

20224

Impact Report

2025



CarmDAS

GWASANAETHAU CAM-DRIN DOMESTIG
mae pob cam yn gynnydd
CARMARTHEN DOMESTIC ABUSE SERVICES
every step is progress

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Foreword

Colleen Bennett CEO



I'm proud to share this year's annual report and take a brief moment to reflect on our vital work at Carmarthen Domestic Abuse Services. Every day, we are inspired by the courage and resilience of those who reach out to us. Over the past year, our team has supported more than 1000 individuals, a 26% increase on the previous year, providing help to those affected by domestic abuse.

The increasing number of people turning to us reminds us of the essential nature of our work. Survivors need someone to listen and stand beside them, and we're here for them every step of the way, offering safety, care, and the opportunity for survivors to heal and rebuild lives.

Our achievements are thanks to the commitment of our staff, volunteers, trustees, and community partners. We have expanded services, strengthened partnerships, and deepened community connections, moving closer to a future where everyone feels safe and empowered.

Looking ahead, prevention and education will remain central to our efforts. By working with schools, workplaces, and community groups, we're helping young people learn about healthy relationships and recognise the signs of abuse. We will continue to challenge harmful myths and attitudes that silence survivors and protect abuse. Real change begins with awareness, empathy, and the courage to stand up for what's right.

Our Vision: We believe that everyone has a right to live free from abuse.

Our Mission: Domestic abuse touches all of our lives and is a result of gender inequality. We exist to support people to be free of abuse and choose their journey.

Our Approach: Needs led, strengths based and trauma informed.

Our Services



Housing related support & emergency accommodation



Evidenced based programmes for improving physical & mental health & wellbeing



Emotional and practical support for adults in the community



Peer support groups for survivors of domestic abuse and sexual violence



A dedicated service for children, young people and families who are impacted by domestic abuse



An IDVA service for high-risk victims



Education & training

2024-2025 in Numbers

CarmDAS supported a total of **1061** individuals
695 Adults and **366** Children



89%

of children and young people felt the support had been helpful and improved their self-worth

94%



of adults felt less isolated and more connected to their community

86%



of adults reported improved emotional wellbeing

86%

of adults have greater confidence



88%

of adults felt safer



87%

of adults

96%

of children

of adults reported a better understanding of healthy relationships and domestic abuse



85%

of children told us they had learned something new



Face to Face Support

“This year, our service users consistently told us how much they value face to face appointments. This builds trust in a safe and confidential space, promoting meaningful conversations, tailored support, wellbeing and recovery”
(Operations Manager)

2430

**face to face sessions
delivered**

“Having somewhere safe to go and be listened to has made such a difference to me, helping me to move on with my life”

“The face to face support has helped me focus on my emotions, recognise when I am struggling and to deal with my trauma in my own way”

“People like you make such a difference. I wish I had come to CarmDAS office before for support”

We work compassionately to try and remove barriers to support, as we know that some people can feel excluded and one size does not fit all

Sir Gar Domestic Abuse Service



The Sir Gar Domestic Abuse Service is an integrated service for adults, children, young people, delivered in partnership with Threshold DAS and Calan DVS and commissioned by Carmarthenshire County Council.

As part of this partnership CarmDAS provides the following services:



Temporary Emergency Accommodation

In 2024-25 we supported 16 adults and 24 children and young people (0-16) in our emergency refuge accommodation, providing, safety, support, healing and recovery to families fleeing domestic abuse and sexual violence. Of those who moved on, seven families were rehoused, three returned to live with family or friends, and two moved into other safe accommodation. This year we increased our capacity from 5 spaces to 7 spaces through our new dispersed accommodation



Floating Support in the Community

We also provided vital support to over 300 adults in the community, helping people to improve their lives by encouraging independence and promoting wellbeing. This service helps people to think about their options and put a plan in place so they can live safely in their homes and communities



Crisis Support

As part of the Sir Gar Domestic Abuse service CarmDAS provides immediate support and assistance to those in crises. Our step up step down approach ensures families receive the right help at the right time, from the moment they contact us

DASH

In 2024-25 CarmDAS continued to lead on the countywide DASH Programme, providing 1-1 sessions and group programmes for children and young people, and parenting support for the non abusive adult

Support for Children and Young People

In 2024-25 we continued to ensure that children were recognised as victims of domestic abuse in their own right, making their support a key priority through:



DASH

This year we implemented a new holistic assessment that supports the whole family

Trips, outings and group activities

Over 160 children and young people attended our trips, outings and group activities, helping children to improve their social and emotional skills and have fun in a safe environment

Respect Young People's Programme

We saw a rise in families reporting aggression from children towards parents or carers. Our Respect Young People's Programme offers structured support to help young people understand their behaviour, regulate their emotions and rebuild safer, more respectful family relationships

