

Annual Report

2016 - 2017

"To ensure safety and empowerment for women and children who are experiencing Domestic Violence and Abuse (DVA) in any form"

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Coventry **Haven**
Women's Aid

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Organisational Information

Coventry Haven
Women's Aid

Business address

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Registered charity number: 1074897

Company registration number: 3692353

Chair: Valerie Williams

CEO: Elaine Yates

Accountants

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CV5 6UB

 www.coventryhaven.co.uk

 [@coventry_haven](https://twitter.com/coventry_haven)

 [coventry haven](https://www.facebook.com/coventryhaven)

 [coventryhaven22](https://www.instagram.com/coventryhaven22)





Welcome
Val Williams, Chair

Coventry Haven
Women's Aid

We have had another busy and challenging year helping almost 1,600 women and their children to reach safety and start their new journey in life, an increase of 30 percent increase year on year. The significance of this 'statistic' cannot be stressed too highly – our service is in addition to the existing funded service in Coventry and it appears to show a substantial shortfall in provision and a worrying increase in need.

We received 247 referrals for refuge and a concerning fifteen women and five children were accommodated in our Emergency Bed space during this period because we could not accommodate them in our refuge or elsewhere at that time. This situation not solely due to funding but indicates a continued increase in the occurrence of domestic abuse in its many and varied forms.

You will see later in this report that almost 1,300 women received an Outreach Service and we supported 13 women with no recourse to public funding, again in addition to existing funded services. Our FGM service continues to go from strength to strength and we have 38 Champions reaching 80 communities, far exceeding original expectations. Our work in improving awareness and understanding of 'so called' honour based abuse and forced marriage has also seen an increase in contact and requests for help. Our IDVA service continued to help and impact on womens journeys through the judicial system. We have some additional staff appointments – a Development and Funding Officer and a MARAC Coordinator to support our service users.

The Trustees have concluded our Strategic Plan for the next few years to enable us to future proof our service and adapt to changing need. We are expending considerable commitment to achieving the Women's Aid Quality mark and continue to work as a member of the West Midlands Specialist Domestic Abuse Consortia.

Our continued and heartfelt thanks to our partners, business and community groups, sister agencies and many individuals who have supported us. Finally, and wholly inadequately, to our staff and management team, volunteers and students, your dedication and commitment is incredible and you truly make a difference to so many lives, thank you.



Reality

Coventry **Haven**
Women's Aid

- ♥ 1 in 4 women will experience domestic violence at some time in her life
- ♥ 2 women every week are killed by a current or former partner in England and Wales
- ♥ 750,000 children witness domestic violence each year
- ♥ On average, police receive an emergency call relating to domestic abuse every 30 second
- ♥ Everyone has the right to live in safety
- ♥ It can happen to anyone
- ♥ Domestic violence and abuse is against the law



Welcome

Elaine Yates, CEO

Coventry **Haven**
Women's Aid

Coventry Haven Women's Aid has provided Independent refuge services and specialist DVA support to women and children in Coventry for 45 years. We support women and children through their "whole journey", offering a range of services to support women through all stages of the process towards safe and independent living.

Women seek our support and emergency accommodation for many reasons – domestic violence and abuse, forced marriage and "so called" honour based abuse, FGM, stalking and harassment, trafficking, rape and sexual abuse and exploitation. We are not only seeing increasing numbers of women accessing all of our services, but have also identified that women are presenting with increasingly complex and multiple needs.

We are supporting women who not only seek to escape violence and abuse; they are additionally impacted upon by their needs around immigration, poverty, trauma, mental and physical health, and substance abuse.

This year, Coventry Haven Women's Aid has continued to provide good quality services to a staggering 1,548 women and their children (423 more than 2015-2016). The number of women who have contacted us this year exceeds all previous years. Such high demand for our services presents challenges, particularly within the current political and funding environments, but we strive to ensure that our services remain of good standard, safe and accessible to all women who need us. The outcomes and impact evidence gathered this year demonstrates that our team have certainly risen to these challenges! Through the provision of specialist support to women across all of our services, women have achieved some really positive and measurable outcomes.

