



# Staying Put



Annual Review 2016-2017

Supporting people affected by domestic abuse



We are celebrating another support-filled year during which thousands of victims/survivors have been supported to break the cycle of abuse. Staying Put continues to be proactive, working in partnership in raising the profile of this terrible crime, and helping to improve the lives of people across Yorkshire and Humber with real solutions.

Nurturing and empowering survivors has been at the centre of our work this year, providing them with increased safety options, informed choices and the provision of effective services during a crisis period.

On 30th November 2016 we joined Bradford College for a night to celebrate efforts to end violence against women (VAW). The White Ribbon Campaign asks men to take a stand against gender-based violence. We were humbled to be awarded the White Ribbon Award for our commitment to end VAW.

The challenging economic climate continues to have a harmful impact on vulnerable people and children affected by domestic abuse. During 2016/17 in West Yorkshire there were 46,896 domestic abuse incidents and in Bradford 14,048 incidents were reported to police.

We received 1,382 new referrals, 204 re-referrals and 650 helpline logs, with 54 male survivors supported, a total of 2,236, compared with 1,577 the previous year.

National and local government changes and cuts to resources mean that there is little to go around, but despite the challenges, Staying Put has remained proactive, working hard for the sustainability and growth of the Charity.

This has been an exciting year of growth. From 2017 we have extended from Bradford, across West Yorkshire and South Yorkshire. We have worked collaboratively with IDAS, BSCARS and Remedy as a consortium and secured the Domestic and Sexual Violence contract in Barnsley until 2020.

We're delighted that on 29th March 2017 the Trustees of Staying Put and Domestic Violence Services Keighley decided to work more closely together. Staying Put has now become a 'Parent Charity' to Domestic Violence Services, which will allow both organisations to work more effectively and pursue future commissioning opportunities, while retaining locally identifiable services and experienced staffing teams.

With changes taking place within the organisation, we focused on our people, with increased guidance, training and briefings. There has been notable improvement in staff morale and performance and sickness absence level has gone down to our lowest ever. We are hugely proud of our staff as they go above and beyond of what is required of them. We recognise our people are our biggest resource and we have made

significant investment in their development to equip them to confidently deliver consistent services.

We are currently installing a new cost-saving and efficient telephone system VOIP (voice over IP), which will enable the development of a new Freephone helpline with extended hours and live webchat. We are in the process of creating a new case management system, which will better meet our needs.

Throughout the year our staff have demonstrated a skilled and a compassionate approach to delivering services. We are proud of our people as they go above and beyond of what is required of them. We recognise our staff are our biggest resource and we place considerable emphasis on their development. We have made significant investment in their development to equip them to confidently deliver consistent services.

As we move forward we face significant challenges but we have a strong platform to work from, building on an outstanding track record of achievement, continuous learning, and putting service users at the heart of everything we do. Our strong and established

partnerships will continue to be central to the future of the Charity. We will be strengthening these further and looking at how we can build new partnerships to spread our expertise wider afield. We remain confident that we have a strong future and that we will continue to enable people to reach their potential and live safely in their community.

*Yasmin Khan*  
Staying Put Director

*Laura Chapman*  
Staying Put Chair



## Our vision and values



### Vision

Staying Put's vision is to provide equality of opportunity to victims of domestic abuse; to remove the barriers which prevent women and children from speaking out and seeking help; and to be seen as an expert in its field of by developing exciting new services, which break the mould of traditional service provision in the domestic violence sector.

### Mission

Our mission is to enable and empower survivors who have experienced domestic abuse, and their children, to safely remain in their own home and community, through increased safety options and informed choices, with the provision of effective services at a time of crisis.

### Philosophy

At Staying Put, we follow a simple philosophy, to dedicate our capacity in delivering excellent services that contribute to empowering disadvantaged individuals and communities in Yorkshire and Humber.

### Our Values

At Staying Put, a rigorous code of conduct and our core values are at the heart of every decision we make our values are;

- People
- Excellence
- Integrity
- Change

### Quality Statement

Staying Put is committed to achieving excellence in service delivery. We believe quality assurance is the process that enables us to verify or determine whether our services meet or exceed service user expectations. We have retained the IIP Gold standard and Bradford Quality Assurance Framework - level B - and successfully passed Women's Aid National Quality Standards reinforcing our commitment to high quality service delivery.

## Staying Put Services

### Helpline and Intake Team

The Staying Put helpline is open 9am-5pm on weekdays. Our dedicated telephone support experts take self or agency referrals, offer support and provide victims with options to enable them to make informed choices. They offer listening support, information, advice/signposting and initial risk assessments.

The team then refer in-house to the services below depending on need.

