

Customer Case Study



Domestic Abuse Experts

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ABOUT THE CUSTOMER

Shropshire Domestic Abuse Service (SDAS) is a specialist domestic abuse service that supports, educates and empowers all those affected by domestic abuse across Shropshire. The organisation offers a survivor-led focus, within a multi-agency arena, providing a holistic package of support. Their services include; operating a large women's refuge, dispersed accommodation, along with support services for women, men, LGBT individuals, children and young people.

CHALLENGES

Before working with us, the team expressed that they “didn’t know enough” about domestic abuse in the context of the trans and non-binary community—they were keenly aware of the gaps in their understanding and knew that simply having good intentions wasn’t enough. They wanted to upskill the team in a meaningful way, particularly around being more inviting, inclusive, and affirming for trans and non-binary people.

They shared that one of “the challenges” was not always knowing the right language to use, or how to create spaces that truly felt safe and welcoming for everyone. Team members were sometimes nervous before engagement, not because they didn’t care, but because they lacked confidence and knowledge around the specific challenges faced by the trans and non-binary community and, as with all survivors, they are acutely aware of the impact and importance of getting it right first time.

There was a strong desire to be able to respond better—to know what to say in the moment, how to avoid causing harm unintentionally, and how to embed inclusive practices across everything they do. Ultimately, they wanted to grow beyond surface-level awareness and into a culture of active inclusion and accountability.



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SOLUTION

To address the team's need for greater understanding and inclusive practice, we delivered a comprehensive and compassionate training session designed to upskill professionals and build confidence in supporting trans and non-binary survivors of domestic abuse.

The session, **Engage: Trans & Non-Binary Experiences of Domestic Abuse** was delivered by Debbie, **Trans Without Abuse** Lead and qualified IDVA, rooted in both professional expertise and lived experience. Our training is trauma-informed, practical, and designed to create a safe space for learning, reflection, and growth.

We covered key areas such as current domestic abuse legislation and how it protects trans and non-binary people, the specific forms of abuse this community may face, and the impact of intersectionality on survivors' experiences. We also explored the barriers to accessing support and how to assess risk in an inclusive and affirming way. Participants were encouraged to reflect on their current approach and consider how to make their services more accessible, safe, and inclusive.

Alongside the core training, we also delivered a practical service review workshop where the team considered their existing practice, identified gaps, evaluated what was working, engaging in critical thinking to generate concrete ideas for change. This space allowed for open dialogue, learning, and the co-creation of next steps tailored to their context.

Participants left with increased confidence, clear insight into inclusive practice, and a renewed commitment to developing services that are safer and more responsive to the needs of trans and non-binary survivors.

RESULTS

Following the training and workshop, the team reported significant improvements in both confidence and capability. They are now able to review their offering through a more inclusive lens – making thoughtful, informed changes to ensure services are genuinely accessible and welcoming for trans and non-binary people.

As a direct result of the training:

- **100% of participants said they felt more confident responding to inclusion-related issues** in their roles, and could now identify ways to improve their individual and team approaches to inclusion
- The organisation has already begun to improve their approach by adapting language, refining policies, and integrating inclusive practices into day-to-day operations
- They are actively working to offer a place of inclusion—not just in policy, but in practice, tone, and culture.



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WHAT THEY SAY

"It's rare that a training session has had the team so involved — the facilitators were engaging and created a real sense of focus and willingness to learn. It was invaluable to have the direct experience of the trainer, and so eye-opening.

We honestly didn't know just how many different types of abuse that the trans and non-binary community face. This has shifted our thinking and given us the tools to respond so much better."

Lynne Kemp

Service Manager

Shropshire Domestic Abuse Service

LOOKING AHEAD

The team plans to review their learning at the next team meeting and begin developing a clear action plan to strengthen their services and materials with inclusion at the core. Building on this momentum, they'll next focus on assessing their skills, knowledge, and resources to better support other sectors of the community, ensuring their approach remains proactive, informed, and responsive to a wide range of needs.

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](#)



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