During 2016 we developed our organisations Strategic Plan, which defines our priorities over the next 3 years, with a focus on further developing good quality services for women and children and exploring new and sustainable funding opportunities. We have been working really hard towards achieving the Women's Aid Quality Mark and have submitted all of our evidence and await the panel date for their final decision.

As always we have received exceptionally generous support from individuals, community groups, partner agencies and local businesses, without which we would not have been able to provide what we do to keep women and children safe.

Finally, a thank you to the continued commitment, dedication and hard work of all of our trustees, staff and volunteer team, as well as the involvement of some amazing women who have used our services and who contribute generously to service consultations helping us to constantly shape and improve our services.

Our Work

Coventry **Haven**
Women's Aid

Our Statistics

Coventry has the highest rates of domestic incidences/offences and sexual offences in the West Midlands.

On a typical day, 78 women and 78 children were turned away from refuge, more women were turned away from refuges than were let in (Women's Aid annual survey 2016).

78% of women who were killed by their ex-partner or ex-spouse were killed within the first year that followed their separation (Femicide Report).

Mission Statement

"To ensure safety and empowerment for women and children who are experiencing Domestic Violence and Abuse (DVA) in any form"

We Aim To:

- Work with women and children experiencing all forms of Domestic Abuse including Forced Marriage, Honour Based Abuse and FGM
- Empower women and children, promoting their voices and experiences
- Ensure that the survivors perspective is represented within our organisation and at all levels of local government and partnerships
- Provide good quality "needs led" services for women and their children experiencing abuse

Our Services

Coventry **Haven**
Women's Aid

Every woman we support has experienced some form of Domestic Abuse (including Forced Marriage/so called "Honour" Based Abuse or FGM).

We understand that when they access our services this is just the start of their journey, and they will need specialist support in confidence and without fear of judgment to achieve an independent life for themselves and their children, free from abuse and fear. We offer various methods of support to empower them to make their own choices and move on to live safely and without fear.




Refuge

Refuge provided safe emergency accommodation for women and children fleeing violence and abuse.

We provide refuge accommodation for up to 17 women and their children at any one time, in three safe addresses across Coventry.


Staff work with women to help them through their journey and into employment, education and permanent, safe housing. They also provide specialist support during their stay.

Many of our clients often have multiple complex issues requiring additional support, time and understanding.



I really believe I wouldn't be here if it wasn't for Coventry Haven. Thank you for saving me my daughter and my son, I'm in my own home now, we are safe, living and thriving and my beautiful children are happy....

Refuge Service User



My husband used to tell me that I am not allowed any help in this country, now I know that I have rights too.

Outreach Service User

Outreach

Our advice and advocacy services are delivered in community settings or from our Women's Drop In Centre; "The Listening Post". These are women-only safe spaces. We are able to meet women requiring support, in places that are safe for them.

We predominantly receive self-referrals from women needing advice and support about their situation, circumstances and the options available to them.

We offer telephone support, face-to-face and ongoing support around safety, housing options, finance, health and wellbeing and specific issues affecting women.

Counselling

We have a small team of fully qualified volunteer counsellors who offer three different modalities namely, Cognitive Behaviour Therapy, Person Centred and Psycho Dynamic Psychotherapy. The service is funded purely from donations and is offered free to women using our service. On average each client attends eight sessions each, although up to ten sessions are offered where required.

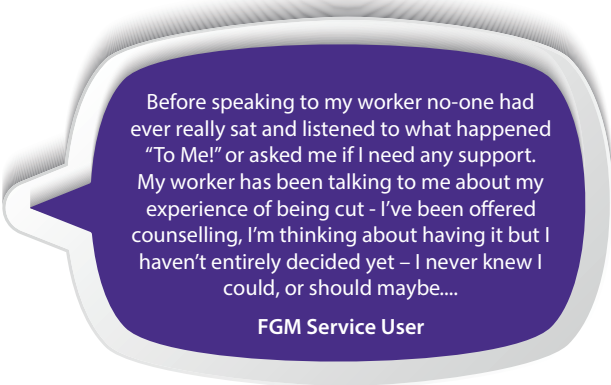
Group work

We deliver a range of different group activities at The Listening Post and in the community. We hold coffee mornings, activity based group work called “Just for Me”, specialist DVA group programmes and women’s friendships groups.