#### IDVA SERVICE

- Risk Assessment and safety planning
- Support through criminal justice system
- MARAC and multi-agency care plans

#### CRISIS & RECOVERY

- Specialist domestic abuse advocacy
- Outreach service
- Emotional support
- Preventing homelessness
- Long-term recovery and support to stay safe for up to 2 years

#### LEGAL TEAM

- Legal information
- Support through both criminal and civil court processes
- Support applying for civil orders
- Support with solicitors
- Support with self representation

#### CAPACITY & DEVELOPMENT

- Recovery programmes
- Campaigning
- Raising awareness of domestic abuse
- Delivering training to other professionals and promoting service user engagement

#### SANCTUARY SCHEME

- Home security measures panic alarms and lock changes
- Enabling and empowering people experiencing domestic abuse to continue living at home

#### MEN'S SERVICE

- Specialist domestic abuse advocacy
- Outreach service
- Emotional support
- Preventing homelessness
- Risk assessment and safety planning

### Out of hours response

In January 2017 in partnership with West Yorkshire Police we began piloting Project Kyleford, an out of hours response between 5pm to midnight. A staff member joins a police officer and they respond to domestic violence incidents. This means an IDVA and a Police Officer attend after the incident to speak to the victim, offer support, put in place emergency sanctuary measures such as lock changes or panic alarms and the PC potentially takes a statement and gathers basic evidence.

This has proved effective particularly in hard-to-reach cases; we had one case where the victim would engage with us but would not fully support prosecution for domestic abuse incidents. Following a visit by our staff during the DA car duty, our support worker was able to provide a witness statement. This meant the perpetrator was charged and convicted in court. The victim has reported that as a result of the conviction, the situation has improved for her; there have not been any further incidents. She believes this is due to him having a criminal conviction.

The Kyleford pilot has been a resounding success. We are witnessing true partnership working at its very best and cannot speak more highly of the impact this has had on early engagement with victims/survivors, leading to positive outcomes. It has also helped to improve communication, teamwork and improved staff morale with both partners.

### Crisis Intervention Service

Staying Put Crisis Intervention Service is a short term outreach service provided to families in a crisis, with the aim of protecting women and their children, strengthening and preserving the family, and preventing unnecessary homelessness. The Crisis Intervention Service offers in-depth emotional support, practical assistance, general support and culturally specific support, over the phone and also in person if required, in a place where service users feel safe and secure. This may be in the home, a community centre, a café or at another agency.

## Dispersed Accommodation

We are implementing and leading on the DCLG Refuge-funded programme to provide dispersed accommodation, in Bradford, Wakefield, Calderdale and Kirklees to women and their children fleeing domestic abuse.

## IDVA service

The Independent Domestic Violence Advisors (IDVA) is a government initiative introduced to reduce the number of Domestic Abuse Related Homicides. The IDVA service focuses on high risk clients, by supporting them at a point of crisis, to plan appropriate safety management strategies in order to reduce risk.

The IDVA service has continued to be central to the Multi Agency Risk Assessment Conference (MARAC) in providing a coordinated service to victims at high risk of serious harm and domestic homicide. IDVAs are also central to the Specialist Domestic Violence Courts (SDVC) providing victims of domestic abuse impartial and independent support, both at criminal court and through the Criminal Justice System. The IDVAs can inform the courts of the victim's wishes regarding bail conditions, restraining orders and support them to go to court to give evidence, feeling safe and protected whilst doing this.

IDVAs are also central to the Claire's Law Disclosure Scheme and work closely with WYP and partners in considering these requests to safeguarding any potential victim.



## Legal Assistance Team

The Legal Assistance Service is funded from the Big Lottery Reaching Communities Programme. This team improves relationships with stakeholders and offers intensive legal assistance to service users going through civil or criminal proceedings. We deliver training to other professionals and promote service user engagement.

We offer legal information and support service users to gain orders through the civil courts to keep them safe. If a service user is not eligible for free legal aid Staying Put can support them to apply for orders by representing themselves at court. The legal assistance team also supports service users at criminal court, before, during and just after the trial. As with all Staying Put's work, the emphasis is on keeping the service user safe.

## Male Victim Support

Over the years it has become apparent that it is not only women who suffer domestic abuse but also men were suffering in silence and not coming forward. Staying Put secured funding to offer gender sensitive services to women and men. We are working hard to promote our services in the community and urging male victims/survivors to come forward and not to suffer in silence. We offer telephone support, outreach support, emotional/practical assistance, IDVA and general support to enable support and recovery.

## Barnsley - BAME Early Intervention Worker

In partnership with IDAS, Remidi and BSARCS, the Early Intervention Worker will establish links with vulnerable, hard to reach communities, BAME, LGBT, Travelling Communities, etc. raising awareness of domestic abuse within these communities and creating pathways for referral. She will also carry a caseload, providing short to medium term support to these communities.