Whole Family Approach

We strengthened our whole family support approach – helping non-abusive parents and family members understand the impact of domestic abuse on everyone. By working together, we can break the intergenerational cycle of abuse and give children the best chance of safer, happier futures. Our CYP practitioners worked closely with families to deliver 1-1 support, group work, information packs, and tailored parenting sessions, helping parents understand their child's emotional and behavioural responses to ACEs and trauma

Grant Funded Projects

Alongside our core services, we also delivered a range of grant funded projects including:



DAL I GODI

In 24-25 CarmDAS IDVA service, as part of the Dal I Godi partnership, enhanced the safety of 235 high risk victims, providing support with safety planning, legal, housing, advocacy and MARAC

Ty Rhosyn Homeless Prevention

This year we were reminded that homelessness isn't just a housing issue and that other areas of a person's life can add to the pressures. By providing advice on staying safe, finding a suitable home, managing rent, avoiding debt and alleviating food poverty we were able to support 97% of service users to avoid homelessness

Amethyst Project

Our Amethyst Project for survivors of sexual abuse saw a marked increase in referrals this year. Our ISVA worked compassionately with over 100 survivors, helping them to feel heard and listened to. This service provides a safe space for people to be able to understand their rights and options and learn how to process their experiences and manage their trauma

VAWDASV Peer Support

In 2024-25 we supported 30 women who were recovering from domestic abuse to build on their skills, hobbies and interests. These women bring huge benefits to our community and issues we care about, helping to create positive change for others:

- Road to Recovery Pilot Study
- Interviews, questionnaires & focus groups
- Service user impact video
- Donations to our online market place
- Raising awareness of White Ribbon Campaign
- Beach cleans & litter picks

Key Milestones



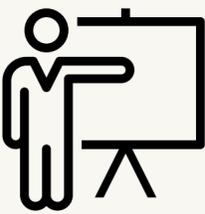
SIR GAR DOMESTIC ABUSE LAUNCH

This year marked the official launch of the Sir Gar Domestic Abuse Service, delivered by CarmDAS in partnership with other specialist providers in the county



LEADING LIGHTS ACCREDITATION

In April 2025, we achieved Leading Lights accreditation for our high risk IDVA service, Dal i Godi, reflecting the high quality of service provision



NEW WORKSHOPS

We delivered new workshops to address financial hardship and the cost-of-living crises, helping over 200 people to improve their money skills



WHITE RIBBON

On White Ribbon Day we supported the launch of "Never Silence the Violence" in collaboration with Carmarthen Youth Council, attended by over 100 supporters from our local community, helping to create meaningful change for woman and girls in our society



DASH PROJECT

As part of the Sir Gar partnership, CarmDAS continued to lead on the county wide DASH Programme for Children and Young people (0-16)



NEW DISPERSED ACCOMMODATION

We moved families into our new fully renovated dispersed emergency accommodation

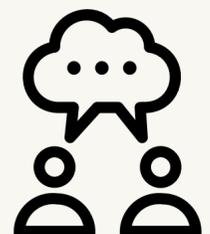


NEW COMMUNITY SPACE

We secured additional community spaces to enable our service to significantly grow and develop in the next 10 years as part of our strategic plan to provide a safe community hub for survivors of domestic abuse

POST SEPARATION ABUSE

We carried out a three-month consultation with over 100 stakeholders to improve our response to post separation abuse



Responding to Children & Young People

MITIGATING ACES



In 2024-25 we worked hard to tackle and reduce the effects of adverse childhood experiences (ACEs)



GROUP WORK

Teaching children and young people about safety, trust and respect in their relationships and that domestic abuse is not their fault

SAFEGUARDING



At CarmDAS we use a strengths and resilience model of support bringing together professionals and family members to achieve the best possible outcomes for children

PLAY THERAPY

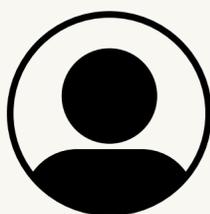
We also responded to the developmental needs of young children who have experienced domestic abuse, helping them to achieve positive outcomes through play therapy



POSITIVE OUTCOMES

In 2024-2025 we supported children to:

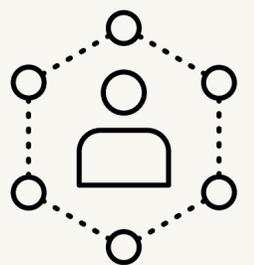
- recognise & manage difficult feelings & emotions
- understand & set safe boundaries around healthy relationships & sexual consent
- develop safe protective relationships with trusted adults



98% of children and young people told us their support sessions had positively helped them

RAISING AWARENESS

We also worked closely with schools, businesses and community groups to raise awareness of the impact of gender based violence on adults, children & young people through our 'CYP Ask Me' & 'Safer Streets' Training Programmes



