



SEEKING EXPRESSIONS OF INTEREST: Consultancy to contribute to Welsh Women's Aid Evaluation of the Wales Live Fear Free Helpline

Welsh Women's Aid is the national umbrella organisation in Wales, working to end violence against women, domestic abuse and sexual violence. We work with survivors, specialist services and partner agencies to prevent domestic abuse, sexual violence and all forms of violence against women, and ensure high-quality services that are strengths-based, needs-led, gender-responsive and holistic. The values and principles that inform our work are founded on gender and intersectional equality, human rights and non-discrimination, with a focus on empowerment, collaboration, integrity and excellence.

Welsh Women's Aid has been providing the national helpline in Wales for survivors of domestic abuse and sexual violence for 15 years, and we currently manage the Wales Live Fear Free Helpline, which is substantially funded by Welsh Government through a national contract.

The Live Fear Free Helpline delivers a free, 24 hour, 365 days a year, culturally sensitive/multilingual service, providing a main point of contact to survivors (women, men and young people), family/friends concerned about someone they know and professionals directly supporting survivors of abuse. The Helpline provides information/sign-posting; needs and risk assessments; safety-planning and support on all aspects of violence against women, domestic abuse and sexual violence (VAWDASV).

The service is award winning and has successfully achieved The Helplines Standard, the quality assurance accreditation for the helplines sector.

Request for proposals

We are conducting an internal review of the effectiveness and impact of our helpline service, and we invite expressions of interest from consultants to work with our Senior Management Team and the Helpline staff to support and contribute to this evaluation of the service model and its impact.

We require a consultant experienced in (preferably helpline) service evaluation:

1. To devise a supplementary process that gathers and reviews survivors' experience of using the helpline and whether this meets their expectations of the service and their immediate needs (this will supplement existing survivor feedback mechanisms already utilised).
2. To evaluate whether and how the helpline has a positive impact on the lives of service users.
3. To evaluate whether and how the helpline service adds value to existing local services and partnerships in Wales;
4. To utilise existing data sources and analyse and assess whether and how changes and improvements to the service model are needed, whether and how the helpline delivers value for money and contributes to our aim of effectively tackling domestic abuse, sexual violence and violence against women.
5. To undertake a review of helpline communications and marketing and advise on how this can maximised the reach of the service and its accessibility for survivors.



We are looking for around two months consultancy support from the end of June, and proposals should be submitted **by 14 June. Interviews will be held week of 17 June.**

We are looking for a consultant:

- With significant experience of working in the UK with domestic and/or sexual violence services , and preferably with helpline services.
- With expertise and experience in service evaluation and stakeholder engagement, preferably in the third sector
- Who shares Welsh Women's Aid ethos and values Who is independent of specialist services, partnerships and funders in Wales but who has good knowledge of devolved matters including relevant legislative and policy priorities relevant to helpline service delivery in Wales

Consultancy terms and timescale:

We are seeking to appoint a consultant, following interviews, by mid to end of June. The following schedule gives an outline of the timeframes the appointed consultant should take into account when developing proposals.

- Familiarisation with Helpline delivery model and existing data – end of June
- Evaluation and engagement with survivors, other service users, our members and stakeholders – end June to end July 2019
- Interim report to CEO/Board summarising findings and recommendations – end July 2019
- Final report – end of August 2019

The appointed consultant will work closely with the senior management team and with the Helpline Manager, and will work within the terms of Welsh Women's Aid consultancy agreement. Delivery of the following outputs are required:

- Detailed project delivery plan
- Report summarising feedback, issues and recommendations as part of the evaluation

The indicative cost of consultancy to support our evaluation is expected to be in the region of £6-8K, with a maximum budget of £10K. Support can be made available with administering and organising access to internal data and meetings, by agreement, and the proposal should set out where support from Welsh Women's Aid is assumed or required, and which activities the consultant proposes to undertake directly.

This is open to women only *under the Equality Act 2010 pursuant to Schedule 9, Part 1*. We value diversity and are committed to promoting equality. We encourage applications from women from all backgrounds and communities and particularly welcome applications from Black and minority communities and other under-represented groups.

Application process:

Kindly submit your proposal electronically to governance@welshwomensaid.org.uk **by 14 June 2019. Interviews will be held week of 17 June 2019.**



Live Fear Free Helpline **Llinell Gymorth Byw Heb Ofn**
Providing confidential support and information on domestic abuse, sexual violence and violence against women in Wales
Darparu gwybodaeth a chefnogaeth oytirachol ynghylch trais domestig, trais rhywiol a trais yn erbyn merched yng Nghymru

0808 80 10 800



The logo for Welsh Women's Aid, featuring three icons: a female symbol, a person, and a flower.
Cymorth i Ferched Cymru
Welsh Women's Aid
Rhoi Merched a Phlant yn Gyntaf
Putting Women & Children First

The proposal should set out how the outputs will be delivered, proposed methods for data collection and stakeholder engagement, how equality and diversity will be addressed, and how the above consultant requirements are met. CVs and examples of previous relevant work should accompany the proposal, including two references.

For background information about Welsh Women's Aid, please see further information available on our website (www.welshwomensaid.org.uk), or contact our Director of Business Development and Operations, T: 02920 541551 or E: DawnJeffery@welshwomensaid.org.uk