## Sanctuary Scheme

As a sanctuary scheme, we are able to provide home security measures, including lock changes and panic alarms, to support service users and their children to be safe at home. If a service user chooses to leave home, we will signpost to refuges and other relevant services. This initiative enables and empowers people experiencing domestic abuse to continue living safely at home.

## Capacity Building

The role of the Capacity Builder is to work across the delivery partnership, contributing to the work of the district's Domestic Abuse Training Coordinator in order to identify and engage with any training opportunities for other key agencies. The Capacity Builder delivers a minimum of 60 multi-disciplinary training sessions within each year to a range of professionals, increasing awareness of the indicators of DV and facilitating better joint working. The Capacity Builder also plans and facilitates client-led groups and group work programmes for clients moving into recovery, and organises fundraising activities and events.

## Equality and Diversity

Staying Put aims to promote equality and diversity as an employer and seeks to ensure that equality and diversity principles underpin all areas of the organisation's work and service provision. Staying Put will not tolerate discrimination, harassment, bullying, victimisation or abuse of people who are members of staff or of people connected with the services provided by Staying Put.

## The Freedom Programme

The Freedom Programme helps women to identify abusive behaviours and beliefs held by abusive and controlling partners. It helps women to gain confidence and improve the quality of their lives, and explores how domestic abuse affects children. Women make new friends and meet other people in the same situation, which stops them from feeling isolated and cut off from the community, and they are helped to recognise both abusive and healthy behaviours in future relationships. In 2016/17 Staying Put and DVS (Keighley) delivered six English-speaking programmes, one Urdu-speaking programme and one Polish-speaking programme. Feedback from service users has included comments such as: "The group saved my life"; "The group made me smile again"; "It makes you believe your life is worth living"; "You are not alone"; and "You are able to speak without feeling judged".

## The Creative Butterfly Project

The Creative Butterfly Project is a creative art group for women in the recovery period of an abusive relationship. This project takes place twice a week at a community arts centre. The work created is exhibited on a rotational basis at Bradford College and has been on display around the Bradford District and featured in local media.



## Recovery Weekend

Our clients requested a recovery weekend, so this was planned for International Women's Day in March 2017. The residential was booked at Horton in Ribblesdale, North Yorkshire at Horton's Women Centre, with workshops centred on the clients' past, present and future. This involved drama sessions, exercises, writing, poetry, discussions and fun activities. During the weekend service users prepared food and had family meals together.

## CASE STUDY 1

### Recovery support



**Nancy**, 60, from Keighley, has suffered from abuse since being a child and left a 29-year abusive relationship at the beginning of last year.

Nancy arrived at the Freedom Programme part-way through an established course in May 2016. She was using crutches; she did not make eye contact with anybody and was visibly distraught and tearful. We all welcomed her with open arms and by her second session she was opening up and talking about what she has been going through. Before attending the group Nancy felt very frightened, scared and out of her comfort zone. She hadn't realised there were people out there that could help her. She was worried that others might see her as "thick" because she didn't leave earlier.

Nancy says after she became settled in the group it was great for her to speak to people who understood without judging, and the facilitators were very compassionate. Without the Freedom Programme, Nancy says she may have taken her own life. She carried a hose around in the boot of her car and became close to it so many times before the programme started – it truly was a lifeline to her.

She has made friendships within the group and they stay in touch through social media and meet up outside the programme. The Creative Butterfly Project feels like a family to Nancy, which is amazing for her after being so isolated. She has also been able to explore her creativity, which was stifled for so

many years. Nancy's work was exhibited at the WOW Festival and she allowed her photos to be used at Kala Sangam. Nancy had been told by her abusive partner that she was ugly and fat, and nobody would look at her. Now she couldn't care less about what others think and feels 30 years old again.

Nancy is now the main volunteer for The Creative Butterfly Project and she enjoys supporting new women coming to the group and feels that she's giving something back to society. She also came on the Recovery Weekend residential at Horton Women's Centre; during this weekend Nancy surprised the group by dressing up as Britney Spears on the last day – something she would never have dreamed of doing before!

She has talked openly at a panel at The WOW Bradford festival and has delivered a session to 150 students at Bradford College with Jill Boyd from The Creative Butterfly Project. She also takes part in the Queen for a Day project with Irregular Arts, with activities such as performance, hand casting and singing. Nancy also has ideas for future groups and would like to continue volunteering as this makes her feel good and useful. She still has ups and downs, good and bad days and suffers from triggers, but with support from the group and workers she is learning how to deal and cope with them.

**All names have been changed for confidentiality purposes.**

## CASE STUDY 2

### IDVA team



**Adam**, 32, is a Polish national who has lived in the UK since 2009. He was referred to us by LACO Eastern European Project in March 2016, when he was in an abusive relationship with his male partner, being subjected to controlling behaviour and serious physical violence.

The police had been involved but were unable to take any action due to lack of evidence. On one occasion an assault was reported by a third party but due to fear Adam told the police the abuser was not responsible for causing his injuries.