Specialist FGM Service

Coventry City Council fund a dedicated service until June 2017 to provide bespoke training and education to professionals and communities, in order to build knowledge and resources to reduce the prevalence of FGM in Coventry.

Awareness Raising, Community Engagement and Training form the basis of the service.




Before speaking to my worker no-one had ever really sat and listened to what happened “To Me!” or asked me if I need any support. My worker has been talking to me about my experience of being cut - I’ve been offered counselling, I’m thinking about having it but I haven’t entirely decided yet – I never knew I could, or should maybe....

FGM Service User

IDVA

We have an IDVA (Independent Domestic Violence Advisor) service which provides safety advice, advocacy and support to high risk victims accessing our service. The IDVA is able to support a woman through criminal and civil justice, and the MARAC, processes.



The IDVA service was a lifeline and I felt believed for the first time.

IDVA Service User

Legal Clinic

For women that are seeking support at Coventry Haven Women’s Aid, legal advice is a key issue, seeking civil orders, family law, immigration, accommodation, debt advice etc along with advice with taking the perpetrator through the court and justice system.

We host a free legal clinic in partnership with local solicitors, at our Women’s Centre “The Listening Post”. Legal surgery offers a 45-minute free legal advice session.

Case Study

Martha

Martha self-referred to our service, initially for emotional support. She was a professional independent woman in full time employment and access to our services was extremely limited as her control and surveillance by her partner was virtually 24/7, but she knew she needed to understand what was happening and to escape.

The relationship began like a 'fairytale', very intense, lots of gifts and romantic gestures. Six months in, following the first violent incident in a crowded street in front of witnesses, she realised just how frightened she was of him. This incident was a shock and she was full of disbelief. We recognised this as text book 'minimalisation' and 'trivialisation' of his behaviour that had become her normal life.

Encouragement to stay home with him and miss visits with friends and family, texts and calls to find out her whereabouts, how she was getting on at work, checking her phone and reasons for not using social media, soon became checking the mileage on the car, contents of the dishwasher, car seat positions, constant calls to work and control of finances, debit and credit cards.

The violence increased including the regular use of knives, baseball bat, strangulation, stamping, beating, constant threats to kill her and her pet dog; the threat of violence is very often worse than the actual violence, and this behaviour became regular daily life and always unprovoked. She could see no way out and attempted suicide believing there was no other way to get away from this life.

We were able to support Martha in a safe place for her away from the surveillance and helped her work through the confusing feelings of love and confusion and made her understand that it was not her fault.

We assisted with Legal Clinic appointments with our solicitors who offer their advice for free, and we supported her with the police process, through to court proceedings which resulted in a prison sentence.

During the court process, along with the flurry of bail hearings, Martha experienced similar abuse from his family. Intimidation, sitting outside her house, filming her, online abuse, accusations of fraud, attempts to affect her employment, deformation of character by various methods, silent calls to Martha and her family.

We ensured that all events and incidents were captured to assist with police and court paperwork but most of all we supported Martha to understand the effects of coercive control; to recognise that the grooming process during those first 6 months was part of the abuse, even though it was not physically violent through that stage.

Martha genuinely believed she was about to be killed by her partner on various occasions and "truly believes that if it wasn't for the strength I found from Coventry Haven Women's Aid, he would have killed me or I would have killed myself".

Martha has since found the strength to volunteer and return to full time employment.

Impact of Our Work

Coventry Haven Women's Aid Service Data 2016-17

The overall numbers of victims contacting Coventry Haven Women's Aid for specialist advice support or refuge accommodation during the year was

1,548 women and their 3,405 children

Refuge Service

The demand for refuge places is **4x greater** than we can meet

The ethnic origin of all women who accessed our refuge accommodation throughout the year was
60% White British
40% BAMER
(Black, Asian, Minority, Ethnic and Refugee)

13 women with No Recourse to Public Funds

were provided refuge with **CHWA**, having been declined access to other services due to their status

43 women moved on with support from refuge workers
87% resettled positively upon exiting the service

Sadly we were unable to accommodate **175** of the referrals received during the period as our accommodation was full on the day of enquiry

New in Refuge

75 women & 35 children plus 17 existing women & 18 children

(Totals: 92 women
53 children)

Coventry Haven Women's Aid received **247 new referrals** last year for refuge accommodation

Emergency bed space

Coventry Haven Women's Aid has a bed space available for incident related situations.

