivotal role in safeguarding children at home and within the wider community, supporting long-term safety, wellbeing, and resilience.

Led by Service Managers Deborah Morgan and Tutsi Selvey, the team is committed to reflective practice and continuous improvement, offering responsive, evidence-based support to both survivors of domestic abuse and those who may be causing harm.



CHALLENGES

Building on previous training delivered by the MyCWA team, Deborah and her colleagues recognised a need to **deepen** the team's **understanding of domestic abuse**, particularly in how to better support survivors and children, while more effectively engaging with those using harmful behaviours.

While some training had already been provided, both new and experienced staff needed protected time and space to reflect on real-life complexities, **build confidence**, and shift their perspective more intentionally toward **holding perpetrators accountable**. They identified that systemic responses too often place the burden of change on the survivor, most often the mother, while the person causing harm remains in place.

As Deborah explained:

"Too often, it's the perpetrator who gets to stay in the home and carry on, while the survivor—usually the mother—has to make all the changes. That needs to change."

There was a strong desire to move towards a deeper understanding of accountability and safety planning, while providing high-quality, independent training that challenged assumptions, supported reflection, and offered practical tools for frontline application.



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SOLUTION

To meet this need, MyCWA delivered a dynamic, three-hour face-to-face training session to the team, combining expertise, lived experience, and practice-based learning. The training aimed to **build staff confidence, introduce new tools, and help reframe the conversation around domestic abuse, particularly focusing on coercive control, risk, and whole-family safety.**

Delivered by two experienced MyCWA facilitators, the session created a reflective, engaging space for learning, open discussion, and collaboration.

Key areas explored included:

- Understanding coercive control and tactics used by perpetrators
- The impact of domestic abuse on parenting and child safety
- Supporting the non-abusive parent while holding perpetrators accountable
- Managing risk and disguised compliance
- Introduction to motivational interviewing techniques and maintaining a neutral stance
- Common reasons why frontline services have historically struggled to engage with perpetrators
- Use of case studies to build real-world application and insight

This comprehensive approach enabled the team to engage deeply with the subject matter while anchoring discussions in their day-to-day realities.

The trainers were described as “**approachable, relaxed,** and **skilled** in holding the space”, creating a safe and accessible environment that encouraged active participation and open reflection.

RESULTS

Despite limited time, the training session had a strong impact across the team. Staff left feeling more knowledgeable, better equipped, and motivated to embed the learning into their practice.

As a direct result of the training:

- Staff developed a **clearer understanding** of the importance of focusing on the behaviour of the perpetrator, not just the responses of the victim
- There is now a **renewed commitment** to embedding this approach across assessments, plans, and interventions
- Early-stage discussions have begun in team meetings to consolidate learning and **embed improvements into everyday practice**
- Teams feel more confident in using the Engage Approach to guide **trauma-informed conversations** and decisions
- Risk is now being considered with a wider lens, including the effects of economic abuse and disguised compliance

WHAT THEY SAY

"The team from Domestic Abuse Experts were easy to get hold of, flexible, and reliable—they actually turned up and delivered a really good training session! The face-to-face format worked really well, and the trainers were knowledgeable, engaging, and open to discussion. We left wanting more time, which says a lot."

Deborah Morgan

Service Manager

Safeguarding & Support and Early
Permanence
Herefordshire Council

LOOKING AHEAD

Herefordshire Council is already looking to build on the success of the session. The team is exploring ways to:

- Integrate further periodic training sessions
- Use team meetings to revisit and embed the learning
- Continue exploring topics such as coercive control, perpetrator engagement, and the intersection between parenting and abuse
- Expand staff confidence around risk assessment and motivational interviewing
- Develop greater focus on people causing harm, ensuring assessments and plans are not solely victim-centred but safety-oriented and behaviour-focused

This work is part of a wider ambition to create a consistent, trauma-informed, whole-family approach to domestic abuse that reduces harm, improves outcomes, and changes the narrative for families in Herefordshire.

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](#)