Adam also started a new relationship whilst still living with the abuser and his new partner was very keen to support him. We spoke to Adam on a number of occasions to outline the support available to him, advise him of his options and to make sure he was safe.

Adam was worried that if he moved out, he would lose all his belongings in the abuser's house. We advised him to call the police and request a police escort to go back and claim his belongings, after he moved out, as he had all the receipts to prove ownership. Adam then decided to move out. We arranged a solicitor appointment for the client to discuss a non-molestation order and acted as an interpreter during the appointment. Adam was also supported in reporting a further incident to the police.

Due to Adam and his new partner's joint finances, he would have had to pay a contribution towards obtaining the non-molestation order, which he could not afford. We could have supported him with self-representing but Adam and his new partner then decided to leave the Bradford area and start their life together in a different city, where they had friends and social networks and could live free from the fear of further violence and abuse from the abuser.



## CASE STUDY 3

### Legal Assistance Team

threatening and asked Sumaiya to return back. Her ex-partner then issued Sumaiya with divorce papers and then later filed for sole custody of her baby.

Staying Put supported Sumaiya through the proceedings, and prepared her to self-represent in case no legal aid was granted. The ex-partner's former wife also came forward to help with the case, having also suffered abuse from the ex-partner and his family.

In a five-day finding of facts hearing, the judge concluded the family had been abusive and instructed no direct contact. The ex-partner refused to comply with domestic abuse programmes because he did not believe he was abusive.

During this period Sumaiya began to learn she needed counselling and recovery support to deal with the impact of the abuse. She attended the Freedom Programme, which helped her understand the abuse she had experienced and form supporting friendships. Through this Sumaiya became outgoing and came out of her shell, regaining her former self-confidence.

Sumaiya now has full custody and the ex-partner no longer has the power to see their child. She is actively seeking employment and her mental health is in a better state. She has come to understand she was not to blame for the abuse.

**Sumaiya** self-referred to Staying Put in November 2015, following a domestic abuse incident, having obtained our number from her GP.

Sumaiya had suffered emotional, psychological, financial and verbal abuse from her ex-partner and mother in-law. She was expected to carry out the household chores according to her mother in-law's standards and if these were not met she was verbally abused and deemed as useless. She was denied access to any money and was told not to eat too much, because they said she was getting fat.

Sumaiya was not allowed to look after her own baby, who was only around three months old. Her mother-in-law would feed the baby and claim it was her child, and wanted the baby to sleep in her room.

The abuse continued to escalate. Sumaiya became isolated, scared and could no longer cope with the abuse. Her ex-partner became more and more controlling and psychologically abusive.

Sumaiya called the police and her parents for help and her family brought her back to Bradford safely. But after a few days Sumaiya's ex-partner and his family became



We would like to thank all our valued stakeholders for taking time out of their busy schedules to complete our stakeholder questionnaires. The following findings would not have been possible without their thoughtful comments and contributions.

### Crisis and Recovery Service

- 95% of our stakeholders are aware that Staying Put offers a crisis intervention and target hardening services, and are aware of our referral procedure and have made a referral to this service.
- 94% rated the referral services and support services we deliver to clients as very good.
- 100% of stakeholders have been involved in jointly delivering support services to service users we work with of which 100% rated our approach to joint working as very good.

### Legal Assistance

- 94% of our stakeholders are aware that Staying Put also offers legal assistance to our service users, and are aware of our referral procedure, and have made a referral to this service.
- 50% rated the support services we deliver to our clients as excellent and 50% as very good.