This room is used to make a woman and her children safe in an emergency crisis situation.

15 women and 5 children have accessed this bed space throughout the year

The Listening Post

(Outreach, Advice and Advocacy)

655

women have accessed
Listening Post services for safe
accommodation, case work and
emotional support

The total number of
new women supported
during 2016/17 at
"The Listening Post"
was

1276



621

women rang in to our
helpline for advice,
support and information
and received only
telephone support

Our Outreach and Community Services continue to develop at a fast pace and despite funding constraints. During 2016-17 we continued to see a significant increase in Black, Asian, Minority Ethnic and Refugee (BAMER) women, choosing to access our service. Our commitment to achieving high standards of equal opportunity and diversity, and the resulting increase in the numbers of our Community Champion Team of volunteers, ensures that we have a diverse range of language skills and cultural awareness that is essential to be able to support women and their children, in the communities that are more difficult to engage with.

215

Women attended our "Just 4 Me"
groups held at various childrens
centres across the city

Age groups

25-34

were the highest cohort of
women using Listening Post
services

115

new women
accessed our volunteer
counselling service

- "I didn't realise the scale of how common abuse is until I started volunteering"
- "I'm so glad I found Coventry Haven because other places only offered group support & not 1-1"
- "I feel more confident & in control of my own life"
- "When I've tried to talk to friends about the abuse they make me feel like an alien, but Coventry Haven believed me and didn't judge me"
- "I feel listened to and believed! Even my closest friend didn't understand!"
- "Coventry Haven is the first place to actually help me"
- "Coventry Haven has given me the strength to look forward to the future"

On average each

client attended
8 sessions

IDVA Service

IDVA provided Service Users with a minimum of **12 weeks** intensive support through the criminal justice system & represented women at MARAC meetings

The IDVA service supported **167** High Risk victims of DVA

70% of IDVA Service Users have been supported with multiple needs

80% said that they felt the support from IDVA kept them engaged in the process when they would have otherwise withdrawn or given up

FGM Service

37 Multi Agency Training Sessions

attended by **522** professionals

from community groups, schools, health, children's services, police, and the voluntary sector. **96%** of attendees stated their knowledge and perception of FGM had changed.


38 FGM Champions have been recruited to the FGM project

currently working alongside **80** different groups in Coventry

365 11-16 yr olds received FGM workshop in schools

47 women disclosed FGM



Our Year...

Once again we have experienced an increase in the amount of women that we are supporting; by another third: 1,125 to 1,548 and this is staggering! We have also provided indirect support to 3,443 children and young people, highlighting a priority need to identify funding for a direct support service for mothers, their children and young people. Our service continues to be a crucial part in raising awareness of abuse, and supporting women through their journey. We welcomed 2 new staff to our full time team; Jaime Richards from January 2017 in her capacity as Development and Funding Officer, to support our CEO with funding activity and to continue to progress the organisation forward, and Helena Dobson our MARAC Co-ordinator who acts as a point of contact for and the organisation of MARAC meetings, to promote and engage all agencies, plan ahead with the collation of the agenda and ensuring all action points are completed and feedback captured.

WMP Euro 2016 Football Campaign Against DVA

This time the tournament was hosted by 10 different cities and stadiums across France. It is heavily researched that there is a direct correlation between football and the increase in domestic abuse incidents. Research shows that excessive alcohol consumption coupled with the heightened tension leads to football fans taking their frustrations out on their partners and family members.

We were proud to support the West Midlands Police to promote a campaign to "Show Domestic Abuse The Red Card", throughout the tournament offering the services of Coventry Haven Women's Aid for anyone experiencing abuse.

During the opening match on 11th June, the police evidenced a **33% increase in calls to 999** to report domestic abuse.



Our Girl

In 2016, the Our Girl film campaign was awarded a grant by Comic Relief to form the basis of a large scale UK wide prevention campaign about Forced Marriage aimed at those affected by, and at risk of. The Our Girl campaign promoted and highlighted where to seek help, as well as acting as a catalyst to discussions in communities, schools and the general public, through a wide and diverse network of partners and activities.