DASH CONSULTATION

In 2024 we consulted with parents and carers to tell us about the support their child had received

DASH 
DOMESTIC ABUSE STOPS
HERE

Journey of Support

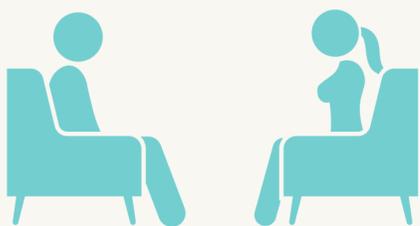
Creating Safe Spaces for Survivors

We know that speaking out about domestic abuse and sexual violence can be incredibly difficult. Fear, shame, confusion or worry about being believed can prevent people from getting the vital help they need.

At CarmDAS, we provide support at every stage of a person's journey providing information and advice on a range of issues such as safe housing, criminal justice system, family court and practical safety planning. Our trauma-informed, strengths-based approach meets every person with empathy not judgment. We understand that each story is unique and we're committed to offering a safe, supportive space where survivors feel heard, valued, and in control of their own journey

Rhian's Journey

Rhian first reached out to CarmDAS by phone and spoke with one of our specialist support workers. That first conversation helped her feel safe and listened to, and she began to share her story



During a face-to-face appointment, we talked through her experiences and created personalised safety and support plan. A home safety assessment was arranged to help her feel more secure

When Rhian made the decision to report the domestic abuse and sexual violence we were by her side. Together, we informed the Police and visited the local Sexual Assault Referral Centre to take the next steps





Rhian attended regular wellbeing sessions with CarmDAS, giving her a safe space to process her experiences, learn ways to manage trauma, rebuild confidence and understand her rights

We stayed in close contact with Rhian throughout her journey; keeping her informed, supporting her at health and police appointments, and linking her with key services. Before the trial, she was supported to visit the court to help ease some of her fears



Going to Crown Court was a huge and emotional step. Rhian had moments of doubt, especially around being cross-examined but with support and preparation, she chose to give evidence via a video link, which helped her to feel safer and more in control

When the case eventually went to trial, Rhian's courage helped bring the perpetrator to justice. With the case behind her, she's now focusing on rebuilding her life



Rhian continues to take part in our Peer Support Group and plans to join our recovery programme when she feels ready

Listening to Survivors

In 2024-2025 we gathered service user feedback and held survivor led engagement sessions to understand the unique needs and perspectives of the people we support:

Youth Forum



“There is a lack of education around domestic abuse”

“Young people need to know what consent is”

Peer Support



“I feel connected and less isolated when I attend the group”

Emergency Accommodation

“I felt valued by all the staff in the refuge, they were there to listen when I needed them and provided lots of practical and emotional help for me and my children”



Young Person

“I enjoyed having the support. I learnt what a healthy relationship should look like, how to be myself and to be proud of that”

Parent

“Me and my son definitely talk more open now”

Adult Support

“I have been made to feel at ease and more able to cope with the situation. My IDVA has been very non-judgmental and helpful”

Recovery Courses

“The course was a healing experience with incredible support throughout and delivered with sensitivity”



Over the next year as part of our strategic plan, we will be working hard to significantly grow and develop our service.



We will increase our response to survivors of sexual abuse



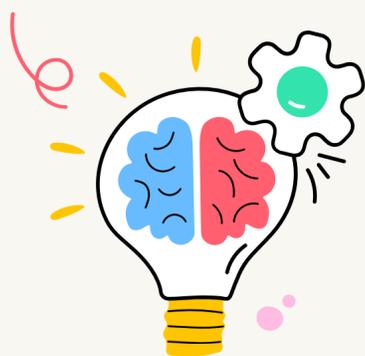
We will continue to raise awareness of post separation abuse and family court



We will expand opportunities for volunteers



We will prioritise children & young people, mitigating ACEs



We will increase our focus on skills based initiatives and training opportunities

CarmDAS Moving Forward



We will launch & publicise our new website



We will develop a safe community hub with a focus on reducing poverty and disadvantage



We will keep survivors voices central to our future

Acknowledgements

We would like to thank all our funders for their continued support and for believing in our mission



Cyngor Sir Gâr
Carmarthenshire
County Council



The
Henry Smith
Charity
founded in 1628



Home Office



Ministry
of Justice

SCREWFIX



Comisiynydd Heddlu a Throseddu
Dyfed-Powys
Police and Crime Commissioner



We would also like to give a special thanks to our new funders in 2024-25



Millennium Trust
Charitable Trust



the waterloo
foundation



THE
LEATHERSELLERS

Dedicated to ending domestic abuse through safe accommodation, support, advocacy, education & self-care