### Independent Domestic Violence Advocacy Service (IDVA)

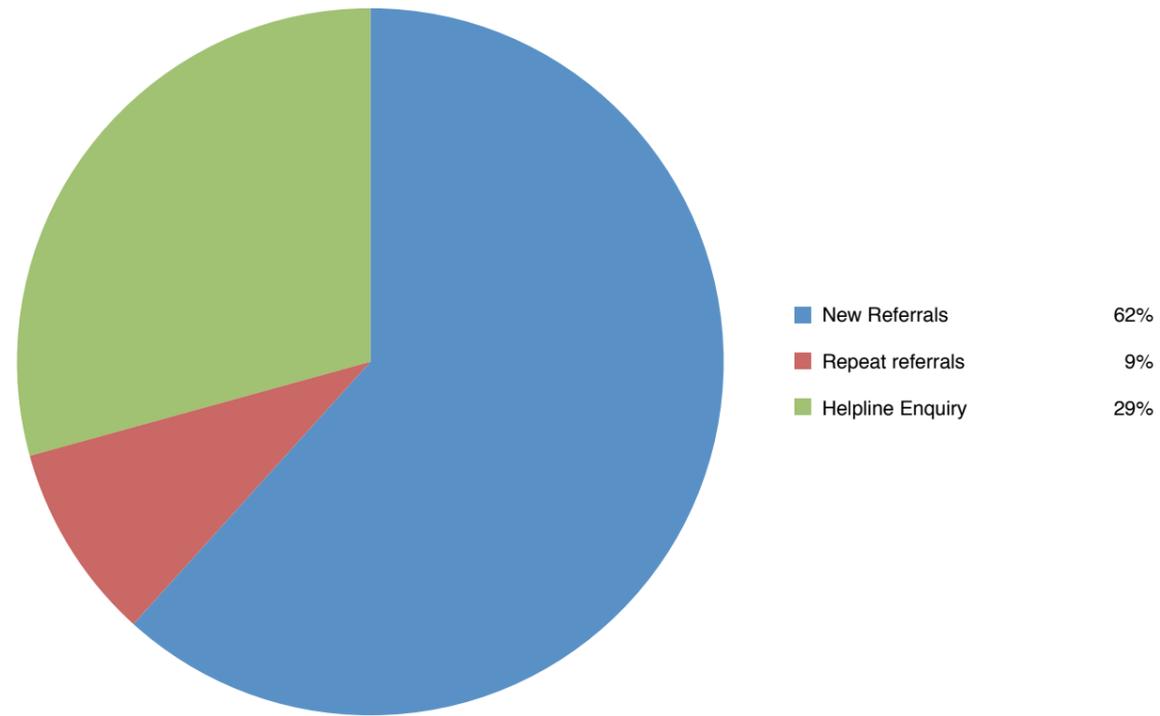
- 96% of our stakeholders are aware that Staying Put has a dedicated IDVA team, are aware of our referral procedure and have made a referral to this service, which 100% felt was very good.
- Majority of stakeholders have been involved in jointly delivering support services to service users we work with and 100% rated our approach to joint working as excellent.

### The 10 Key Priorities identified for 2017 – 18 are:

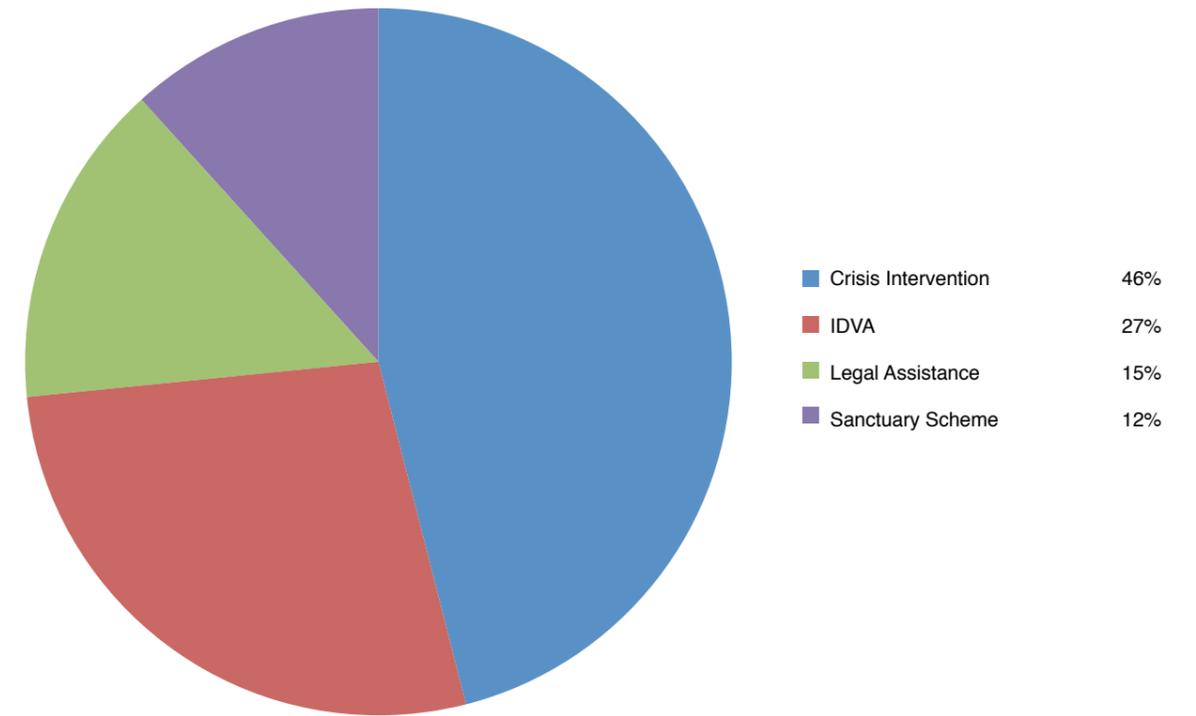
1. Work at a strategic level with key stakeholders to improve policy and practice in relation to domestic abuse.
2. Review the action plan of the five year strategic plan for growth and replication including a merger/s.
3. Continue to promote management and leadership excellence.
4. Work in collaboration with staff, board and partners to strengthen commitment to our vision, values and philosophy.
5. Make high quality and sustainable links with service providers to support our overall strategy of increasing service user engagement.
6. Maintain and improve Quality Assurance standards.
7. Continue to increase safety and reduce repeat victimisation.
8. Identify gaps in service provision and take robust action to bridge the gap.
9. Continue to build on equality and diversity issues by empowering lead champions and create a creative learning environment for social work students through work based placements.
10. Seek funding opportunities to sustain current services and allow for new innovative services.