We took the project into numerous venues, including schools, universities, colleges across Coventry, as well as community groups, religious groups, police, education, social and health agencies. We particularly focused on increasing our activity in schools prior to the Summer Holidays, when evidence shows an increase in girls being taken abroad for a Forced Marriage.

Regional Conference – Coercive Control

The West Midlands Specialist Domestic Abuse Consortium held a second major regional conference: "Understanding Coercive Control – Redressing the Balance" at Edgbaston Stadium on Tuesday 14th March 2017.

Organised jointly by the West Midlands Specialist Domestic Abuse Consortium, consisting of Coventry Haven Women's Aid, Birmingham and Solihull Women's Aid, Black Country Women's Aid and The Haven Wolverhampton. This year the conference aimed to raise awareness and understanding of the effect Coercive Control has on children and young people.

Speakers included the world-renowned Professor Evan Stark, Polly Neate CEO of Women's Aid, Laura Monk PhD Researcher-Practitioner in Psychology and Sarah Newton MP Parliamentary Under Secretary.

Practitioners from Health, Social Care, Safeguarding, the Police and Legal professionals including frontline practitioners, service managers and decision-makers from across the West Midlands joined together to develop knowledge and appreciation of good practice in supporting women and children affected by violence and abuse. The event was very well attended by over 600 professionals (an increase of more than 200 from the year before) and it was a huge success.

We would especially like to thank our partners within the consortium and West Midlands Police and Crime Commissioner for his continued support.



Professor Evan Stark



Teamwork

Coventry Haven
Women's Aid

Volunteers

Volunteers remain at the heart of our organisation. Our volunteers are true champions who give their precious gift of time and are devoted to ending domestic violence and abuse. Coventry Haven Women's Aid welcomes and encourages the involvement of volunteers in the provision and delivery of services. Volunteers play a valuable role in assisting the delivery of services to women in need, and offer a legitimate and complementary resource. In appreciation of their contribution we recognise that it is essential that volunteers are adequately resourced in terms of supervision, training, support and finance.

We offer a training programme for our volunteers at Coventry Haven and continually seek to identify and develop new opportunities for them to be involved in. We are committed to evolving the volunteer training to ensure all essential modules are included. We also recognise that volunteers have their own specific strengths and encourage them to develop.

During 2016-17 volunteers contributed 8,060 hours of their time to support women and children at our Listening Post service.

Student placements

We continue to develop strong working partnerships with local universities and we offer unique learning and placement experiences to social work, health and social care, psychology, criminology, childcare and counselling students.

We work hard to ensure the students gain a constructive and valuable insight into all forms of Domestic Violence and Abuse and the impact on women and their children which they find rewarding and also emotionally challenging at times. Their learning experience here at Coventry Haven Women's Aid will develop their voice, provide a comparison and carry them forward into their future careers in the statutory and voluntary sector.

Partnerships

As well as our continued and committed representation at local partnerships such as MARAC, VAC Voluntary Sector forums, Coventry Domestic Violence and Abuse Operational group, Coventry Victim Support and Harm Reduction Partnership, we continue to have a strong representation across regional partnerships and forums.

We have recognised the need to form stronger partner relationships with other women's organisations who share the same values as ourselves.

We are proud to be a founder member of the West Midlands Specialist Domestic Abuse Consortium. This continues to bring partnerships together to strengthen our regional offer.

The new Development and Funding Officer role has been introduced to define the need for and to form funding relationships with all forms of donors, funders and corporate benefactors.

Acknowledgements

A special thank you to our funders during the year, particularly the West Midlands Police and Crime Commissioner and the Coventry City Council Public Health.



west midlands
police and crime
commissioner



Coventry City Council

Thank you to all of our volunteers for your continued time, loyalty and commitment.

Many thanks to a wide range of partner agencies and individuals who work alongside us to deliver quality services to women and children, particularly noting the support that we have received during the year from FWT, CRASAC, Kundert's and Penman's solicitors, CEMAP, Birmingham and Solihull Women's Aid and the Coventry City Council (Public Health).

Coventry Haven Women's Aid also attracts kind support from a number of groups and individuals; this is invaluable to us, so many thanks for your donations and time.