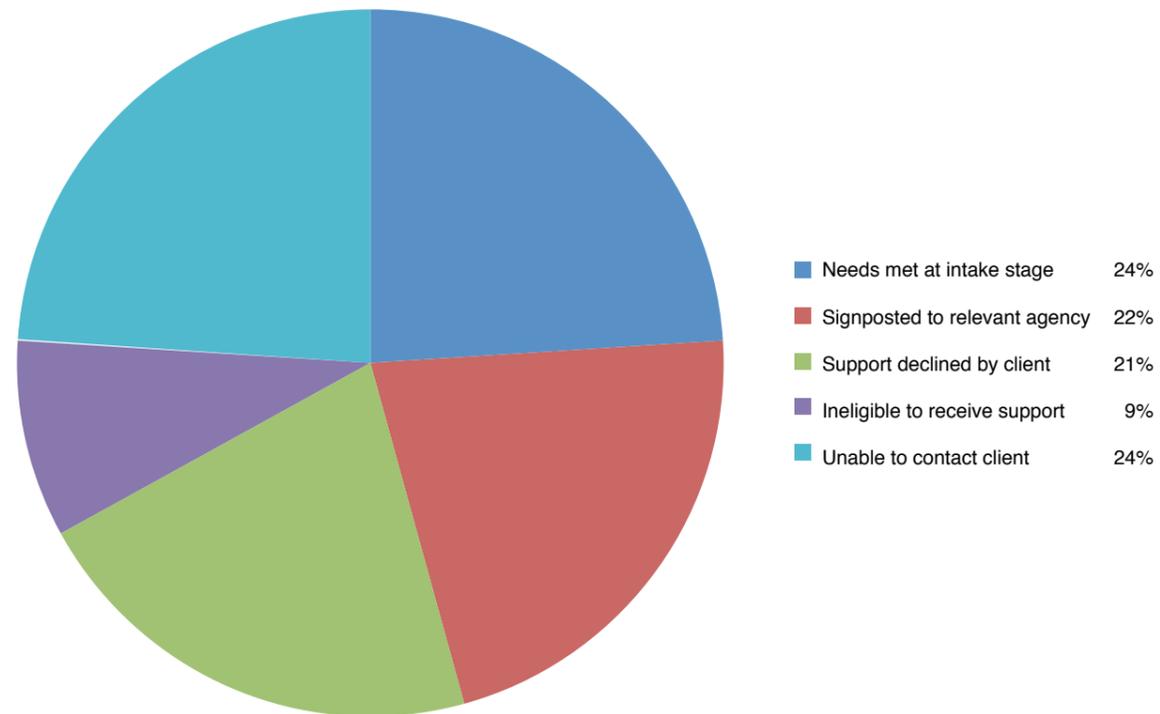
Total referrals received - 2236



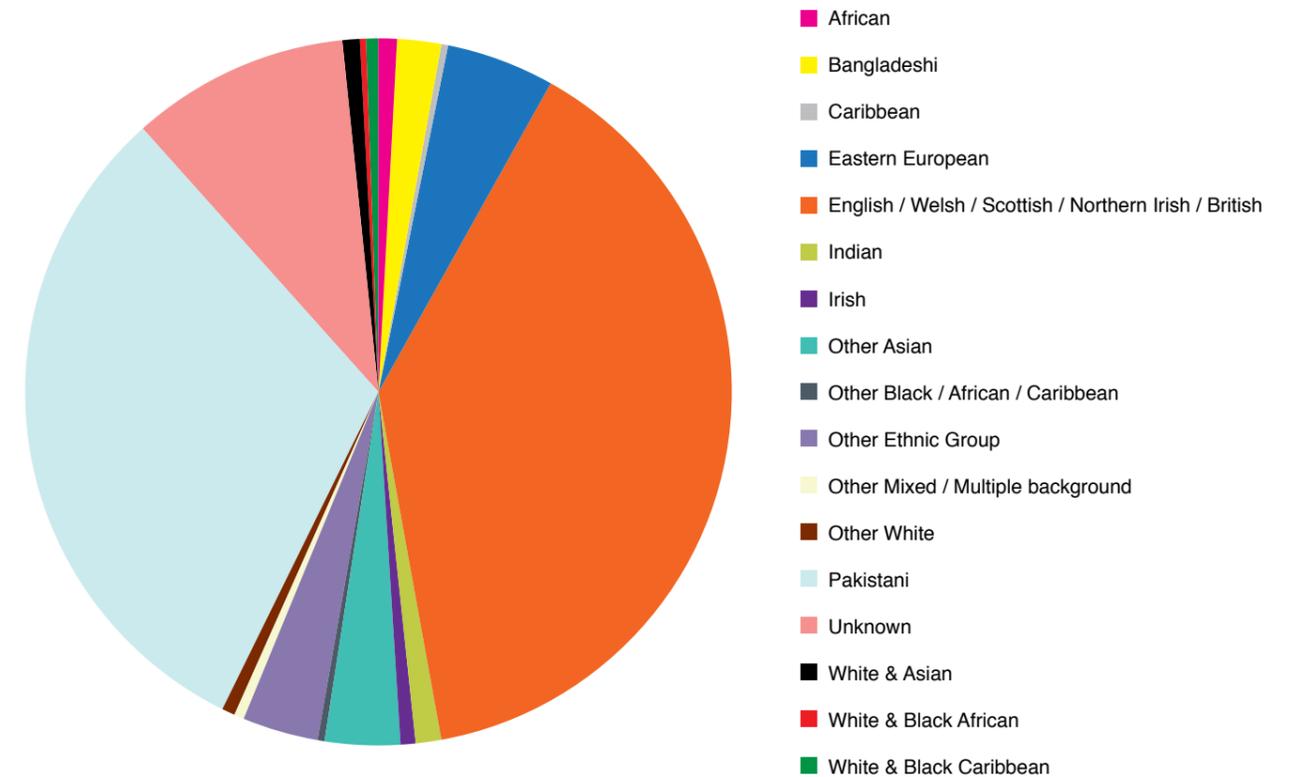
Breakdown of services offered - total of 1586 clients



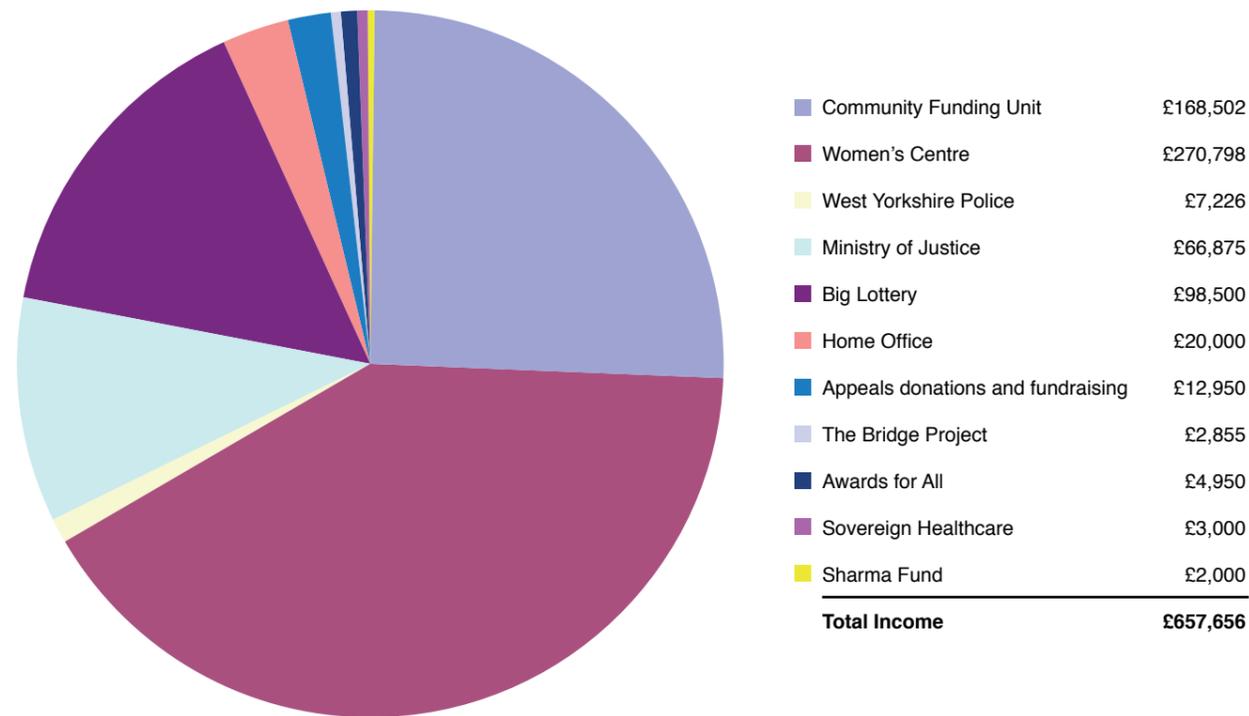
Helpline outcomes of enquiries which did not become clients - 650