Our benefactors this year have included:

Barclays

Boots

Coventry Building Society

Coventry Comfort Carers

Heart of England Foundation

Lloyds Bank Community Fund

Lloyds Pharmacy/Celesio

LUSH

RBS CPB Change

Resourcing Group

S.A.L.V.E

Soroptomists

St Michaels Church

Tesco

TSB

West Midlands Fire Service

Yorkshire Building Society

As ever, we extend our heartfelt gratitude to the staff, trustees, volunteers, champions, patrons, community groups, corporates and the individuals who support us and whose hard work and dedication result in the delivery of life-saving and life-changing services to hundreds of women and children each year. Without the ongoing support of our patrons and the continuing generosity of many donors, our vital work would not be possible.

Thank You

Statement of Financial Activities

(Incorporating an Income and Expenditure Account)

for the year ended 31 March 2017

	Unrestricted Funds £	Restricted Funds £	2017 Total Funds £	2016 Total Funds £
INCOME AND ENDOWMENTS FROM				
Donations and legacies	24,852	-	24,852	21,749
Charitable activities				
Supported accommodation	205,115	-	205,115	297,124
Volunteer Co-ordinator	-	-	-	1,400
Independent Domestic Violence Advisors	-	32,000	32,000	32,000
FGM	-	73,649	73,649	62,393
Other trading activities	130	-	130	1,835
Investment income	202	-	202	292
Total	230,299	105,649	335,948	416,793
EXPENDITURE ON				
Charitable activities				
Supported accommodation	354,422	2,507	356,929	329,460
Volunteer Co-ordinator	14,616	-	14,616	25,749
Independent Domestic Violence Advisors	44	29,553	29,597	29,902
FGM	-	51,919	51,919	24,594
Total	369,082	83,979	453,061	409,705
NET INCOME/(EXPENDITURE)	(138,783)	21,670	(117,113)	7,088
RECONCILIATION OF FUNDS				
Total funds brought forward	595,248	38,025	633,273	626,185
TOTAL FUNDS CARRIED FORWARD	456,465	59,695	516,160	633,273

Balance Sheet

At 31 March 2017

	Unrestricted Funds £	Restricted Funds £	2017 Total Funds £	2016 Total Funds £
FIXED ASSETS				
Intangible assets	908	-	908	1,212
Tangible Assets	38,303	165	38,468	38,348
	39,211	165	39,376	39,560
CURRENT ASSETS				
Debtors	20,281	-	20,281	20,201
Cash at bank and in hand	412,320	81,715	494,035	595,669
	432,601	81,715	514,316	615,870
CREDITORS				
Amounts falling due within one year	(15,347)	(22,185)	(37,532)	(22,157)
NET CURRENT ASSETS	417,254	59,530	476,784	593,713
TOTAL ASSETS LESS CURRENT LIABILITIES	456,465	59,695	516,160	633,273
NET ASSETS	456,465	59,695	516,160	633,273
FUNDS				
Unrestricted funds			456,465	595,248
Restricted funds			59,695	38,025
TOTAL FUNDS			516,160	633,273

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies, and with the Financial Reporting Standard for Smaller Entities (effective January 2015)

The financial statements were approved by the Board of Trustees on 12 December 2017 and were signed on its behalf by: **L Currie - Trustee**

The full financial results for the year ended 31/03/17 are available from our website www.coventryhaven.co.uk



Future Focus

Coventry **Haven**
Women's Aid

Coventry Haven Women's Aid continue to work towards achieving the Women's Aid Quality Standard Mark; all evidence has been submitted and we are waiting for a panel date for the final decision. We continue to deliver against the objectives of our Strategic Plan 2016-2020.

Our priorities continue to be around securing funding and longer term sustainable funding solutions and forging further relationships with Corporate entities.

Various projects with regards to the Volunteering Programme, events, our website and re-branding are in progress.

We are seeking to purchase new premises to operate the Administration, training and fundraising activities from, recognising the essential need to provide more office space for the business, and to invest our reserve funds in a responsible way.

Government policy changes will bring new challenges for our Service Users, namely reforms to Welfare Benefits, the introduction of Universal Credits and the Two Child Clause, which may require innovative responses within our services.

We will continue to build upon our regional partnerships and work collaboratively for the benefit of all women and their children in the West Midlands.

"A new day is on the horizon..."

Oprah

Coventry Ha♥en
Women's Aid