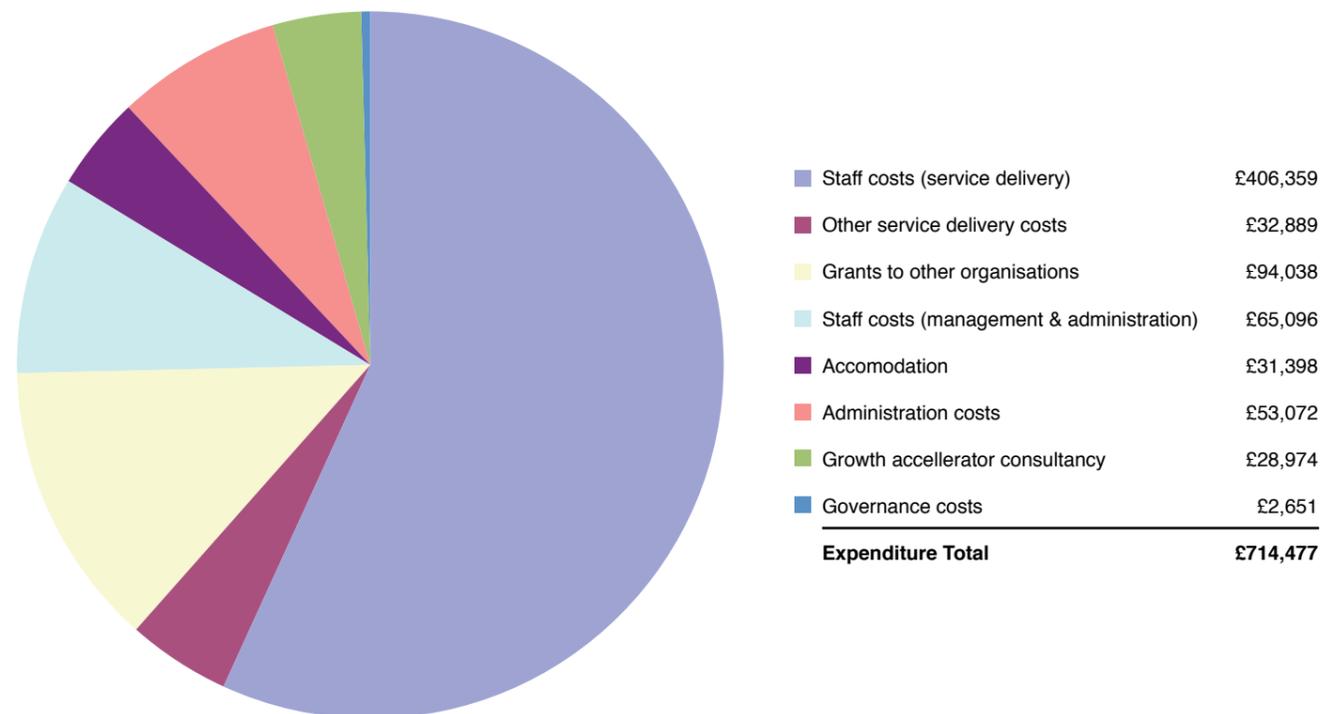
Ethnicity 2016 - 2017



## Sources of Grants and Income



## Total Expenditure



## Working towards Engaging, Empowering and Sustaining communities across the Bradford district

### Our valued partners and supporters –

Advice Network and Training Partnership	ESP Projects
Anah Project	Fathom Learning
Big Lottery Reaching Communities Programme	Home Office
Bradford Community Broadcasting	Horton Housing
Bradford Counselling service	IDAS
Bradford College	Makin and Dixon solicitors
Bradford CVS and KIVCCA	Men Standing Up
Bradford District Age Concern	Naylor Wintersgill
Bradford District Assembly	Peacemakers International
Bradford Metropolitan District Council	Petherbridge Bassra Solicitors
Bradford Rape Crisis	Project 6
Bradford Resource Centre	Safe and Sound
Bradford Women's Aid	Sharing Voices
Bridge	Stachiw Bashir Green Solicitors
Calderdale Women's Centre	Switalskis Solicitors
CH Wood	Survivors West Yorkshire
CNET	Together Women's Project
Bradford Clinical Commissioning Groups	West Yorkshire Fire Rescue Service
Creative Butterfly Project	West Yorkshire Police
Domestic Violence Services	West Yorkshire Police and Crime Commissioner
Equality Together	Williscroft and Co Solicitors
Equity Partnership	





**Staying Put, PO Box 449 Bradford BD1 2XB.  
Registered Charity No: 111 6162  
Company Limited by Guarantee No: 5124878**

Please note: Photographed models appear throughout this review to protect the identities of actual service users.

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